SCOPE OF WORK

A Purchase Order will be issued between the State of Florida, Department of Economic Opportunity, hereinafter referred to as "DEO" and _____, hereinafter referred to as "Contractor." DEO and Contractor may be referred to herein individually as a "Party" or collectively as "the Parties."

Contractor agrees to provide services in accordance with the terms and conditions of this Scope of Work and its attachments, which contain the high-level Reemployment Assistance requirements that must be met by the Contractor through development and/or implementation; State Term Contract (STC) Number 80101500-20-1; Management Consulting Services; and subsection 287.058(1)(a)-(i), Florida Statutes (F.S.). The requirements of paragraphs (a) – (c) of subsection 287.058(1), F.S., are hereby incorporated by reference.

1.0   General Description and Purpose of this Request for Quote (RFQ)

DEO is in need of a Contractor to provide services, per STC # 80101500-20-1, to assist DEO in identifying, assessing, analyzing, and redesigning the Reemployment Assistance business processes and to develop business and technical functional and non-functional requirements, that impact the customer experience into a customer-centric business framework that leverages improvements and supporting technologies to deliver world-class customer service. The assessment will include analysis of existing processes and specifications to improve business and technical processes effectiveness and efficiency. This shall include full evaluation of the Reemployment Assistance program, Reemployment Assistance Information Technology program, and partial evaluation of the Reemployment Assistance Tax program that relate to the Reemployment Assistance Claims and Benefits Information System. At a minimum, DEO seeks to identify and redesign business processes to deliver:
- Improved user experience to address the specific concerns of users and stakeholders;
- Adaptability in response to changing needs of the customer and DEO;
- Ensured program integrity and reduction of fraud risk;
- Improved services and service delivery;
- Minimized process complexity and service delivery time;
- Improve quality of the services;
- Increased transparency levels;
- Reduced administrative burden and cost; and
- Adoption of best practices from similar environments.

1.1   Background

In collaboration with its partners, DEO assists the Governor in advancing Florida's economy by championing the state's economic development vision and by administering state and federal programs and initiatives to help visitors, citizens, businesses, and communities. In support of this mission and vision, DEO maintains the Reemployment Assistance Claims and Benefits Information System commonly referred to as "CONNECT," which shall be referred to herein as the "Reemployment Assistance Claims and Benefits Information System" or "the System." The Reemployment Assistance Claims and Benefits Information System serves as the central repository to file, track, view, and process Reemployment Assistance claims. The Reemployment Assistance Claims and Benefits Information System functions as the core benefits administration

platform for DEO staff, claimants, and employers and Third-Party Administrators (TPA). The Reemployment Assistance Claims and Benefits Information System provides online access to apply for benefits, view and track claims, set up payment information, respond to fact-finding requests, and protest and appeal eligibility determinations. For employers, the Reemployment Assistance Benefits Information System allows access to respond and protest inquiries regarding claimants receiving Reemployment Assistance benefits. Additionally, the Reemployment Assistance Benefits Information System allows employers to grant TPAs access to perform specific administrative functions.

In response to the impact on the Reemployment Assistance Claims and Benefits Information System throughout the COVID-19 pandemic, DEO partnered with a third-party contractor to perform a study to include an assessment of the Reemployment Assistance Benefits Information System built in 2013, actions taken to stabilize the performance of the system in 2020, and compare solution options to enable immediate usability improvements and a sustainable continuous modernization path. On February 26, 2021, the [Final Report for Improved Delivery of Reemployment Assistance Benefits](#) ("Final Report") was published, and includes a recommended approach and implementation roadmap for future modernization efforts. The Final Report is incorporated herein by reference. The recommendations divide modernization initiatives into realistic, viable, and achievable projects and includes the acquisition of third-party services to support the efforts and initiatives referred to as the Reemployment Assistance Modernization Program. The goals of the Reemployment Assistance Modernization Program are to:

- Implement immediate System performance and functional improvement needs while positioning DEO with a secure, scalable, and sustainable system architecture and agile support processes.
    - The goal is to have a system that is efficient, scalable, and meets the needs of providing benefits to protect workers who lose their job through no fault of their own.
- Achieve Reemployment Assistance national prominence, as measured through the federal core measures, program integrity measures, and Secretary standards required by the U.S. Department of Labor (USDOL).
- Improve access and equity in the delivery of Reemployment Assistance benefits.
- Sharpen the Reemployment Assistance program's focus on outcomes and accountability.
- Promote Floridians' self-sufficiency.
- Have a system capable of responding rapidly to changes in law and economic conditions.
- Reduce cyber security risk and potential for fraud.
- Improve information flow with claimants, employers, and TPAs to make quicker decisions.
- Improve Reemployment Assistance program quality, accountability, performance, and integrity.
- Leverage new technologies to improve claimants, employers, and TPAs' overall experience with the Reemployment Assistance program, including reducing the amount of time it takes to file a claim for benefits.
- Improve efficiencies and effectiveness in managing claim workload and being better equipped to handle unexpected spikes in the number of claims that may result from emergencies, disasters, or economic factors.
- Eliminate manual, error-prone, labor-intensive processes.
- Enhance system usability including accessibility.
- Reduce maintenance and support time and costs.

- Incorporate technical standards (e.g., software development standards, database standards, and interface standards) sufficient to develop from and modern technologies.
- Seamlessly integrate with other internal/external IT assets.
- Modernize real time and batch interfaces, which include but are not limited to Employ Florida (EFM), Social Security Administration (SSA), Internal Revenue Service (IRS), National Directory of New Hire (NDNH), State Information Data Exchange System (SIDES), Systematic Alien Verification for Entitlements (SAVE), Unemployment Insurance Interstate Connection Network (ICON), Florida Department of Highway Safety and Motor Vehicles (FDHSMV), and all other systems exchanging data with the Reemployment Assistance program.

The Reemployment Assistance Modernization Program includes 19 projects which are grouped into the following categories: infrastructure, software, data and analytics, and security, as summarized in Table 1, Anticipated Projects Supporting the Reemployment Assistance Modernization Program. All 19 projects are required to be completed by June 30, 2023.

The Business Process Optimization project serves as the foundation for the Incremental Customer Experience (CX)/User Experience (UX) Mobile-Responsive Software Transformation Project by detailing the processes and requirements necessary to create a portal that streamlines the application and account management portions of the Reemployment Assistance Program for claimants, employers, and Third Party Administrators. The completion of the Business Process Optimization Project is critical for the initiation and successful implementation of the CX/UX project mentioned above.

Table 1 Anticipated Projects Supporting the Reemployment Assistance Modernization Program

	#	Project Name	Description
Infrastructure	1	**Cloud Migration**	Complete planning for remaining migration, readiness activities, and migration of Reemployment Assistance Benefits Information System's infrastructure from the State Data Center and Disaster Recovery sites to a Cloud Service Provider using an Internet as a Service hosting model. Included within the migration project is the selection and implementation of a new document storage solution and document generation solution.
	2	**Cloud Application Performance Management**	Provide application performance management, including functionality like root cause analysis, custom dashboards showing key performance indicators to communicate performance at-a-glance, and system monitoring with clearly defined thresholds when remedial action must occur and then defining those actions.
	3	**Cloud Contact Center as a Service**	Replace or migrate the current Reemployment Assistance Customer Service Center solution with a cloud-based contact center solution. The new system should be able to replace the current phone system (Cisco) and Interactive Voice Response system. This project was previously included in the Cloud Migration project identified in the Final Report.
Software	4	**SDLC - DevOps**	Ensure the completeness and correctness of the application design documentation, related artifacts, and dataflow diagrams for the Reemployment Assistance Benefits Information System and ensure that a process is in place that aligns the Reemployment Assistance Benefits Information System functionality with management's business requirements, including secure development best practices (DevSecOps, SSDLC).
	5	**.NET and ORM Upgrade**	Establish a solid architectural basis in support of continuous system modernization by upgrading the Reemployment Assistance Benefits Information System application to the latest version of the .NET Framework and defining a new architecture based on .NET Core and upgrade the Object Relational Mapping software to the most current version.
	6	**SOA and API Layer**	Establish a solid architectural basis in support of the continuous modernization by defining a new architecture based on .NET Core, Web API framework, and a service-oriented architecture for the modernized Reemployment Assistance Benefits Information System application.
	7	**Rules Engine**	Establish business rules into a user-visible and user-maintainable business rules engine. This will allow both maintaining business rules and developing new business rules without requiring code changes and subsequent deployments.
	8	**Incremental Customer Experience (CX)/User Experience (UX) Mobile-Responsive Software Transformation**	Establish an agile and incremental solution to ensure that business process optimization is incorporated into the customer and user experience transformation activities for each of the functional modules within the scope of the CX/UX project.

Software	9	**Systems and Software Integration Procurement**	Procure the contractual services of a third-party System and Software Integration services provider with experience in strategic planning, design, development, and integration for large multi-component system modernization efforts.
	10	**Strategic Planning Office**	Enables DEO to maintain focus and direction across all projects within the program. Serves as a single point of contact for budget, scope, and status reporting.
	11	**Independent Verification and Validation Procurement**	Procure the contractual services of a third-party consulting firm with experience in conducting Independent Verification and Validation assessments to provide these services for the Reemployment Assistance modernization and mobile-responsive transformation project.
	12	**Reemployment Assistance Help Center**	Includes the development of a front-end website that is a one-stop site for citizens/claimants to find answers to commonly asked questions and to enable easy navigation through all Reemployment Assistance processes and related documentation. Phase one of this project is limited to informational and navigational web page content development. Phase two of this project includes citizen master data management and data analytics to ensure that citizens have a complete view of all their current and historical information.
Data & Analytics	13	**Data Warehouse**	Establish a cloud-hosted data warehouse designed for reporting purposes. The warehouse will establish a single source of truth for customers, be independent of batch cycles, and maintain historical transactions.
	14	**Reporting Project**	Rewrite all system reports and write any additional reports, as requested, using the existing data warehouse as a source of reporting data.
	15	**Archival and Purge Project**	Establish a process and execute archival and purge of data in both the production database and file store.
	16	**Master Data Management and Interoperability Project**	Create a data catalog and data dictionary to enable standardization of data elements and interoperability across business units and other Departments per Florida Digital Services (FLDS) and section 282.206, F.S., requirements.
Security	17	**Security Architecture Review Services Project**	Application security architecture services will ensure the application, underlying platform, and associated operations and development processes meet modern application security standards. Incorporating appropriate security controls from early in the application and system development lifecycle ensures security is inherent to the application and avoids incurring significant risk to users and prevents major costs from rework needed to meet security and compliance needs later.
	18	**Identity Management and Access Control Project**	Acquire and integrate an identity and access management control service for utilization by all users of the system. This project includes the updating of identity management policies and procedures as well as any necessary migration of existing user accounts and roles to the new service.
	19	**Security Architecture Audit Services Project**	Perform a technical audit consisting of a system, platform, application, and network hardening review, including a penetration testing engagement with scope involving, at a minimum, all application user

		and administrative interfaces, a sampling of all application environments and tiers, critical application infrastructure, access management platform, and staff resources.

During the 2021 Legislative Session, the Florida Legislature directed and provided funding for DEO to undertake a sustainable, continuous modernization effort of the Reemployment Assistance Claims and Benefits Information System to implement immediate system performance and functional improvement needs while positioning DEO with a secure, scalable, and sustainable system architecture and agile support processes.

1.2 The Federal/State Unemployment Insurance Program

DEO's mission is to assist the Governor in advancing Florida's economy by championing the state's economic development vision and by administering state and federal programs and initiatives to help visitors, citizens, businesses, and communities.

DEO's Division of Workforce Services provides services to enhance Florida's labor force and has three goals to establish long-term change, including modernizing the state's Reemployment Assistance (also known as Unemployment Insurance or Unemployment Compensation) Program and creating an integrated customer-focused workforce system.

America's unemployment compensation program originated in 1935 as part of the Social Security Act. Its objectives are to help unemployed workers get through temporary, involuntary unemployment and to support the business community in anticipation of economic downturn. In Florida, DEO strengthens the state's economy by providing the workforce development component of the Governor's priorities to improve Florida's education system, economic development and job creation, public safety, and public integrity.

Federal and State governments have a shared responsibility for administering the program in all fifty (50) states, District of Columbia, Puerto Rico, and Virgin Islands. Each state legislates its own tax structure, qualifying requirements, benefit levels, and disqualification provisions. However, State law must conform to federal requirements. USDOL ensures that state laws meet all requirements for approval. Therefore, any solutions selected by DEO must meet Federal requirements and allow modifications specific to Florida.

Florida's Reemployment Assistance Program is subdivided into the business units listed below. Current state metrics for Florida's Reemployment Assistance Program, including current volumes and backlogs, are detailed in section 1.7.

1.2.1 Customer Contact Center

In addition to general information made available by DEO through the existing Reemployment Assistance Claims and Benefits Information System, Reemployment Assistance Help Center project, and the DEO website, the Reemployment Assistance Customer Contact Center receives calls routed from Interactive Voice Response (IVR) menu options to Customer Contact Center agents based on the nature of the caller's inquiry.

Call routing is supported through the Customer Relationship Management (CRM) call center technology.

The CRM related applications provide the projected call volume utilizing a forecasting tool. The application also allows DEO to manage staffing as follows:
- Forecasting - quarterly
- Coverage Needed - daily
- Staff Availability - daily
- Shrinkage - daily, and
- Real-Time Adherence which works hand-in-hand with the master schedule

All the items listed above are captured by the CRM application and allows the Customer Contact Center's reporting team to produce a scorecard daily. This scorecard provides a summary of the overall performance of the operation.

The Customer Contact Center Quality Control unit's primary goal is to assess agent performance, identify agent development opportunities daily and improve customer service provided to callers. The results and reports acquired from the quality management application and call recording tools are used to assess customer satisfaction, improve training programs, identify trends, and enhance knowledge-based content.

Calls can relate to claimants seeking general information or the status on a specific claim, or to filing applications telephonically. Most calls processed by the Customer Contact Center are received from individual claimants inquiring about the status of a new or continuing claim. The following chart is a summary of activities handled by a Customer Contact Center agent, although not all-inclusive.

Customer Support Center (CSC) Claimant and Employer Calls		
Duties	Claimants	Employers
PIN Reset	x	
Password Reset		x
Return to Work	x	
Agency Assist	x	
Authentication	x	x
Employer Identification Resolution Process (EIRP)	x	
Eligibility issues	x	
Threatening/Abusive Calls	x	
Late Adjudication Forms	x	
Change Effective Date on the Claim	x	
Escalated Calls	x	
Late Certification/Predate	x	
Overpayment Detecting	x	

Payment Screens	x	
Translations	x	
Void Issue	x	
Emails	x	
Updating of email address		x
Completing Protest		x
Answering 412s (Portal Navigation)		x
General Questions	x	x
Fraud	x	x
Benefit Charges		x
Fraud Initiative Rating and Rules Engine (FIRRE)	x	
Multi-Factor Authentication (MFA)	x	

Prior to the pandemic, beginning in March 2020, Customer Contact Center volumes fell within an average of 25,000 attempted calls per week. During the pandemic, the maximum number of calls attempted in a single day exceeded 1.2 million. The maximum attempted daily call volume to the Customer Contact Center during the pandemic claims period was more than 200 times the previous daily average or an increase of nearly 22,000%.

1.2.2 Claims Processing

Individuals who file for Reemployment Assistance benefits with the State of Florida are referred to as claimants. Employers for whom the claimants previously worked are referred to as employers. Generally, claimants can file an automated claim for Reemployment Assistance benefits as a first-time claimant if they have not filed for Reemployment Assistance benefits before, or as a repeat claimant if they have previously filed for Reemployment Assistance benefits. When filing a claim for an existing claimant, the claimant is guided through an automated series of questions, messages, screens, and forms to enter required information in the system to complete the claim application. In addition, the existing Reemployment Assistance Claims and Benefits Information System is designed to verify the identity of claimants as part of the completion of a claim application. Once a claim application has been completed in the Reemployment Assistance Claims and Benefits Information System by the claimant, notice of claims filed are distributed to employers. A monetary determination is then issued, indicating whether and for what amount a claimant is monetarily eligible for benefits based on the claimant's wages during the base period of the claim.

Depending on the nature of the claim and the data entered by the claimant, the Reemployment Assistance Claims and Benefits Information System may generate one or more claim issues. DEO uses the term "claim issue" to denote something that will need to be reviewed or resolved before a claimant is considered eligible to receive benefit payments.

1.2.2.1 Wage Determination Unit

The Wage Determination Unit investigates claimant wages by reviewing the information provided from the Reemployment Assistance Claims and Benefits Information System and through contacting employers. If DEO staff is unable to validate wages that are presented in the Reemployment Assistance Claims and Benefits Information System, the Florida Department of Revenue (DOR) is contacted to investigate. Once the correct wages are determined, DEO staff updates the information in the Reemployment Assistance Claims and Benefits Information System and issues a redetermination.

The Wage Determination Unit also investigates requests for monetary reconsideration from the claimant.

Activities undertaken in the Wage Determination Unit include the following:
- Requests for wage verification
- Reviewing tax screens and wage report responses
- Sending claimant proof of earnings
- Issuing redeterminations
- Initiating investigations if unable to verify wages and earnings

1.2.2.2 Special Programs Unit

Special Programs Unit activities include the following:
- Short Time Compensation
- Combined Wage Claims from other states
- Federal and Military Claims
- Systematic Alien Verification for Entitlements (SAVE)

Benefit Records and Central Intake activities include the following:
- Handling Records Requests received for employer or claimant records, which are received by phone, fax, or email
- Processing any Reemployment Assistance record requests of payments received and delivery to DEO

Central Mail Intake:
- Is responsible for receiving and processing all the Reemployment Assistance Program's incoming mail
- Opens, sorts, and preps mail for scanning
- Receives mail via certified, priority, courier, or overnight and logs and processes it as time sensitive
- Separates returned mail from regular incoming mail and then scans and indexes it with return mail issue created in the claimants' Reemployment Assistance account
- Prepares and scans documents into the document management tool for indexing into the appropriate workflows in the Reemployment Assistance Claims and Benefits Information System
- Process faxed documents

1.2.2.3 Claim Support Unit

- Responds and resolves RA Help Center inquiries from claimants regarding their claim status
- Processes workflow queues within the Reemployment Assistance Claims and Benefits Information System to ensure the claim is processed to the next step of eligibility

1.2.2.4 Escalated Unit

- Handles all escalated claims inquiries

1.2.2.5 Benefits Integrity Unit

The Benefits Integrity Unit performs functions related to wage audits, investigations of fraud and overpayments, recovery of program funds (due to fraud and/or overpayments), and oversight of the Special Payment Unit. Processes performed in each of these four areas are listed below:

- Wage Audits
  Processes related to Wage Audits include, but are not limited to the following:
  - DEO/DOR crossmatch of earnings;
  - Establish non-fraud and fraud overpayments;
  - Redetermination of earnings-related overpayments;
  - Earnings corrections;
  - Participates in Appeal hearings related to the following:
    - Non-fraud and fraud; and
    - Recoupment.

- Investigations of Fraud and Overpayments
  Investigations of fraud and overpayments are initiated based upon information on overpayments obtained from processed crossmatches, non-monetary determinations, appeals decisions, and DEO conducted audits within the Reemployment Assistance Claims and Benefits Information System. DEO also created the Fraud Initiative Rules and Rating Engine (FIRRE) system to identify patterns for fraud and behavior analysis. The technology utilized by the FIRRE system allows for fast, concurrent, and parallel processing of rules by the rules engine to efficiently and effectively process the data to detect fraudulent activity near real-time.

  Processes related to investigation include, but are not limited to, the following:
  - RA fraud overpayment investigations for recoupment and prosecution;
  - RA identity theft investigations and support for prosecution;
  - In-person identity verification;
  - Reemployment Assistance Help Center inquiries/hotline tip investigations;
  - Escalated deceased claimant investigations;
  - Escalated incarcerated claimant investigations;
  - Fraudulent payments/hijacked claims; and
  - Claims flagged by FIRRE.

- Recovery of Program Funds
  Sources from which program funds may be recovered include, but are not limited to, the following:

- o   Treasury Offset Program;
- o   Collection Agency;
- o   Florida Lottery;
- o   Small Claims Court;
- o   Interstate Reciprocal Overpayment Recovery Arrangement (IRORA) Benefit Offset;
- o   Refunds to claimants;
- o   Credit card/check payments; and
- o   Offset of future Reemployment Assistance benefits.

- • Special Payments Unit (oversight)
  Processes related to the oversight of the Special Payments Unit include, but are not limited to the following:
  - o   Child support;
  - o   Internal Revenue Service 1099Gs;
  - o   Unpinned debit cards;
  - o   Internal Revenue Service;
  - o   Payment issues, including missing payments;
  - o   Withdrawal of claims;
  - o   Veterans Affairs request;
  - o   Deceased claimant issuance of benefits;
  - o   1099G's on fraudulent claims;
  - o   Voucher certifications;
  - o   Earnings corrections; and
  - o   Payment verification for financial partners.

1.2.3 Adjudication

The review of claim issues is referred to as "adjudication" and the resolution of claim issues for eligibility is referred to as a "determination." Nonmonetary claim issues are automatically or manually created in the Reemployment Assistance Claims and Benefits Information System when circumstances are presented, that under Reemployment Assistance state law are potentially disqualifying. These issues can either be auto-adjudicated based on pre-defined business logic within the Reemployment Assistance Claims and Benefits Information System, or manually handled by an Adjudicator. An example of an issue which is currently auto-adjudicated occurs when an employer has informed DEO of a layoff due to a lack of work. Once a claimant has been determined monetarily eligible, non-monetary issues are adjudicated. After reviewing the available facts, the Adjudicator may be required to contact one or more parties to gather additional information and rebuttals prior to issuing a quality determination based on state Reemployment Assistance law and federal guidelines. Nonmonetary determinations have the potential to affect the claimant's past, present, or future benefits. Once a determination is processed, the claimant and affected employers will then receive copies of the non-monetary determination.

Non-monetary determinations relate to eligibility factors such as:
- • Ability and Availability issues;
- • Separation issues;
- • Earnings reported incorrectly;

- Refusal of work issues;
- New hire return to work issues (created when the Reemployment Assistance Claims; and
- Benefits Information System crossmatches with the Department of Revenue and the National Directory of New Hire database).

Most of the non-monetary issue types created require that an Adjudicator investigate, but conditions do exist where certain non-monetary issue types can and are auto-adjudicated based on predefined business logic.

1.2.3.1 Workflow Management and Analysis Unit

The Workflow Management and Analysis Unit delivers functions which are critical to statewide adjudication processes. This function consists of but is not limited to the gathering, organizing, distributing, tracking, and reporting of all adjudication work and special projects. The Unit also works directly with the Workforce Statistics and Economic Research Bureau to gather data and provide analysis and reporting for ad-hoc requests.

Functions that are handled by the Workflow Management and Analysis Unit as it relates to adjudication process include but are not limited to:

- Workload Distribution: The manual statewide distribution of adjudication workload consisting of regular adjudication, special adjudication projects, New Hire, and Employer Charge assignments.
- Performance Reporting & Analysis: The building, tracking, and maintaining of the Adjudication database for quality and production reports used by staff and leadership.
- Escalated Mailbox: Managing the Adjudication mailbox which includes requests from DEO's Office of Inspector General, the Reemployment Assistance Appeals Commission, and other Reemployment Assistance business areas.

1.2.3.2 New Hire Unit

State and federal law requires all employers to report newly hired and re-hired employees to a state and national directory within 20-days of their start date. This information is used in the early detection and prevention of unemployment fraud. The Adjudication New Hire Unit handles the reporting of newly hired or re-hired employees in the State of Florida. When the Agency receives new hire information from the National Directory of New Hires (NDNH) and Florida Department of Revenue (DOR), the information is crossmatched against the Reemployment Assistance Claims and Benefits Information System to determine if the reported individual has a claim. Potential conflicts, such as the claimant under reporting or not reporting wages earned when claiming weeks, or not providing a Return to Work date, can cause a Return to Work date in the past issue to be generated and benefits to be held pending further investigation by the New Hire Unit. Any time a conflict is identified, the Reemployment Assistance Claims and Benefits Information System checks to determine if an issue has already been created. The New Hire Unit will also handle adjudication issues that are discovered during the investigation of the Return to Work New Hire Crossmatch issue.

Issues that are handled by the New Hire Unit as it relates to Return to Work issues include but not limited to:

- Earnings
- Separation
- Able and Available
- Job Refusal

1.2.3.3 Tax and Wage Processing

The Florida Department of Revenue (DOR) administers the Reemployment Tax program, and registers employers, collects the tax and wage reports due, assigns tax rates, and audits employers. DOR operates the System for Unified Taxation (SUNTAX), which is where Reemployment tax data is housed. DOR's SUNTAX system and DEO's Reemployment Assistance Claims and Benefits Information System are interconnected and any change to either system could impact Reemployment Assistance benefit administration.

1.2.3.4 Employer Unit

The Employer Unit handles the issues that center around the tax liability for contributory employers and invoicing of reimbursable employers for benefits paid from the Unemployment Compensation Tax Fund. The filing of protest can be completed online through the Reemployment Assistance Help Center, the Reemployment Assistance Claims and Benefits Information System, or by mail or fax. Once a protest is received, staff manually review the protest request and determine the timeliness of the filing of the protest. The claim related to the protest is researched by staff to determine if benefits charges were determined correctly. This is completed through researching the claim's history, utilizing the DOR SUNTAX system to review charge and credit history, succession, and wage information for the claimants. Once review of the claim is completed, staff will re-determine any charge-only determinations handled incorrectly, then address the protest by sending an Unemployment Compensation Benefit (UCB) letter to the employer.

Issues that are handled by the Employer Unit include but are not limited to:
- Protests to DOR charge statements.
- Employers requesting a review of their tax rates as it relates to benefit charges and credits.
- Employer and Employee relationships as they relate to chargeability (i.e. independent contractor, employees of a church, etc.).
- The resolution of charging or non-charging an employer's account based on benefit charge issues created by a separation issue or timeliness of an employer's response to a Notice of Claim Filed.

1.2.4 Appeals

Claimants may appeal any adverse monetary or non-monetary benefit determinations, and employers have the right to appeal adverse non-monetary or charge-related benefit determinations to which they are a party.

If a determination is provided that adversely affects a claimant or employer, the affected party may file an appeal regarding eligibility, qualification, experience benefit charges, child support deductions, overpayment, special programs eligibility and/or fraud. Appeals are heard and

decided by appeals referees. The Office of Appeals must provide an opportunity for an administrative hearing providing all due process rights and in compliance with Florida's administrative code, evidence rules, and applicable rules of procedure. Pertinent files and documents must be made available to all parties.

When an appeal is filed, an appeals referee will receive the appealed case in their queue in the Reemployment Assistance Claims and Benefits Information System. The appeals referee will review documents in the case folder and gather documents that may be needed for the hearing and upload those documents to the case folder. The appeals referee uses a program called BRAVA that allows them to assemble, redact, and number the documents electronically. The appeals referee schedules the date and time for the hearing. Once the hearing is scheduled, a notice of hearing is generated electronically and the assembled documents from the case folder merge with the notice of hearing and are either mailed or electronically distributed to the claimant's and employer's inbox in the Reemployment Assistance Claims and Benefits Information System. At the time of the hearing, the appeals referee logs into the Digital Appeals Recording Solution (DARS), which pulls the parties' names and phone numbers from the Reemployment Assistance Claims and Benefits Information System. The appeals referee calls the parties through DARS and DARS records the hearing. The recording is uploaded to the case folder in an overnight batch. Following each hearing, a written decision is issued establishing findings of fact and conclusions of law and a ruling affirming, reversing, or modifying the determination. The written decision can be appealed to the Reemployment Assistance Appeals Commission (RAAC) and then to a Florida District Court of Appeal (DCA).

Employers may also file appeals on determinations of their tax liability tax rate and benefit reimbursement. For each tax appeal, the Office of Appeals provides the opportunity for an administrative hearing and holds a hearing providing all due process rights and in compliance with Florida's administrative code, evidence rules, and rules of procedure. Following each hearing, a written recommended order is issued establishing recommended findings of fact and conclusions of law with a recommended ruling affirming, reserving, or amending the determination. A Final Order is then issued based on the recommended order and any filed exceptions. Final Orders in these cases may be appealed directly to the DCA.

1.2.5 Quality Assurance

Although not customer-facing, the Quality Assurance Unit performs a broad and varied range of essential business functions that are not performed by other functional units elsewhere within the Bureau. Those various functions include, reporting required by USDOL, management reports and audits, administration of the Disaster Unemployment Assistance program, subject matter expert oversight for functional requirements development, testing and maintenance of the Reemployment Assistance Claims and Benefits Information System, oversight of a self-service task force driving improvements in Customer Experience, programmatic and quality training, and federally-required Benefit Accuracy Measurement, including Benefits Data Validation and Benefits Timeliness and Quality of non-monetary determinations.

A listing of activities performed within each functional area is provided below.

- Federal required reporting and management reports/audits/Disaster Unemployment Assistance

- o Responsible for submitting 36 core federal reports required by USDOL
- o Reports are used for economic statistics, allocating Reemployment Assistance administrative funding based on state workload, measuring state claimant eligibility criteria and performance in providing benefits, and accounting for fund utilization
- o Coordinating, managing, and providing statistical data and program information
- o Managing the State Quality Service Plan
- o Serving as the Reemployment Assistance liaison for all business units during Federal, State, or internal audits
- o Coordinating and providing audit responses for DEO to the Office of Inspector General or other relevant party
- o Responsible for implementing the Disaster Unemployment Assistance program in the instance of a disaster.

- Subject Matter Expert oversight for functional requirements development, testing, and maintenance of the Reemployment Assistance Claims and Benefits Information System
  - o Oversight for all development work, testing, and maintenance for the Reemployment Assistance Claims and Benefits Information System
  - o Responsible for developing and coordinating a statewide training plan and change management activities for the Reemployment Assistance program
  - o Managing all internal and external communications regarding programmatic changes or initiatives
  - o Responsible for developing and maintaining all Reemployment Assistance documentation and correspondence

- Oversees a Self-Service Task Force driving improvements in Customer Experience
  - o Captures and reviews the "Voice of the Customer" in order to identify areas for improvement
  - o Drafts projects and business changes aimed at improving the customer experience and/or creating efficiencies
  - o Ensures DEO's front-line staff participate in development through the use of focus groups across the Reemployment Assistance program
  - o Benchmarks initiatives and projects against other states and industry experts, when possible
  - o Reviews and develops content using plain language guidelines
  - o Assists in requesting, developing, testing, and deploying new technology
  - o Supports other units with unique requests as needed (Ex: drafting communication for claimants and employers)
  - o Responsible for changes or updates to the Reemployment Assistance Claims and Benefits Information System and the Reemployment Assistance program's Intranet site

- Programmatic and Quality Training
  - o Develops, schedules, and performs programmatic training sessions to improve quality of the Reemployment Assistance program
  - o Supervises technical training for staff
  - o Conducts orientation sessions for recently hired staff
  - o Creates brochures and training materials

- o Conducts statewide Reemployment Assistance programmatic training for the Disaster Unemployment Assistance program as needed

- Benefit Accuracy Measurement
  - o Federally required unit that provides the basis for assessing accuracy of Reemployment Assistance benefits payments and accuracy of benefits denied
  - o Assesses improvements in program accuracy and integrity
  - o Conducts performance reviews to determine federal and state quality standards

- Benefits Data Validation
  - o Validates reported workload data, identifies and addresses discrepancies, and reports findings to USDOL
  - o Assesses the accuracy of reported counts, the validity of the counts, and that the correct information is being counted
  - o A required activity assessing accuracy of Reemployment Assistance benefits required reports used to measure performance and allocate Reemployment Assistance benefits administrative funding

- Benefits Timeliness and Quality
  - o Responsible for completing federally required quarterly reviews of nonmonetary determinations, which provides USDOL with data needed to help assess an aspect of the state's Reemployment Assistance operational performance
  - o Responsible for completing weekly reviews of a defined sample of nonmonetary determinations, based on the federal Benefits Timeliness and Quality model, which provides reports and documents trends to assist adjudication management with training tools for individualized coaching
  - o Responsible for assisting with reviews of Reemployment Assistance operations with regards to monitoring first payment promptness performance
  - o Responsible for maintaining the Reemployment Assistance Adjudication Manual and other related resource materials such as procedural instructions and memorandums
  - o Conducts statewide Reemployment Assistance quality training, primarily for fact-finding and adjudication
  - o Provides statewide technical assistance when needed

1.3 Florida's Current Reemployment Assistance Claims and Benefits Information System

DEO administers Florida's Reemployment Assistance program. The current Reemployment Assistance Claims and Benefits Information System, commonly known as CONNECT, was deployed in 2013 to provide a modernized, web-based system and to replace a legacy mainframe system. It is used by DEO staff, claimants, employers, and third-party administrators (TPAs), and serves as the central repository to track, view, and file Reemployment Assistance claims. The System functions as the core benefits administration platform for DEO staff and provides online access for claimants to apply for benefits, view and track claims, set up payment information, and file an appeal. For employers, the System allows access to inquiries regarding claimants for response and to protest a benefit charge or file an appeal. Additionally, the System allows employers to grant TPAs access to perform specific functions.

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DOR administers the Reemployment Tax program, and registers employers, collects the tax and wage reports due, assigns tax rates, and audits employers. DOR operates the System for Unified Taxation (SUNTAX), which is where Reemployment tax data is housed. DOR's SUNTAX system and DEO's Reemployment Assistance Claims and Benefits Information System are interconnected and any change to either system could impact Reemployment Assistance benefit assistance.

The System is primarily developed in .NET using an Oracle database, and it resides within the State Data Center. The System is based on the Unemployment Framework for Automated Claim and Tax Services system (uFACTS), which is also deployed in Massachusetts and New Mexico. A reduced-scope solution was deployed in 2013. Since the deployment, DEO has been focused on resolving a backlog of technical issues and adding required functionality while accumulating technical debt across 75 proprietary products that make up the System. Workarounds, including non-integrated databases, robotic process automation (RPA), spreadsheets, tickler lists, and desk procedures have been put in place to keep up with changes. It is critical for DEO to be able to improve the timely delivery of Reemployment Assistance benefits to effectively serve eligible claimants by updating System documentation and optimizing and streamlining processes.

The following are examples of challenges with the current System:
- Problematic to enhance or modify the existing System, and System maintenance requires extensive programming to incorporate changes to business rules, screen content, and workflow;
- Significant parts of the System's processing are performed in batch mode overnight, lessening responsiveness and timeliness to customers;
- Offers minimum self-service functionality;
- Not customer-centric;
- Not mobile-friendly or responsive for mobile devices;
- Applications have been continually updated because of mandated legislative and USDOL changes, which has made the System difficult to maintain from a programming perspective;
- Cost of maintaining the applications is high due to the complexity of the data structures and code constructs, as well as the hardware; and
- As a result of the increased volume and data, DEO has suspended the use of any proactive campaigns and SMS messaging advising claimants of recent payments, reminders to claim weeks or fact finding, appeals hearings, and disabled virtual IVR self-service capabilities.

The nature of how the administration of the Reemployment Assistance program is federally funded presents a challenge to the state of Florida to do more with less and creates the opportunity to maximize services and technology to address operational inefficiencies. Therefore, DEO is seeking business process optimization services that satisfies both state and federal requirements. A modular, integrated Reemployment Assistance Claims and Benefits Information System is vital to DEO's future success and represents a critical step in delivering Reemployment Assistance Services to customers with an overarching objective of getting Floridians back to work as quickly and efficiently as possible.

The goals of the Reemployment Assistance Modernization Program include but are not limited to:

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- Implement immediate System performance and functional improvement needs while positioning DEO with a secure, scalable, and sustainable system architecture and agile support processes.
    - The goal is to have a System that is efficient, scalable, and meets the needs of providing benefits to protect workers who lose their job through no fault of their own.
- Achieve Reemployment Assistance national prominence, as measured through the federal core measures, program integrity measures, and Secretary standards required by USDOL.
- Improve access and equity in the delivery of Reemployment Assistance benefits.
- Sharpen the Reemployment Assistance program's focus on outcomes and accountability.
- Promote Floridians' self-sufficiency.
- Have a System that can respond rapidly to changes in law and economic conditions.
- Reduce cyber security risk and potential for fraud.
- Improve information flow with claimants, employers, and TPAs to make quicker decisions.
- Improve Reemployment Assistance program quality, accountability, performance, and integrity.
- Leverage new technologies to improve claimants, employers, and TPAs' overall experience with the Reemployment Assistance program, including reducing the amount of time it takes to file a claim for benefits.
- Improving efficiencies and effectiveness in managing claim workload and being better equipped to handle unexpected spikes in the number of claims that may result from emergencies, disasters, or economic factors.
- Eliminate manual, error-prone, labor-intensive processes.
- Enhance System usability including accessibility.
- Reduce maintenance and support time and costs.
- Incorporate technical standards (e.g., software development standards, database standards, and interface standards) sufficient to develop from and modern technologies.
- Seamlessly integrate with other internal/external IT assets.
- Modernize real time and batch interfaces, which include but are not limited to Employ Florida , Social Security Administration (SSA), Internal Revenue Service (IRS), National Directory for New Hires (NDNH), State Information Data Exchange System (SIDES), Systematic Alien Verification for Entitlements (SAVE), Unemployment Insurance Interstate Connection Network (ICON), Florida Department of Highway Safety and Motor Vehicles (FDHSMV), and all other systems exchanging data with the Reemployment Assistance program.

1.4 Summary of Requested Services

DEO desires to procure services to identify, assess, analyze, and redesign Reemployment Assistance business processes and to develop business and technical functional and non-functional requirements that impact the customer experience into a customer-centric business framework that leverages improvements and supporting technologies to deliver world-class customer service ("Business Optimization Project" or "Project). The assessment will include analysis of existing processes and specifications to improve business and technical processes effectiveness and efficiency. This shall include full evaluation of the Reemployment Assistance program, Reemployment Assistance Information Technology program, and partial evaluation of

the Reemployment Assistance Tax program that relate to the Reemployment Assistance Claims and Benefits Information System. Business processes targeted for prioritization include Reemployment Assistance Core Claims, Reemployment Assistance Continued Claims, Employers and TPAs, and Reemployment Assistance Initial Claims.

These services must include national best practices in the Unemployment programs and/or other social service programs providing benefits to citizens. Reengineered and optimized business processes must promote efficiency and ease-of-use of Florida's Reemployment Assistance Claims and Benefits Information System. Procedures and requirements developed through this Project will serve as specifications for the Incremental Customer Experience (CX)/User Experience (UX) Mobile-Responsive Software Transformation project, as shown in Table 1, as well as those required for the improved administration of the Reemployment Assistance Program.

DEO seeks a qualified Contractor with verifiable, successful experience with creating requirements and documenting the technical capabilities required by a new system to deliver a modern customer-centric solution that meets DEO's customer experience objectives, has clearly defined program outcomes, is transparent, reduces administrative burden, adopts post-pandemic best practices and lessons learned, and is compliant with Federal and State law. Contractor will work in partnership with DEO, its Strategic Planning Office, and its vendor providing Independent Verification and Validation services.

1.4.1 Solution Key Functions

The Contractor will identify, assess, analyze, and redesign Reemployment Assistance business processes and develop business and technical functional and non-functional requirements that support the CX/UX Mobile-Responsive Software Transformation project (the "Solution") as well as those required for the improved administration of the Reemployment Assistance Program by providing the processes and requirements for the minimum functions below:

- Extensive self-service options for customers;
- Identifying enhancements in the claims intake process to eliminate adjudication issues and fact-finding issues after the submission of the claim by providing additional fact-finding questions or warnings to claimants as they submit the claim;
- Identifying improvements in the Employer Identification Resolution Process in securing employment information from all employers in the base period and prevent issues from having to be manually resolved;
- A secure customer portal for initial claims, continued claims, claim status, and management;
- Automate manual processes to increase workflow efficiencies, reduce operational costs, and enhance data integrity;
- Enhance DEO's Reemployment Assistance program's integrity with capabilities to improve prevention, detection, and recovery of Reemployment Assistance improper payments;
- Enhance Data Privacy and Cyber Security, further defined in Section 1.4.3;
- Integrated workflow for assigning, managing, monitoring, and approving work;
- Integration with other systems (e.g., SSA, NDNH, EmployFlorida Marketplace, Reemployment Assistance Help Center, IVR, ICON, and SUNTAX);

- Automated data population, cascade data between input screens, and drop-down menus to improve productivity and reduce data entry errors, according to the Reemployment Assistance Program and coordinated System changes;
- Improved secure electronic communication within DEO as well as among DEO's customers and approved third parties;
- Timely access to information necessary for performance measurement and quality management;
- Immediate access to data and customizable dashboards to support decision-making;
- A unified case management system, with workflow that interfaces with or is integrated with the existing Reemployment Claims and Benefits Information System, to streamline claims, determinations, claimant and employer data, benefit overpayment information, and appeals information;
- A scalable platform with a flexible architecture based on common technical standards to support process improvements and system integration requirements;
- Meets Florida state and federal requirements and can easily adapt to future changes;
- Internal and external communications with modern features (e.g., personalized broadcasts and mass mailings);
- Accessible system that provides a user experience with intuitive and easy to use features that meets the accessibility requirements of the Americans with Disabilities Act of 1990, as amended, provides meaningful access in accordance with 29 CFR Part 38, and complies with Section 508 of the Rehabilitation Act, as amended, and all other applicable state and federal laws and guidance;
- Optimized for mobile devices (either through responsive design or mobile applications);
- Can be owned, maintained, and enhanced easily by the state; and
- Reporting capabilities to produce reports for DEO Executive Leadership, staff, and USDOL.

1.4.2 Basic Tenets

The Contractor shall identify, assess, analyze, and redesign Reemployment Assistance business processes and develop business and technical functional and non-functional, if applicable, requirements that support the Incremental CX/UX Mobile-Responsive Software Transformation project by providing the processes and requirements in a manner that conforms with the following tenets:
- Identify, analyze, catalog, and map business processes and both business and technology functional and non-functional requirements for a solution that is agnostic to any specific vendor and that minimizes vendor dependency and promotes Florida's independence in using, maintaining, and enhancing the System;
- Leverage exportable code products and methods where appropriate to reduce risk and lower both short- and long-term costs;
- Leverage API-based solutions to promote efficient integration and to reduce risk and lower both short- and long-term costs;
- Build a customer portal solution that allows DEO to make changes through configuration – from the parameter to the component level – with minimal IT assistance;
- Create a sustainable and extensible platform that promotes reusability, product innovation, and scalability by using innovative concepts and that are suitable to a government setting with funding constraints; and

- 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 warranty period.

1.4.3 Data Privacy and Cyber Security

Contractor shall develop requirements that support the following baseline "As-Is" and "To-Be" processes:
- Be hosted in the government cloud or secure private cloud with at least FedRAMP provisional Authority to Operate (ATO) at the "moderate" or higher level, as approved by DEO;
- Utilize application security best practices and standards, with leading sources of guidance being DEO policies and practices, 60GG-2 F.A.C., 60GG-4 F.A.C., CISA Cloud Security Technical Reference Architecture (TRA), CISA Zero Trust Maturity Model, NIST Special Publication 800-53, the CIS Controls Version 8, the OWASP Top 10, the SANS SWAT Checklist, and FedRAMP Moderate ATO;
- Integrate fully with DEO's chosen Identity and Access Management solution(s);
- Have the ability to use third-party data validation and verification;
- Have the ability to request and track system changes and upgrades for audit purposes;
- Support the ability to limit access to specific internet protocol (IP) address ranges and domains;
- Support role-based (RBAC) and attribute-based (ABAC) access control for all users;
- Generate user audit reports by role;
- Allow accounts to be configured with strong passwords and passphrases, and multi-factor authentication, meeting or exceeding minimum DEO requirements, which will be provided at or near Contract execution;
- Provide audits and alerts for user activity, including, but not limited to, changes to records, exports, and printing;
- Provide the ability to manage, change, and disable default settings that pose a security risk. Such settings include, but might not be limited to:
  - Infrastructure and application encryption keys;
  - Accounts;
  - Passwords; and
  - Simple Network Management Protocol (SNMP) community strings;
- Use strong, unique encryption keys, where applicable, in both the application and underlying infrastructure, and allow them to be fully managed and controlled by DEO; and
- Support integration with DEO's preferred central log management tool(s) and security information and event management platform.

In addition to all security and compliance requirements outlined above, the following guidelines must also be met:
- All relevant System Security Plans (SSPs) must be updated in a manner that, at minimum, meets NIST Special Publications 800-18 and 800-171 guidance, as well as any identified compliance requirements;
- Development processes must follow secure best practices, using the NIST Secure Software Development Framework (SSDF) as a baseline, and include, at a minimum, a

process for continual vulnerability assessment (to include static code analysis, dynamic code analysis, and web application scanning), as well as best practices for code versioning and automated release management in the cloud environment;

- DevOps practices must follow NIST DevSecOps guidance;
- The development supply chain must be managed, including, but not limited to hardware, software, third-party code and code modules, portable code, and cloud environments;
- Audit information, including, but not limited to, physical access, logical security controls, and system logs, must be available;
- SOC 2 compliance audit reports for any SaaS components of the Solution must be provided and reviewed by DEO;
- DEO and its contractors must meet information compliance requirements, including, but not limited to, IRS Publication 1075, Safeguards for Protecting Federal Tax Information, Social Security Administration data sharing agreements, FBI Criminal Justice Information Systems Policy, and Unemployment Insurance Program Internal Security requirements;
- Florida laws and rules must be followed, including, but not necessarily limited to:
    o DEO requirements highlighted in section 282.318, F.S. [specifically (4)(a) and (4)(c-i)], requiring a designated information security manager, comprehensive risk analysis performed at least every three years, established information security policies and procedures, implemented security controls, periodic internal audits, consideration of security during procurement, employee security awareness efforts, and incident detection and response http://www.leg.state.fl.us/Statutes/index.cfm?App_mode=Display_Statute&Search_String=&URL=0200-0299/0282/Sections/0282.318.html;
    o Section 501.171, F.S., Security of Confidential Personal Information concerning notice and duties of third-party agents and requirements for disposal of customer records http://www.leg.state.fl.us/statutes/index.cfm?mode=View%20Statutes&SubMenu=1&App_mode=Display_Statute&Search_String=501.171&URL=0500-0599/0501/Sections/0501.171.html;
    o Florida Cybersecurity Standards (Chapter 60GG-2, F.A.C);
    o Florida Cloud Computing Standards (Chapter 60GG-4, F.A.C.);
    o DEO Security policies derive guidance and ideology from the NIST 800 Series, NIST Cybersecurity Framework, and the Center for Internet Security (CIS) Controls (https://www.cisecurity.org/controls/). Contractor is expected to remain in compliance with these policies over the lifetime of this Contract; and
    o Section 443.1715, F.S., regarding disclosure and confidentiality of Reemployment Assistance information http://www.leg.state.fl.us/statutes/index.cfm?App_mode=Display_Statute&Search_String=&URL=0400-0499/0443/Sections/0443.1715.html.

1.5 Accessibility Statement

The System and Solution must be available twenty-four (24) hours a day, seven (7) days a week, including holidays, excluding DEO's scheduled maintenance. DEO's scheduled maintenance is completed between Saturday at 12:01 a.m. and Monday at 4:59 a.m. Eastern Standard Time. Whenever the system is not available, an advisory notice will be viewable to users

1.6 Current Technical Environment

The current technical environment for the existing Reemployment Assistance Claims and Benefits Information System is summarized below.

1.6.1 Reemployment Assistance Applications

The Reemployment Assistance program is comprised of three (3) primary functions: Tax, Benefits, and Appeals. About 32 applications run on the client/server network, services, and in the cloud, to accomplish these functions.

Applications	Where Application Runs (D=Desktop; S=Server)	Where Data Resides	Primary Interface (E=External (outside DEO); I=Internal (inside DEO))
Tax			
Treasury Offset Program (TOP)	D	TOP Database/SQL Server	I
Benefits			
CONNECT Web Application	S	CONNECT Database/Oracle	E/I
Fraud Initiative Rate and Rules Engine (FIRRE)	S	FIRRE Database/Oracle	I
Pega Systems Application	S	Third Party	E/I
FileNet	S	FileNet	I
Unemployment Insurance State Information Data Exchange (SIDES)	S	Third Party	E
Mail Gun	S	-	E
B2C	S	-	E
HPX	S	HPX; CONNECT Database	I
Crystal Reports	S	CONNECT Database/Oracle	I
ETA Reports	S	CONNECT Database/Snowflake	I
iContact	-	-	-
Systematic Alien Verification for Entitlements (SAVE) Program	-	-	E
Appeals			
Digital Appeals Recording System	S		I
BRAVA	S	FileNet	I
Non-UI Systems that use Benefits Data			
Interactive Voice Response	S	Oracle	I
Contact Center			

Genesys Workforce Management	S	Oracle	I
Genesys Customer Relationship Management (CRM)	S	Oracle	I
Genesys Pulse	S	Oracle	I
Genesys Administrator Extension (GAX)	S	Oracle	I
Genesys Workspace	D	Oracle	I
Genesys Quality Management	S	Oracle	I
Genesys Call Recording	S	Oracle	I
Genesys Interactive Insights	S	Oracle	I
DNA Fusion (Security Access Software)	S	MSSQL	I
Cisco Jabber	D	Not storing data	I
Global Protect (VPN)	D	Cloud	E
Adjudication			
SUNTAX	-	DOR	E
EmployFlorida	-	Third Party	E
State Connector Portal (Equifax)	-	Third Party	I
Stop Inmate Fraud - LexisNexis	-	Third Party	E/I
National Directory of New Hire Crossmatch	-	-	E

1.6.2 Reemployment Assistance Servers

DEO Connect Logical Environment

All servers are Windows 2008, 2012, 2016, and 2019 on HP 460c blades, vxrail, and Dell chasis unless otherwise noted.
BIG-IP's are shared among DEV, TEST, and PROD
**Quantities illustrated above are not representative of actual counts
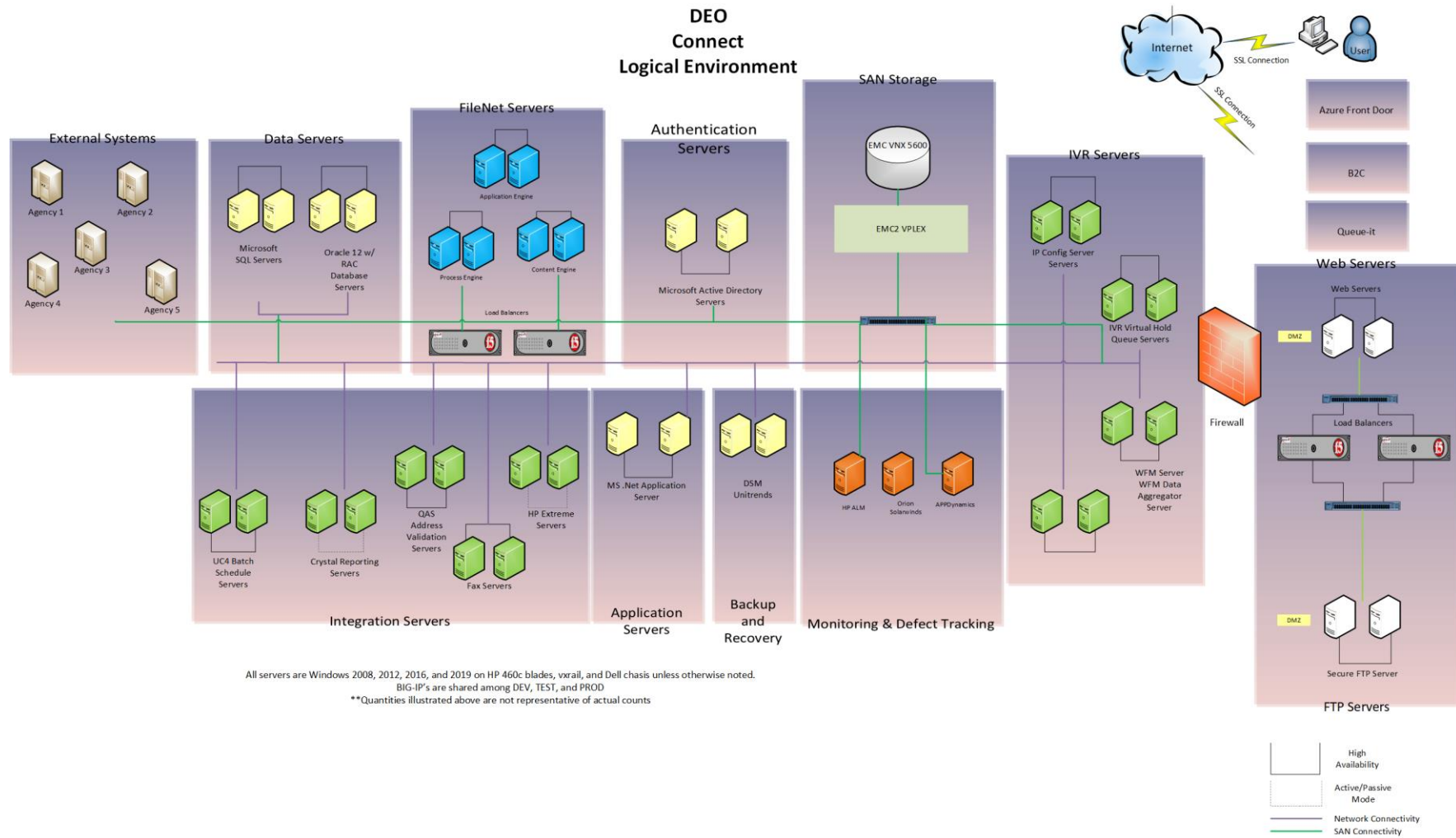
1.6.3 Reemployment Assistance Data Repositories

DEO's data warehouse is the repository for all Reemployment Assistance data that supports state and federal reporting requirements and operational needs for USDOL's Employment and Training Administration.

Additional state and federal reporting requirements are met via reports generated by the existing System and EmployFlorida Marketplace.

1.6.4 Reemployment Assistance Interfaces

The current Reemployment Assistance Claims and Benefits Information System includes 126 interfaces of varying frequency and the number may increase by the start of this Project:

#	Direction	Mode	Frequency	System	Name	Overview
1	Send	Batch	Weekly	DOR	DOR Child Support - Establish Claims	SFTP Claims
2	Receive	Batch	Daily	ICON	IB1, IB4, IB5, IB13 Import	FTPS Claims
3	Receive	Batch	Weekly	DEO Workforce	Trade Training and Waiver Import	SFTP Claims
4	Send	Batch	Daily	ICON	IB1, IB4, IB5, IB13 Export	FTPS Claims
5	Receive	Batch	Weekly	DOR	DOR Incoming Employer Updates	SFTP Employer Portal
6	Receive	Batch	Weekly	DOR	DOR Incoming Wage Updates	SFTP Employer Portal
7	Receive	Batch	Nightly	ICON	UIQ	Batch Web Services Claims
8	Receive		Realtime	ICON	SIDI	Web Services Claims
9	Receive		Realtime	ICON	IBIQ	Web Services Claims
10	Send		On Demand	ICON	WIC	Web Services Claims
11	Both		On Demand	Employ Florida Marketplace	DEO Workforce Registration Status	Web Services Claims
12	Both		Realtime	DHSMV	DHSMV	Batch Web Services Claims
13	Both		Realtime	DHS	DHS	Web Services Claims
14	Send	Batch		ICON	HCTC Export	FTPS Claims
15	Send	Batch	Daily	ICON	Federal Wage and Separation Information Export	FTPS Claims
16	Receive	Batch	Daily	ICON	Federal Wage and Separation Information Import	FTPS Monetary

17	Send	Batch	Daily	ICON	IB6 Export	FTPS Charging
18	Receive	Batch	Daily	ICON	IB6 Import	FTPS Charging
19	Send	Batch	Daily	ICON	FCCC Export	FTPS Monetary
20	Receive	Batch	Daily	ICON	FCCC Import	FTPS Monetary
21	Send	Batch	Weekly	ICON	LADT Export	FTPS Claims
22	Receive	Batch	Weekly	ICON	LADT Import	FTPS Claims
23	Send	Batch	Date	ICON	Interstate Crossmatch Request Export	FTPS Benefit Payment Control- DEO - Program Integrity
24	Receive	Batch	Date	ICON	Interstate Crossmatch Request Import	FTPS Claims
25	Send	Batch	Date	ICON	Interstate Crossmatch Response Export	FTPS Claims
26	Receive	Batch	Date	ICON	Interstate Crossmatch Response Import	FTPS Benefit Payment Control- DEO - Program Integrity
27	Send	Batch	Quarterly	ICON	SID Claim - Overpayment Export	FTPS Claims
28	Receive	Batch	Daily	CONDUENT	Payment Debit Card Receive Account Status	SFTP Benefit Payment Control- DEO - Payments
29	Receive	Batch	Daily	CONDUENT	Debit Card Receive Account Maintenance Reject	SFTP Benefit Payment Control- DEO - Payments
30	Receive	Batch	Daily	ACS	Payment Debit Card Receive ACS Return	SFTP Benefit Payment Control- DEO - Payments
31	Send	Batch	Daily	CONDUENT	Payment Debit Card Send Account Maintenance	SFTP Benefit Payment Control- DEO - Payments

32	Send	Batch	Daily	ACS	Payment Debit Card Send ACS Deposit	SFTP Benefit Payment Control- DEO - Payments
33	Receive	Batch	Daily	Wells Fargo	Payment Direct Deposit Receive ACH Return	SFTP Benefit Payment Control- DEO - Payments
34	Send	Batch	Daily	Wells Fargo	Payment Direct Deposit Send ACH Deposit	SFTP Benefit Payment Control- DEO - Payments
35	Send	Batch	Daily	UCB	Collection Agency 2 Interface File (UCB)	SFTP Collections
36	Receive	Batch	Obsolete	DFS	Financial Mgmt Receive 12 Month Warrant Cancel	SFTP Benefit Payment Control- DEO - Payments
37	Send	Batch	Daily	DFS	Financial Mgmt Send Detail Warrant Request	SFTP Payments
38	Receive	Batch	Weekly	FDLE	Florida Department of Law Enforcement Incarcerated Claimant Cross Match	FTPS Benefit Payment Control- DEO - Program Integrity
39	Receive	Batch	Quarterly	DOH	DOH Deceased Claimant Cross Match	FTPS Benefit Payment Control- DEO - Program Integrity
40	Receive	Batch	Weekly	DOR	DOR Child Support Receive Establish Deduction	FTPS Claims
41	Receive	Batch	Daily	DOR SDNH	DOR New Hire Cross Match	FTPS Benefit Payment Control- DEO - Program Integrity
42	Send	Batch	Weekly	DOR	DOR Child Support Send Intercept Amount	FTPS Claims
43	Send	Batch	Quarterly	DOR	Quarterly Benefit Charge Load	SFTP Charging
44	Receive	Batch	Weekly	DEO Workforce	REA PREP Data	FTPS Claims
45	Receive	Batch	Weekly	DEO Workforce	REA EDP No Show	FTPS Claims

46	Receive	Batch	Weekly	DEO Workforce	REA PREP No Show	FTPS Claims
47	Send	Batch	Weekly	DEO Workforce	REA PREP Pool	FTPS Claims
48	Send	Batch	Weekly	DEO Workforce	PREP Profile Export to DEO Workforce	FTPS Claims
49	Send	Batch	Annually	Internal Revenue Service	1099G Interface	n/a Monetary
50	Send	Batch	Weekly	Department of Lottery	Lottery Intercept Interface File	SFTP Collections
51	Receive	Batch	Weekly	NDNH	NDNH New Hire Cross Match	SFTP Benefit Payment Control- DEO - Program Integrity
52	Send	Batch	Weekly	NDNH	NDNH New Hire Cross Match	SFTP Benefit Payment Control- DEO - Program Integrity
53	Receive	Batch	Weekly	TOP	Receive Blurred Collections File	FTP Collections
54	Send	Batch	Daily	TOP	Send TOP Update File from Connect to TOP	FTPS Collections
55	Receive	Batch	Weekly	Workforce - DEO	REA Latest Claimant Data	SFTP Claims
56	Receive	Batch	Daily	Workforce - DEO	WIA Approved Training	SFTP Claims
57	Send	Batch	Quarterly	DFS	Write Off File for Approval to DFS	SFTP Collections
58	Send	Batch	Daily	DEO	Pitney Bowes Correspondence Print	FTPS
59	Send	Batch	Daily	DEO Finance and Accounting	FundAdjustmentBatch	FTP Payments
60	Send	Batch	Daily	DEO Finance and Accounting	VoucherBatch	FTP Payments
61	Send	Batch	Daily	DEO Finance and Accounting	WarrantCancellationBatch	FTP Payments
62	Send	Batch	Monthly	DEO Finance and Accounting	OutstandingOverpaymentCasesBatch	FTP Payments
63	Send	Batch	Annually	DEO Finance and Accounting	PriorYearBenefitsPaidBatch	FTP Payments
64	Send	Batch	Monthly	DEO Finance and Accounting	ReimbursableEmployerMonthlyChargeBatch	FTP Payments
65	Send	Batch	Monthly	DEO Finance and Accounting	ReimbursableEmployerMonthlyChargeBatch	FTP Payments
66	Send	Batch	Annually	DEO Finance and Accounting	VoucherReportAnnuallyBatch	FTP Payments

67	Send	Batch	Daily	DEO Finance and Accounting	VoucherReportBatch	FTP Payments
68	Send	Batch	Monthly	DEO Finance and Accounting	VoucherReportMonthlyBatch	FTP Payments
69	Send	Batch	Quarterly	DEO Finance and Accounting	VoucherReportQuarterlyBatch	FTP Payments
70	Send	Batch	Quarterly	DOE	FETPIP	SFTP Payments
71	Send	Batch	Daily	DEO Workforce	Workforce - DEOActiveDailyClaimsBatch	SFTP Claims
72	Send	Batch	Daily	DEO Workforce	Workforce - DEOActiveDailyClaimsBatch	SFTP Claims
73	Send	Batch	Daily	DFS	Financial Mgmt Send Debit Card Summary	SFTP Payments
74	Send	Batch	Weekly	DEO Workforce	PlacementDataMatch	SFTP Claims
75	Send	Manual	Weekly	WSER	Mass Layoff Statistics	Fileshare
76	Send	Batch	Weekly	DCF	Weekly Payments Data	SFTP Payments
77	Send	Batch	Weekly	DFS	Weekly Payments Data	SFTP Payments
78	Send	Batch	Weekly	FDLE	Weekly Payments Data	SFTP Payments
79	Send	Batch	Monthly	DCF	Monthly LADT Data	SFTP Payments
80	Send	Batch	Monthly	DFS	Monthly LADT Data	SFTP Payments
81	Send	Batch	Monthly	FDLE	Monthly LADT Data	SFTP Payments
82	Receive	Batch	Weekly	Florida Healthy Kids	Florida Healthy Kids Receive	SFTP Claims
83	Send	Batch	Weekly	Florida Healthy Kids	Florida Healthy Kids Send	FTP Claims
84	Receive	Batch	Monthly	Florida Healthy Kids	Florida Monthly Healthy Kids Receive	SFTP Claims
85	Send	Batch	Monthly	Florida Healthy Kids	Florida Monthly Healthy Kids Send	FTP Claims
86	Send	Email	Daily	DFS	Voucher Summary Transfer	Email Benefit Payment Control- DEO - Payments
87	Send	Batch	Weekly	DEO Benefit Payment Control	Treasury Offset Program Collections Intake Report	FTP Collections
88	Send	Batch	Monthly	DFS	Auditor General Extract	SFTP Payments
89	Receive	Batch	Monthly	Office of Early Learning	Office of Early Learning Receive	FTP Payments

90	Send	Batch	Monthly	Office of Early Learning	Office of Early Learning Send	FTP Payments
91	Send	Email	Daily	DEO	Payment Interface Files Verification	Email Payments
92	Send	Batch	Weekly	DEO Workforce	REA Adjudicated Data Export to DEO Workforce	SFTP Claims
93	Send	Batch	Quarterly	ICON	UCX Quarterly Billing Export	SFTP
94	Send		Realtime	SIDES	SIDES Separation Information	Web Services
95	Send		Realtime	SIDES	SIDES Earnings Verification	Web Services
96	Send	Manual	Weekly	WSER	Promis Intrastate Extract	Fileshare
97	Send	Batch	Daily	DEO Benefit Payment Control	FIRRE Single File Extract	SFTP Claims
98	Send		Realtime	FIRRE	FIRRE Investigation	Web Services Claims
99	Send		Realtime	FIRRE	FIRRE Fraud	Web Services Claims
100	Send			DEO Benefit Payment Control	FIRRE Purged Claims	SFTP
101	Send			Division of Retirement	Division of Retirement Crossmatch (OUT)	SFTP
102	Send			DEO Benefit Payment Control	QBC Finance and Accounting (OUT)	
103	Send			DEO	RA Active Claims (OUT)	
104	Send			DCF	Overpayments Established for the Month	SFTP
105	Receive			DARS V2.0	DARSGenesysGateway Inbound Hearing Recording	Appeals
106	Send		Quarterly	LEG	Quarterly Benefits Charge	SFTP
107	Send		Quarterly	DEO Finance and Accounting	TRA Quarterly Activity Counts	
108	Send		Quarterly	ICON	UCFE Quarterly Billing Export	
109				Identity Access Management	IAM	Web Services
110	Send			Workforce	Workforce New Claim Registration	REST
111	Send		Daily	JPMorgan	JPM Check Paid Detail	Payments
112	Send			DARS V2.0	DARS ZOOM Inbound Hearing Recording	Appeals
113	Receive	Batch	Quarterly	DEO Workforce	Quarter PREP Data	SFTP Claims

114	Send		On Demand	Constant Contact	Constant Contact	
115	Send		On Demand	iContact	iContact	
116	Send		Realtime	MailGun	MailGun	Web Services
117			Daily	Genesys - DEO RA Contact Center	Genesys Workforce Management	Web Application
118			Daily	Genesys - DEO RA Contact Center	Genesys Pulse	Widget-based performance dashboard
119			Daily	Genesys - DEO RA Contact Center	Genesys Administrator Extension (GAX)	Web Application
120			Daily	Genesys - DEO RA Contact Center	Genesys Workspace	Web Application
121			Daily	Genesys - DEO RA Contact Center	Genesys Quality Management	Web Application
122			Daily	Genesys - DEO RA Contact Center	Genesys Call Recording	Web Application
123			Daily	Genesys - DEO RA Contact Center	Genesys Interactive Insights	Web Application
124			Daily	DNA Fusion - DEO RA Contact Center	Security Access Software	
125			Daily	Cisco Jabber		
126			Daily	VPN - Cisco AnyConnect Secure Mobility Client		

1.7 Current Metrics

The following tables contain Reemployment Assistance operational metrics for FY 2019-2021. These volumes fluctuate depending on unemployment claim rates, recessions, disasters, new business registrations, and other Reemployment Assistance demands.

1.7.1 Reemployment Assistance Summary

	Initial Claims UC	Initial Claims UCFE	Initial Claims UCX	Total Initial Claims	First Payments	% of First Payments Made	First Payment Time Lapse	Weeks Claimed	Weeks Compensated	Weeks Compensated vs Weeks Claimed	Avg. Weekly Benefit	Benefits Paid
						Reemployment Assistance Summary FY 19-20						
7/31/2019	30,162	76	123	30,361	15,030	49.83%	86.07%	184,655	125,319	67.87%	$246.96	$31,024,815
8/31/2019	24,668	87	109	24,864	13,348	54.11%	83.61%	177,882	135,621	76.24%	$247.98	$33,444,738
9/30/2019	23,137	95	129	23,361	10,774	46.57%	79.40%	163,201	110,728	67.85%	$250.99	$28,396,214
10/31/2019	25,611	87	118	25,816	12,794	49.96%	82.40%	167,341	121,697	72.72%	$252.01	$29,557,047
11/30/2019	21,545	98	87	21,730	10,058	46.68%	85.34%	139,007	88,686	63.80%	$252.32	$22,125,672
12/31/2019	21,618	68	112	21,798	9,829	45.47%	79.59%	153,990	102,647	66.66%	$253.90	$27,441,532
1/31/2020	25,980	118	109	26,207	10,185	39.20%	77.56%	155,821	104,997	67.38%	$253.70	$26,632,746
2/29/2020	20,600	68	87	20,755	9,948	48.29%	76.70%	134,740	87,372	64.84%	$254.21	$21,643,237
3/31/2020	372,727	210	304	373,241	8,980	2.41%	71.30%	173,330	82,707	47.72%	$254.57	$22,256,854
4/30/2020	606,591	227	226	607,044	295,866	48.78%	36.40%	918,981	758,316	82.52%	$239.39	$182,971,440
5/31/2020	898,293	171	98	898,562	515,579	57.40%	31.70%	2,620,172	3,313,928	126.48%	$237.70	$784,758,376
6/30/2020	405,554	92	67	405,713	315,009	77.67%	18.80%	3,537,523	3,368,898	95.23%	$233.45	$774,145,423
Total	2,476,486	1,397	1,569		2,479,452			8,526,643	8,400,916			$1,984,398,094

Reemployment Assistance Summary FY 20-21												
	Initial Claims UC	Initial Claims UCFE	Initial Claims UCX	Total Initial Claims	First Payments	% of First Payments Made	First Payment Time Lapse	Weeks Claimed	Weeks Compensated	Weeks Compensated vs Weeks Claimed	Avg. Weekly Benefit	Benefits Paid
7/31/2020	434,227	189	245	434,661	219,391	50.52%	46.90%	3,399,620	2,888,099	84.95%	$210.59	$645,191,959
8/31/2020	249,117	117	101	249,335	158,219	63.51%	63.00%	2,243,814	1,634,922	72.86%	$224.06	$353,849,513
9/30/2020	160,873	71	69	161,013	69,079	42.94%	55.30%	1,912,079	1,285,170	67.21%	$222.91	$276,565,106
10/31/2020	171,409	194	297	171,900	53,714	31.34%	50.60%	1,379,501	977,203	70.84%	$225.06	$212,369,635
11/30/2020	109,545	268	254	110,067	33,592	30.67%	50.40%	928,050	547,363	58.98%	$228.85	$121,158,043
12/31/2020	123,847	229	291	124,367	35,540	28.70%	51.60%	834,347	534,113	64.02%	$231.35	$119,602,616
1/31/2021	391,778	416	275	392,469	40,558	10.35%	70.40%	676,143	436,984	64.63%	$233.59	$98,798,436
2/28/2021	93,828	170	195	94,193	62,983	67.13%	81.40%	732,126	447,591	61.14%	$237.98	$103,526,118
3/31/2021	84,281	175	227	84,683	26,286	31.19%	49.38%	774,795	377,585	48.73%	$232.57	$85,141,397
4/30/2021	117,097	213	197	117,507	29,598	25.28%	56.78%	559,857	362,295	64.71%	$235.22	$82,836,820
5/31/2021	85,401	109	171	85,681	23,648	27.69%	61.72%	480,430	312,820	65.11%	$237.86	$76,552,949
6/30/2021	51,007	59	177	51,243	14,669	28.76%	51.10%	392,617	263,897	67.21%	$241.80	$62,246,692
Total	2,072,410	2,210	2,499		2,077,119			14,313,379	10,068,042			$2,237,839,284

Reemployment Assistance Summary FY 21-22												
	Initial Claims UC	Initial Claims UCFE	Initial Claims UCX	Total Initial Claims	First Payments	% of First Payments Made	First Payment Time Lapse	Weeks Claimed	Weeks Compensated	Weeks Compensated vs Weeks Claimed	Avg. Weekly Benefit	Benefits Paid
7/31/2021	48,499	86	120	48,705	13,318	27.46%	58.79%	350,444	227,427	64.90%	$245.92	$54,832,837
8/31/2021	40,332	75	124	40,531	12,999	32.23%	60.56%	288,746	182,608	63.24%	$245.08	$43,809,417
9/30.2021	74,977	125	122	75,224	15,333	20.45%	70.70%	230,702	136,871	59.33%	$245.75	$33,114,533
Total	163,808	286	366		41,650	80.14%		869,892	546,906			$131,756,787

Reemployment Assistance Summary FY 19-20							
	FTE Filled	Locked Claims	% of Initial Claims Locked	Nonmonetary Determinations	Lower Authority Appeals Decisions (UI)	Lower Authority UCFE/ UCX	Total Lower Authority Decisions	Total Higher Authority Decisions
7/31/2019	527	237	0.79%	14,475	3,524	22	3,546	181
8/31/2019	523	237	0.96%	14,487	3,716	18	3,734	218
9/30/2019	514	269	1.16%	14,149	3,278	30	3,308	157
10/31/2019	510	369	1.44%	16,198	3,855	27	3,882	139
11/30/2019	501	358	1.66%	11,719	2,879	24	2,903	168
12/31/2019	489	359	1.66%	11,522	3,029	12	3,041	163
1/31/2020	492	186	0.72%	12,512	3,325	21	3,346	183
2/29/2020	496	376	1.83%	11,951	2,764	21	2,785	166
3/31/2020	480	188	0.05%	11,547	2,759	19	2,778	179
4/30/2020	473	138	0.02%	6,401	2,472	7	2,479	182
5/31/2020	555	4,227	0.47%	4,911	2,870	9	2,879	24
6/30/2020	632	2,622	0.65%	3,869	4,351	8	4,359	103
Total				133,741	38,822	218	39,040	1,863

Reemployment Assistance Summary FY 20-21							
	FTE Filled	Locked Claims	% of Initial Claims Locked	Nonmonetary Determinations	Lower Authority Appeals Decisions (UI)	Lower Authority UCFE/ UCX	Total Lower Authority Decisions	Total Higher Authority Decisions
7/31/2020	632	5,357	1.23%	3,873	4,493	20	4,513	146
8/31/2020	662	3,519	1.41%	5,030	5,485	15	5,500	115
9/30/2020	668	3,003	1.87%	5,014	6,558	13	6,571	95
10/31/2020	700			3,678	8,947	23	8,970	147
11/30/2020	746			1,862	8,119	29	8,148	105
12/31/2020	760			1,066	9,918	23	9,941	143
1/31/2021	748	16,275	4.15%	1,016	6,209	12	6,221	91
2/28/2021	773	31,142	33.19%	1,034	7,340	25	7,365	68
3/31/2021	905	68,833	81.67%	1,244	7,142	23	7,165	152
4/30/2021	916	13,511	11.54%	1,808	7,075	16	7,091	152
5/31/2021	1,929	41,299	48.36%	2,403	6,021	18	6,039	145
6/30/2021	1,034	21,958	43.05%	2,521	6,777	18	6,795	124
Total				30,549	84,084	235	84,319	1,483

	FTE Filled	Locked Claims	% of Initial Claims Locked	Nonmonetary Determinations	Lower Authority Appeals Decisions (UI)	Lower Authority UCFE/ UCX	Total Lower Authority Decisions	Total Higher Authority Decisions
Reemployment Assistance Summary FY 21-22								
7/31/2021	1,056	13,577	27.99%	9,706	5,807	24	5,831	93
8/31/2021	1,040	5,046	12.51%	72,143	10,351	38	10,389	66
9/30/2021	1,016	8,811	11.75%	15,660	6,282	32	6,314	52
Total					22,440	94	22,534	211

1.7.2 Reemployment Assistance Employer Accounts

Reemployment Assistance Employer Accounts					
Quarter Ending	Wage records	Contributory Employers	Reimbursable Employers	Total Employers	Audits
12/31/2019	10,316,786	570,714	3,565	574,279	1,215
3/31/2020	10,390,492	573,579	3,577	577,156	1,073
6/30/2020	10,187,612	585,121	3,519	588,640	519
9/30/2020	9,746,095	595,370	3,528	598,898	1,096
12/31/2020	9,966,164	605,280	2,519	607,799	313
3/31/2021	10,172,042	613,479	3,543	617,022	386
6/30/2021	9,856,409	625,273	3,570	628,843	383
9/30/2021	10,327,386	635,388	3,597	638,985	554

1.7.3 Reemployment Assistance Correspondence

Reemployment Assistance Correspondence			
Year	Electronic Correspondence	Paper Correspondence	SIDES
2013	2,139,605	1,920,876	N/A
2014	7,003,695	8,851,467	N/A
2015	4,853,616	6,857,455	148,180
2016	5,089,306	4,341,595	467,728
2017	4,516,643	3,929,783	577,741
2018	5,068,765	3,322,663	538,084
2019	4,966,945	2,943,744	492,435
2020	58,059,744	41,955,946	3,487,103
2021	51,467,806	19,814,170	1,432,205

1.7.4 Reemployment Assistance Initial and Additional Claims Filed

	Initial Claims	First Payments	Weeks Claimed	Weeks Compensated	Avg. Weekly Benefit	Benefits Paid	Final Payments
1/31/20	25,980	10,188	155,821	104,997	$ 253.70	26,298,500	6,635
2/29/20	20,600	9,948	134,740	87,142	$ 254.21	21,871,939	5,901
3/31/20	372,727	8,980	173,330	85,295	$ 254.57	21,443,452	4,715
4/30/20	606,591	295,866	918,981	767,606	$ 239.39	182,971,440	4,859
5/31/20	898,293	515,579	2,620,172	3,313,928	$ 237.70	784,758,376	8,024
6/30/20	405,554	315,662	3,537,523	3,368,898	$ 233.45	774,145,423	62,958
7/31/20	434,227	219,391	3,399,620	2,888,099	$ 230.10	645,191,959	283,239
8/31/20	249,117	100,086	2,243,814	1,634,922	$ 224.03	353,849,513	141,929
9/30/20	160,873	69,525	1,912,516	1,285,170	$ 222.91	276,565,106	104,968
10/31/20	171,409	53,714	1,379,501	977,203	$ 225.06	212,369,635	87,126
11/30/20	109,545	33,592	928,050	547,363	$ 228.80	121,158,043	32,055
12/31/20	123,847	35,540	834,347	534,113	$ 231.35	119,602,616	45,011
1/31/21	391,778	40,558	676,143	436,984	$ 233.59	98,798,436	39,728
2/28/21	93,828	62,983	732,126	447,591	$ 237.98	103,526,118	30,824
3/31/21	84,281	26,286	774,795	377,285	$ 232.57	85,141,397	30,411
4/30/21	117,097	29,598	559,857	362,295	$ 235.22	82,836,820	23,324
5/31/21	85,401	23,648	480,430	330,437	$ 237.87	76,552,949	13,788
6/30/21	51,007	14,878	392,617	263,897	$ 241.81	62,464,693	13,980
7/31/21	48,499	13,318	350,444	227,427	$ 245.92	54,832,837	13,019
8/31/21	40,332	12,999	309,911	182,608	$ 245.08	43,809,417	10,638

Table title: Reemployment Assistance Initial and Additional Claims Filed CY 20-21

1.7.5 Reemployment Assistance Federal Core Measures

Benefits Measures	Acceptable Levels of Performance	Quarter Ending 12/31/18	Quarter Ending 3/31/19	Quarter Ending 6/30/19	Quarter Ending 9/30/19	Quarter Ending 12/31/19	Quarter Ending 3/31/20	Quarter Ending 06/30/20	Quarter Ending 09/30/20	Quarter Ending 12/31/20	Quarter Ending 03/31/21	Quarter Ending 06/30/21	Quarter Ending 09/30/21
First Payment Promptness	>87%	78.59%	82.40%	87.00%	83.46%	82.45%	75.30%	28.30%	52.70%	50.80%	70.70%	57.30%	63.90%
Nonmonetary Determination Time Lapse	>80%	73.1%	75.3%	70.3%	56.6%	59.50%	42.50%	19.60%	19.80%	21.00%	15.10%	17.68%	22.70%
Nonmonetary Determinations Quality -Non-separations	>75%	75.61%	75.00%	68.09%	71.74%	76.60%	72.09%	N/A	43.50%	N/A	35.14%	25.00%	45.00%
Nonmonetary Determinations Quality - Separations	>75%	57.14%	52.17%	38.30%	35.42%	32.65%	38.00%	N/A	33.30%	N/A	52.63%	38.46%	40.75%
Appeals Quality	> 85%	100%	100%	100%	97.44%	97.50%	N/A	N/A	97.30%	97.44%	97.40%	92.31%	Pending
Average Age Appeals - Lower	<=30 Days	21.1	19	13.58	15.6	20.8	18.0	30.3	78.4	105.2	123.4	124.0	55.4
Average Age Appeals - Higher	<=40 days	29	24	30	29	34	26	28	24	26	22	28	28
New Employer Status Determinations	>= 70 Days	94.84%	93.01%	94.69%	94.10%	94.30%	93.60%	93.80%	92.60%	94.70%	97.44%	94.10%	92.10%
Overpayment Recovery Rate	>=68%	55.35%	185.63%	102.42%	98.56%	67.69%	108.87%	149.69%	97.85%	97.85%	113.34%	60.35%	Pending
Improper Payment Rate	<= 10%	13.87%	9.10%	4.35%	11.10%	8.00%	8.56	N/A	37.15%	35.07%	58.42%	56.90%	Pending

1.7.6 Reemployment Assistance Customer Contact Center

Reemployment Assistance Customer Contact Center CY 2020						
Month	Calls Offered	Agent Answered	Answer rate	Self-service		Overall
				Answered	Answer Rate	Answer Rate
20-Jan	138,469	54,602	39.43%	40,013	28.90%	68.33%
20-Feb	103,832	49,451	47.63%	31,874	30.70%	78.32%
20-Mar	3,565,794	52,685	1.48%	374,269	10.50%	11.97%
20-Apr	8,848,264	503,243	5.69%	1,028,996	11.63%	17.32%
20-May	7,373,714	1,233,148	16.72%	290,930	3.95%	20.67%
20-Jun	8,217,363	1,441,475	17.54%	87,949	1.07%	18.61%
20-Jul	6,478,240	1,510,157	23.31%	69,254	1.07%	24.38%
20-Aug	1,980,605	1,107,122	55.90%	104,216	5.26%	61.16%
20-Sep	1,531,685	734,999	47.99%	137,084	8.95%	56.94%
20-Oct	1,332,385	648,861	48.70%	150,822	11.32%	60.02%
20-Nov	1,087,579	485,386	44.63%	340,340	31.29%	75.92%
20-Dec	1,769,031	506,151	28.61%	473,389	26.76%	55.37%
Total	**40,781,949**	**8,757,501**	**21.47%**	**3,129,136**	**7.67%**	**29.15%**

Reemployment Assistance Customer Contact Center CY 2021						
Month	Calls Offered	Agent Answered	Answer rate	Self-service		Overall
				Answered	Answer Rate	Answer Rate
21-Jan	2,163,083	586,959	27.14%	571,039	26.40%	53.53%
21-Feb	2,504,361	740,854	29.58%	679,673	27.14%	56.72%
21-Mar	3,574,319	615,531	17.22%	929,449	26.00%	43.22%
21-Apr	2,910,214	367,595	12.63%	719,732	24.73%	37.36%
21-May	2,878,113	239,669	8.33%	617,585	21.46%	29.79%
21-Jun	6,176,890	65,080	1.05%	931,574	15.08%	16.14%
21-Jul	4,093,067	45,294	1.11%	789,383	19.29%	20.39%
21-Aug	4,875,796	45,234	0.93%	921877	18.91%	19.83%
21-Sep	2,866,666	40,627	1.42%	617,807	21.55%	22.97%
21-Oct	1,111,400	34,315	3.09%	263,787	23.73%	26.82%
21-Nov	-	-	-	-	-	-
21-Dec	-	-	-	-	-	-
YTD Total	**33,153,909**	**2,781,158**	**8.39%**	**7,041,906**	**21.24%**	**29.63%**

1.7.7 Reemployment Assistance Adjudication Issues by Type

ADJUDICATION WORK QUEUES						
All Adjudication Issues as of 10/11/2021	**Total Issues**	**Claimants**	**Claim Status**		**Lock Status**	
			Active	**Inactive**	**Locked**	**Unlocked**
Double-Sided Issues						
Discharged (DISC)	91,655	79,008	29,620	62,035	6,585	85,070
Voluntary Quit (QUIT)	193,756	150,493	30,123	163,633	10,498	183,258
Remuneration (REMU)	60,037	49,274	8,247	51,790	2,980	57,057
Still Employed (STIL)	5,394	4,299	2,292	3,102	1,223	4,171
Return to Work (RTRN)	3,691	2,584	214	3,477	1,585	2,106
Refusal of Offer of Suitable Work (SUIT)	11,548	10,178	2,308	9,240	3,356	8,192
Leave of Absence (LEAV)	52,249	46,679	10,243	42,006	3,154	49,095
Labor Dispute (LBDS)	6,342	5,528	622	5,720	468	5,874
Suspension (SUSP)	1,623	1,529	470	1,153	103	1,520
Other Pay and Benefit (OTHP)	3,060	2,471	324	2,736	197	2,863
Other Separation (OTHS)	185	177	12	173	20	165
School Employees (SCHO)	16,228	12,793	4,747	11,481	952	15,276
Professional Athlete (PROF)	1,444	1,309	130	1,314	150	1,294
JAVA (Separation)	83,837	73,342	13,412	70,425	5,748	78,089
JAVA (Remuneration)	7	7	0	7	0	7
New Hire Return to Work (RTRN)	32,573	29,220	5,557	27,016	8,666	23,907
Charge Issues (Benefit Charge & Charge Only sub-types)	178,829	137,536	23,197	155,632	10,406	168,423
Reemployment Eligibility Assessment (REA)	22,827	22,782	9,750	13,077	3,231	19,596
Disaster Unemployment Assistance (DUA)	449,463	141,123	6,862	442,601	15,217	434,246
Pandemic Unemployment Assistance (PUA)	769,287	289,279	1,270	768,017	117,071	652,216
Single-Sided Issues						
Actively Seeking Work (ACTI)	200,742	89,992	21,019	179,723	17,225	183,517
Actively Seeking Work/EB (ACTE)	6	6	1	5	1	5
Availability (AVAI - non-incarceration)	1,014,946	166,365	82,315	932,631	68,424	946,522
Availability (AVAI - incarceration)	7,102	6,237	1,182	5,920	6,028	1,074
Ability (ABIL)	144,584	31,660	27,344	117,240	5,548	139,036
Filing Requirements (FILI)	40,823	28,849	6,463	34,360	2,701	38,122

Reporting Requirements (REPO)	40,718	34,492	8,971	31,747	2,068	38,650
Previous Disqualification (PRDQ)	1,001	901	138	863	107	894
Requalifying (RQLF)	8,363	8,002	7,312	1,051	493	7,870
TOTALS	**3,442,320**	**1,426,115**	**304,145**	**294,205**	**3,148,115**	**3,316,538**

1.7.8 Reemployment Assistance Lower Authority Appeals and Higher Authority Appeals

Reemployment Assistance Appeals and Commission Appeals FY 19-20		
Month	**Lower Appeals Decisions**	**Higher Appeals Decisions**
7/31/2019	3,524	181
8/31/2019	3,716	218
9/30/2019	3,278	157
10/31/2019	3,855	139
11/30/2019	2,897	168
12/31/2019	3,029	163
1/31/2020	3,325	183
2/29/2020	2,764	166
3/31/2020	2,756	179
4/30/2020	2,472	182
5/31/2020	2,879	24
6/30/2020	4,359	103
Total	**38,854**	**1,863**

Reemployment Assistance Appeals and Commission Appeals FY 20-21		
Month	**Lower Appeals Decisions**	**Higher Appeals Decisions**
7/31/2020	4,513	146
8/31/2020	5,500	115
9/30/2020	6,571	95
10/31/2020	8,947	147
11/30/2020	8,119	105
12/31/2020	9,918	143
1/31/2021	6,209	91
2/28/2021	7,365	68
3/31/2021	7,142	152
4/30/2021	7,075	152
5/31/2021	6,021	145
6/30/2021	6,777	124
Total	**84,157**	**1,483**

Reemployment Assistance Appeals and Commission Appeals FY 21-22		
Month	**Lower Appeals Decisions**	**Higher Appeals Decisions**
7/31/2021	5,807	93
8/31/2021	10,351	66
9/30/2021	6,282	52
Total	**22,440**	**211**

1.7.9 Reemployment Assistance Benefit Payment Control Collections

Reemployment Assistance Treasury Offset Program Collections CY 20								
Date	**Offset Cycle**	**Offset Record Count**	**Offset Amount**	**Reversal Record Count**	**Reversal Amount**	**Net Collections Amount**	**Total Fee Amount**	**Net Amount Received**
1/9/20	202001	12	$3,915.11	2	$3,002.11	$913.00	$169.30	$743.70
1/16/20	202002	2	$136.93	0	$0.00	$136.93	$33.86	$103.07
1/23/20	202003	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
1/30/20	202004	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
2/7/20	202005	56	$24,205.98	2	$1,657.08	$22,548.90	$914.22	$21,634.68
2/13/20	202006	105	$52,900.54	1	$521.93	$52,378.61	$1,760.72	$50,617.89
2/20/20	202007	216	$105,479.86	1	$327.93	$105,151.93	$3,589.16	$101,562.77
2/27/20	202008	203	$91,820.96	2	$367.86	$91,453.10	$3,284.42	$88,168.68
3/5/20	202009	1359	$820,723.51	5	$1,962.01	$818,761.50	$22,720.40	$796,041.10
3/12/20	202010	340	$186,057.72	5	$1,063.22	$184,994.50	$5,586.90	$179,407.60
3/23/20	202011	243	$147,439.62	1	$271.93	$147,167.69	$4,080.13	$143,087.56
3/26/20	202012	182	$124,895.50	2	$1,053.45	$123,842.05	$3,047.40	$120,794.65
4/2/20	202013	195	$110,016.32	2	$219.06	$109,797.26	$3,199.77	$106,597.49
4/9/20	202014	180	$105,835.57	0	$0.00	$105,835.57	$3,030.47	$102,805.10
4/16/20	202015	210	$128,089.83	0	$0.00	$128,089.83	$3,521.44	$124,568.39
4/23/20	202016	28	$9,933.92	1	$581.93	$9,351.99	$457.11	$8,894.88
4/30/20	202017	14	$3,907.53	2	$668.72	$3,238.81	$203.16	$3,035.65
5/7/20	202018	177	$99,106.59	0	$0.00	$99,106.59	$2,895.03	$96,211.56
5/14/20	202019	118	$57,489.57	0	$0.00	$57,489.57	$1,980.81	$55,508.76
5/26/20	202020	54	$24,827.81	0	$0.00	$24,827.81	$863.43	$23,964.38
5/28/20	202021	14	$8,650.96	0	$0.00	$8,650.96	$237.02	$8,413.94
6/4/20	202022	63	$27,180.79	1	$0.12	$27,180.67	$1,066.59	$26,114.08
6/11/20	202023	51	$28,118.05	3	$1,727.59	$26,390.46	$812.98	$25,577.48
6/18/20	202024	42	$18,925.60	1	$842.00	$18,083.60	$660.20	$17,423.40
6/25/20	202025	39	$23,276.75	1	$118.93	$23,157.82	$643.34	$22,514.48

7/2/20	202026	39	$17,409.53	0	$0.00	$17,409.53	$660.27	$16,749.26
7/9/20	202027	36	$23,142.24	1	$152.88	$22,989.36	$593.60	$22,395.76
7/16/20	202028	36	$16,858.21	0	$0.00	$16,858.21	$609.48	$16,248.73
7/23/20	202029	56	$33,738.74	3	$886.79	$32,851.95	$863.43	$31,988.52
7/30/20	202030	69	$28,280.70	2	$372.93	$27,907.77	$1,083.45	$26,824.32
8/6/20	202031	127	$66,257.17	0	$0.00	$66,257.17	$2,099.32	$64,157.85
8/13/20	202032	60	$25,459.92	2	$1,012.93	$24,446.99	$965.01	$23,481.98
8/20/20	202033	40	$22,565.92	3	$326.79	$22,239.13	$592.55	$21,646.58
8/27/20	202034	36	$17,078.57	4	$2,371.79	$14,706.78	$541.76	$14,165.02
9/3/20	202035	39	$25,530.79	1	$1,220.00	$24,310.79	$609.48	$23,701.31
9/10/20	202036	13	$5,721.21	2	$434.86	$5,286.35	$186.23	$5,100.12
9/17/20	202037	37	$22,139.41	0	$0.00	$22,139.41	$626.41	$21,513.00
9/28/20	202038	49	$32,096.65	3	$2,806.06	$29,290.59	$778.78	$28,511.81
10/1/20	202039	35	$27,632.97	2	$667.05	$26,965.92	$558.69	$26,407.23
10/8/20	202040	21	$11,646.33	2	$2,212.93	$9,433.40	$329.31	$9,104.09
10/15/20	202041	13	$8,261.60	2	$1,287.66	$6,973.94	$195.72	$6,778.22
10/22/20	202042	31	$13,873.39	2	$1,761.59	$12,111.80	$512.87	$11,598.93
10/29/20	202043	55	$38,863.98	1	$211.93	$38,652.05	$919.05	$37,733.00
11/5/20	202044	26	$18,271.13	1	$77.66	$18,193.47	$441.50	$17,751.97
11/12/20	202045	13	$8,671.96	0	$0.00	$8,671.96	$229.58	$8,442.38
11/19/20	202046	28	$17,103.98	2	$571.91	$16,532.07	$423.84	$16,108.23
11/26/20	202047	31	$13,105.79	1	$518.00	$12,587.79	$530.53	$12,057.26
12/3/20	202048	8	$5,552.06	2	$1,466.13	$4,085.93	$106.69	$3,979.24
12/10/20	202049	25	$11,640.23	3	$1,421.59	$10,218.64	$389.91	$9,828.73
12/17/20	202050	18	$11,704.11	1	$31.32	$11,672.79	$301.29	$11,371.50
12/24/20	202051	14	$7,544.53	0	$0.00	$7,544.53	$247.24	$7,297.29
12/31/20	202052	7	$1,928.14	0	$0.00	$1,928.14	$123.62	$1,804.52
Total		**4,865**	**$2,735,014.28**	**72**	**$16,811.40**	**$2,205,958.68**	**$80,277.47**	**$2,620,538.14**

			Reemployment Assistance Treasury Offset Program Collections CY 21					
Date	Offset Cycle	Offset Record Count	Offset Amount	Reversal Record Count	Reversal Amount	Net Collections Amount	Total Fee Amount	Net Amount Received
1/7/21	202101	11	$9,165.82	0	$0.00	$9,165.82	$194.26	$8,971.56
1/14/21	202102	1	$67.66	0	$0.00	$67.66	$17.66	$50.00
1/21/21	202103	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
1/28/21	202104	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
2/4/21	202105	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
2/11/21	202106	39	$30,628.05	1	$154.14	$30,473.91	$654.15	$29,819.76
2/18/21	202107	0	$0.00	0	$0.00	$0.00	$0.00	$0.00
2/25/21	202108	44	$27,760.96	1	$3,633.20	$24,127.76	$760.04	$23,367.72
3/4/21	202109	471	$284,717.21	0	$0.00	$284,717.21	$8,123.60	$276,593.61
3/11/21	202110	370	$268,652.10	3	$1,813.32	$266,838.76	$6,322.94	$260,515.84
3/19/21	202111	264	$168,742.49	3	$1,739.66	$167,002.83	$4,486.37	$162,516.46
3/25/21	202112	226	$146,432.28	3	$361.50	$146,070.78	$3,867.54	$142,203.24
4/1/21	202113	240	$147,599.70	1	$101.66	$147,498.04	$4,114.78	$143,383.26
4/8/21	202114	240	$164,768.04	2	$1,106.66	$163,661.38	$4,133.10	$159,528.28
4/15/21	202115	174	$95,995.76	5	$3,564.60	$92,431.16	$2,878.58	$89,552.58
4/22/21	202116	186	$110,863.79	3	$872.98	$109,990.81	$3,125.82	$106,864.99
4/29/21	202117	147	$97,304.86	1	$962.66	$96,342.20	$2,525.38	$93,816.82
5/6/21	202118	179	$103,067.27	5	$992.13	$102,075.14	$3,002.20	$99,072.94
5/13/21	202119	161	$75,971.43	1	$703.75	$75,267.68	$2,631.34	$72,636.34
5/20/21	202120	156	$95,534.33	3	$1,254.17	$94,280.16	$2,649.00	$91,631.16
5/27/21	202121	126	$88,885.32	4	$4,105.92	$84,779.40	$2,030.90	$82,748.50
6/3/21	202122	163	$99,397.25	2	$1,583.66	$97,813.59	$2,790.28	$95,023.31
6/10/21	202123	203	$120,028.20	1	$101.66	$119,926.54	$3,514.34	$116,412.20
6/17/21	202124	85	$40,974.88	9	$3,190.95	$37,783.93	$1,236.20	$36,547.73
6/24/21	202125	79	$39,077.90	3	$2,019.98	$37,057.92	$1,271.52	$35,786.40
7/1/21	202126	46	$32,506.93	3	$415.21	$32,091.72	$759.38	$31,332.34
7/8/21	202127	53	$35,530.87	2	$1,257.32	$34,273.55	$847.68	$33,425.87
7/19/21	202128	76	$59,121.98	1	$94.66	$59,027.32	$1,289.18	$57,738.14
7/23/21	202129	112	$76,261.06	1	$253.66	$76,007.40	$1,907.28	$74,100.12
7/29/21	202130	53	$30,027.66	4	$1,251.01	$28,776.65	$847.68	$27,928.97
8/5/21	202131	87	$49,505.53	6	$3,946.53	$45,559.00	$1,412.80	$44,146.20
8/12/21	202132	49	$36,479.39	0	$0.00	$36,479.39	$847.68	$35,631.71
8/19/21	202133	36	$22,313.67	1	$241.66	$22,072.01	$600.44	$21,471.57

8/26/21	202134	61	$30,443.26	0	$0.00	$30,443.26	$1,024.28	$29,418.98
9/3/21	202135	46	$37,251.67	3	$733.98	$36,517.69	$759.38	$35,758.31
9/9/21	202136	28	$14,790.23	1	$968.54	$13,821.69	$459.16	$13,362.53
9/16/21	202137	39	$31,092.40	1	$127.66	$30,964.74	$671.08	$30,293.66
9/27/21	202138	50	$28,183.71	1	$7.16	$28,176.55	$883.00	$27,293.55
10/1/21	202139	22	$12,145.51	0	$0.00	$12,145.51	$370.86	$11,774.65
10/7/21	202140	31	$23,380.88	1	$199.66	$23,181.22	$529.80	$22,651.42
Total		**4,354**	**$2,734,670.05**	**76**	**$37,759.65**	**$2,696,910.38**	**$73,539.68**	**$2,623,370.72**

1.7.10 Reemployment Assistance System Users

Servers (Horizontal Scaling)

KPA	1/31/2020 On-Prem	Azure	2/28/2020 On-Prem	Azure	3/31/2020 On-Prem	Azure	4/30/2020 On-Prem	Azure	5/31/2020 On-Prem	Azure	6/30/2020 On-Prem	Azure	7/31/2020 On-Prem	Azure	8/31/2020 On-Prem	Azure	9/30/2020 On-Prem	Azure	10/31/2020 On-Prem	Azure	11/30/2020 On-Prem	Azure	12/31/2020 On-Prem	Azure	1/31/2021 On-Prem	Azure	2/22/2021 On-Prem	Azure
Web	8	0	8	0	12	0	10	50	10	50	10	60	10	60	0	72	0	72	0	61	0	61	0	61	0	61	0	61
App	8	0	8	0	12	0	40	0	50	0	50	0	55	0	63	0	63	0	63	0	59	0	59	0	59	0	59	0
Batch	10	0	10	0	12	0	16	0	16	0	16	0	16	0	16	0	16	0	16	0	16	0	24	0	24	0	24	0
Database ***	4	0	4	0	4	0	7	0	7	0	7	0	7	0	7	0	7	0	7	0	7	0	7	0	7	0	7	0
F5	2		2		2	0	2	0	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2

Servers (Vertical Scaling)

KPA	1/31/2020 CPU	Mem (GB)	2/28/2020 CPU	Mem (GB)	3/31/2020 CPU	Mem (GB)	4/30/2020 CPU	Mem (GB)	5/31/2020 CPU	Mem (GB)	6/30/2020 CPU	Mem (GB)	7/31/2020 CPU	Mem (GB)	8/31/2020 CPU	Mem (GB)	9/30/2020 CPU	Mem (GB)	10/31/2020 CPU	Mem (GB)	11/30/2020 CPU	Mem (GB)	12/31/2020 CPU	Mem (GB)	1/31/2021 CPU	Mem (GB)	2/22/2021 CPU	Mem (GB)
Web *, **	8	16	8	16	8	16	8	16	16	32	16	32	16	32	16	32	16	32	16	32	16	32	16	32	16	32	16	32
App *, **	8	16	8	16	8	16	8	16	16	32	16	32	16	32	16	32	16	32	16	32	16	32	16	32	16	32	16	32
Database ***	48	512	48	512	48	512	48	512	72	5TB	72	5TB	72	5TB	72	5TB	72	5TB	72	5TB	72	5TB	72	5TB	72	5TB	72	5TB

User Sessions avg per day

KPA	1/31/2020 Sessions	2/28/2020 Sessions	3/31/2020 Sessions	4/30/2020 Sessions	5/31/2020 Sessions	6/30/2020 Sessions	7/31/2020 Sessions	8/31/2020 Sessions	9/30/2020 Sessions	10/31/2020 Sessions	11/30/2020 Sessions	12/31/2020 Sessions	1/31/2021 Sessions	2/22/2021 Sessions
Staff	19,798	17,918	21,084	37,892	22,921	18,788	37,893	26,396	35,687	39,658	36,411	40,584	55,604	56,624
Claimants	36,011	26,683	368,192	1,090,005	861,233	696,396	664,035	447,555	660,458	659,938	576,125	608,867	772,850	889,678
Employer	438	464	722	872	896	873	998	1,096	886	1,058	908	1,056	893	1,264

Storage Size

KPA	1/31/2020 SAN	Super SAN	2/28/2020 SAN	Super SAN	3/31/2020 SAN	Super SAN	4/30/2020 SAN	Super SAN	5/31/2020 SAN	Super SAN	6/30/2020 SAN	Super SAN	7/31/2020 SAN	Super SAN	8/31/2020 SAN	Super SAN	9/30/2020 SAN	Super SAN	10/31/2020 SAN	Super SAN	11/30/2020 SAN	Super SAN	12/31/2020 SAN	Super SAN	1/31/2021 SAN	Super SAN	2/22/2021 SAN	Super SAN
Database in TB	6.2		6.3		7.1		7.9			8.6		8.9		9.4		10.2		11.1		11.8		13.4		14.0		15.6		16.4
Filenet in TB	14		14.2		15		16		16.5		17		17.5		18		19		20.3		21.5		23		24.6		24.6	

* CPU utilization was hitting 100%, causing system degradation. CPU's were increased from 8 to 16 to stabilize system and allow for normal operations.

** Memory utilization was hitting 100%, causing system degradation. Memory was increased from 16 to 32 to stabilize system and allow for normal operations.

*** Database server utilization was hitting 100%, causing system degradation. Database servers were increased from 4 to 7, memory increased from 512 to 5Tb, and CPU's from 48 to 72, which allowed for normal operations.

KPA	3/31/2021		4/30/2021		5/31/2021		6/30/2021		7/31/2021		8/31/2021		9/30/2021		10/31/2021	
Servers (Horizontal Scaling)	On-Prem	Azure	On-Prem	Azure	On-Prem	Azure	On-Prem	Azure	On-Prem	Azure	On-Prem	Azure	On-Prem	Azure	On-Prem	Azure
Web	0	60	0	60	0	60	0	60	0	92	0	92	0	92	0	92
App	63	0	63	0	63	0	63	0	63	0	63	0	63	0	63	0
Batch	24	0	24	0	24	0	24	0	20	0	20	0	20	0	20	0
Database	7	0	7	0	7	0	7	0	4	0	4	0	4	0	4	0
F5	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
Servers (Vertical Scaling)	CPU	Mem (GB)	CPU	Mem (GB)	CPU	Mem (GB)	CPU	Mem (GB)	CPU	Mem (GB)	CPU	Mem (GB)	CPU	Mem (GB)	CPU	Mem (GB)
Web	16	32	16	32	16	32	16	32	16	32	16	32	16	32	16	32
App	16	32	16	32	16	32	16	32	16	32	16	32	16	32	16	32
Database	72	5T	72	5T	72	5T	72	5T	72	5TB	72	5TB	72	5TB	72	5TB
User Sessions avg per day	Sessions		Sessions		Sessions		Sessions		Sessions		Sessions		Sessions		Sessions	
Staff	12,263		13,485		77,816		7,479		5,600		10,111		7,160		4,297	
Claimants	543,129		462,473		765,213		879,083		1,051,162		747,736		321,711		141,460	
Employer																
Storage Size	SAN	Super SAN	SAN	Super SAN	SAN	Super SAN	SAN	Super SAN	SAN	Super SAN	SAN	Super SAN	SAN	Super SAN	SAN	Super SAN
Database in TB		11.7		12.0		12.5		13.4		13.9		14.5		15		15
Filenet DB in GB																786
FileNet Data in TB *	24.9		25.3		25.9		20.6		22.0		22.7		23.0		23.5	

* FileNet data numbers dropped to planned maintenance purge of specific data (FairFax support project).

2.0   Project Scope

The following tasks and deliverables are required for the Project. These deliverables are also the invoice points, which are described separately in section 3.0. Throughout the Project, Contractor will work in partnership with DEO, its Strategic Planning Office, and its vendor providing Independent Verification and Validation services.

2.1 Task 1: Plan and Setup Project

The Contractor shall be responsible for the Project planning and setup activities and work products necessary to complete the initial planning and setup tasks for the Project, in coordination with DEO's Strategic Planning Office. DEO's Strategic Planning Office will provide governance and standardized project management templates, activities, and timelines at or near Contract execution. Contractor's tasks include:

2.1.1 Plan and conduct a Project kick-off meeting

A.   Contractor shall:

   i.   Conduct a kick-off meeting at a location and time selected by DEO within 10 days of contract initiation to introduce Contractor and DEO staff and provide a common understanding of the Project scope and approach with DEO stakeholders;

   ii.   Create the agenda and presentation materials. Contractor will provide draft materials to DEO for approval a minimum of five (5) business days prior to the meeting. DEO will approve agenda and presentation materials before the meeting; and

   iii.   Create meeting minutes to document the meeting. DEO will approve the meeting minutes, and the Contractor will distribute meeting minutes to all DEO stakeholders.

2.1.2 Develop a detailed Project Management Plan

A.   Contractor shall develop a Project Management Plan ("Project Plan") that manages Project scope, schedule baselines, change management, communications, and costs in coordination with DEO's Strategic Planning Office. The Project Plan will be a living document with updates made as the Project progresses.

B.   The Project Plan must:

   i.   Describe the techniques for measuring Project performance and progress in an objective manner.

   ii.   Detail all management processes, procedures, and controls for Project management processes including quality management, communication management, configuration management, performance management, and risk management.

iii.   Include a realistic strategy for incorporating DEO staff in day-to-day activities for the duration of the Project.

iv.   Align with the business processes targeted by DEO for prioritization.

v.   Demonstrate the prioritization of business processes and requirements for the following four modules, in the following order: Core Claims, Continued Claims, Employers/TPAs, and Initial Claims.

vi.   Detail the methodology proposed for capturing existing As-Is documentation, and, identifying, assessing, and recommending changes and additions for businesses processes and corresponding functional and non-functional requirements for each business program area identified in section 1.0, in partnership with DEO and any stakeholders identified by DEO.

vii.   Detail methodology proposed for conducting a gap analysis of existing As-Is and To-Be processes against new pandemic policies and tools, national successful practices, and against the projects in scope for the Reemployment Assistance Modernization Program.

viii.   Include process mapping and show the current state and proposed future state for each process.

ix.   Establish key performance indicators for Business Optimization Project based on business vision and process objectives.

x.   Detail the prioritization process of refreshed requirements by order of urgency in preparation for the Project and the Reemployment Assistance Modernization Program.

xi.   Clearly detail the Project's critical path and critical path tasks for tracking and reporting purposes.

xii.   Include all tasks, deliverables, Project status reports, milestones, dependencies, and resources (e.g., Contractor, DEO staff, stakeholders) necessary to complete the Project.

xiii.   Consider the proper sequencing of the work required to result in a successful Project that can be completed within the Contract time.

xiv.   Be maintained in ServiceNow or another software tool and version approved by DEO.

xv.   Be published in PDF format at intervals agreed upon by DEO.

xvi.   Be approved by DEO in writing prior to its implementation.

C. Contractor must provide DEO weekly status updates regarding the progress on the Project Plan. Contractor must provide a copy of the Project Plan to DEO with these weekly status updates. The weekly status updates will be in a format approved by DEO.

D. The final Project Plan is due upon Project closure.

2.1.3 Create a Staffing Plan

A. Contractor shall create a Staffing Plan. The Staffing Plan must:

    i. Be created in collaboration with DEO and aligned with DEO's phased implementation strategy for business process optimization.

    ii. Include both Contractor and DEO resources.

    iii. List all roles, responsibilities, knowledge, skills, and abilities for Contractor and DEO staff working on the Project.

    iv. Detail the percent of time and duration for each DEO staff person. Note: DEO staff will not always be 100% available during the Project, as current operations must be maintained.

    v. Be maintained, and updates must be published at intervals agreed upon by DEO.

2.1.4 Create Lessons Learned Collection Process

A. Contractor shall create a lessons learned collection process. Review existing DEO lessons learned, which will be provided upon Contract execution, and set up the process for collecting lessons learned throughout the Project. The lessons learned process must:

    i. Describe how the lessons learned approach supports continuous improvement throughout the Project;

    ii. Describe how lessons learned will be captured and documented; and

    iii. Describe at what points in the Project lessons learned will be evaluated.

    iv. Be maintained in ServiceNow or another software tool and version approved by DEO.

2.2 Task 2: Document Existing As-Is Processes

A. Business processes for Core Claims, Continued Claims, Employers/TPAs, and Initial Claims must be prioritized by the selected Contractor, in that specific order, upon commencement of work. DEO reserves the right to add, delete, or otherwise modify the targeted specific business processes for prioritization, in accordance with DEO's Strategic Planning Office Center of Excellence and the following change control process:

i. Any services, functions, products, and materials that would be reasonably necessary for Contractor to perform its services, as described in the Scope of Work, are not considered new services. If DEO requires Contractor to perform new services DEO determines are (1) materially outside the Scope of Work, or (2) any modification in scope, DEO shall submit a written request to Contractor's Project Manager to furnish a proposal for carrying out the requested change.

ii. Contractor will examine and identify to DEO the implications of the requested change on the technical specifications, Project schedule, price and method of pricing of the services and shall submit to DEO, without undue delay, a written proposal for carrying out the change.

iii. A written Contract change order shall be prepared and executed by DEO and Contractor prior to initiation of the change by Contractor. The change order shall describe the change and its effects on the services provided by Contractor and any affected components of the Contract.

iv. A Contract change order will be documented as a modification of the Contract.

B. Contractor shall:

i. Compile, review, complete, if necessary and as determined by DEO, and document existing As-Is business processes and corresponding functional requirements shown in Attachment B and Attachment C, respectively. The As-Is business processes and corresponding functional requirements for Core Claims, Continued Claims, Employers/TPAs, and Initial Claims must be prioritized in the order listed above all other business processes.

    a. Documented As-Is business processes and corresponding functional requirements must be maintained in ServiceNow or another software tool and version approved by DEO.

ii. Conduct on-site working sessions with subject matter experts, as identified by DEO, to review existing As-Is processes and Reemployment Assistance Claims and Benefits Information System artifacts. Working sessions for Core Claims, Continued Claims, Employers/TPAs, and Initial Claims must be prioritized above all other business processes and conducted in the order listed. For the on-site working sessions, Contractor must:

    a. Identify and schedule facilitated requirements workshops on-site at DEO premises to confirm and clarify all business and technical functional and non-functional requirements.

    b. Facilitate workshops with DEO staff, and any other entities, identified by DEO and document results.

    c. Schedule workshops in a manner that ensures subject matter expert attendance.

d.   Ensure the workshops are well organized and address business and technical functions and non-functions that invited subject matter experts can evaluate and define.

e.   Ensure the workshops are led on-site by a seasoned facilitator.

f.   Confirm, clarify, and document all requirements.

g.   Seek and document input and feedback from DEO staff regarding recommendations on business process and technical functional and non-functional improvements.

h.   Follow-up on any open action items.

iii.   Review Federal and State laws, rules, guidelines, policies, and any other regulations to identify and document unnecessary or lacking procedure(s) not currently being followed in the As-Is business processes or corresponding technical functional and non-functional requirements. The review of Federal and State laws, rules, guidelines, policies, and any other regulations for Core Claims, Continued Claims, Employers/TPAs, and Initial Claims must be prioritized above all other business processes and conducted in the order listed.

iv.   Create As-Is Business Process Maps for each process stream/program area, including any changes that were implemented during the pandemic. As-Is Business Process Maps for Core Claims, Continued Claims, Employers/TPAs, and Initial Claims must be prioritized in the order listed above all other business processes.

a.   As-Is Business Process Maps must be maintained in ServiceNow or another software tool and version approved by DEO.

v.   Submit an As-Is Report for Core Claims, Continued Claims, Employers/TPAs, and Initial Claims in the order listed that includes all business processes and corresponding technical functional and non-functional requirements, the As-Is Business Process Map(s), and findings pursuant to section 2.2.B.iii. The As-Is Reports must also include the information listed in section 2.2.B.vi.

vi.   Submit a Final As-Is Report as approved and accepted by DEO. The Final As-Is Report must:

a.   Include all business processes and corresponding technical functional and non-functional requirements;

b.   Include As-Is Business Process Maps;

c.   Include findings pursuant to section 2.2.B.iii;

d. Provide DEO business and technical staff with the ability to understand System behaviors, workflows, and integration architectures, and must address all System components including but not limited to software, hardware, operating environment, and infrastructure;

e. Include Contractor's recommendations on business process and technical functional and non-functional improvements;

f. Include DEO staff's recommendations on business process and technical functional and non-functional improvements; and

g. Be maintained in ServiceNow or another software tool and version approved by DEO.

2.3   Task 3: Complete a Detailed Assessment Report of As-Is Business Processes and Corresponding Technical Functional and Non-Functional Requirements

A. Contractor shall create an Assessment Report that analyzes and evaluates the As-Is business processes and corresponding technical functional and non-functional requirements identified in section 2.2. The Assessment Report must:

   i.   Identify inefficiencies in the business processes and corresponding technical functional and non-functional requirements for the following categories:
   a. Usability
   b. Serviceability
   c. Manageability
   d. Recoverability
   e. Security
   f. Data integrity
   g. Capacity
   h. Availability

   ii.   Identify strengths and weaknesses in the business processes and corresponding technical functional and non-functional requirements.

   iii.   Incorporate input and feedback received from DEO staff during the working sessions, as applicable.

   iv.   Identify business processes and corresponding technical functional and non-functional requirements that need to be optimized/re-engineered and recommendations on how these processes can be optimized/re-engineered.

   a. The Recommendations must help meet the goals and objectives of the Reemployment Assistance Modernization program.

    v.   Provide a cost/benefit analysis of optimized/re-engineered processes that includes but is not limited to:

        a.   Documentation of cost savings.

        b.   Staff time saving.

        c.   Increased customer support benefits; and

        d.   Intangible benefits as noted by Contractor and DEO.

    vi.   Be maintained in ServiceNow or another software tool and version approved by DEO

2.4   Task 4: Develop To-Be Business Processes and Corresponding Functional and Non-Functional Requirements for the Solution

A.   Contractor shall create and document the To-Be business processes and corresponding technical functional and non-functional requirements required by the Solution for the Incremental CX/UX Mobile-Responsive Software Transformation project. To-Be Business processes and requirements must:

    i.   Be compliant with Federal and State law, guidelines, and policies.

    ii.   Support customer-centric business processes.

    iii.   Streamline transaction processing and customer notifications.

    iv.   Promote usability, ease of access, and comply with the Americans with Disabilities Act, as amended, Section 508 of the Rehabilitation Act, as amended, 29 CFR Part 38, and Web Content Accessibility Guidelines, and all other requirements necessary for mobile user interface/user experience.

    v.   Strengthen access controls and identity management to secure and safeguard user transaction data compliant with nationally recognized industry standards.

    vi.   Enrich data analytics and interactive dashboard reporting to provide data metrics for data transparencies, as well as providing operational efficiency measures for internal and external users.

    vii.   Enrich user experience through the application of machine learning and artificial intelligence technologies, such as chatbot, omnichannel, etc.

    viii.   Use AI natural language Interactive Voice Response design, call flow, and efficiencies to produce positive service experience for customers.

ix.   Be compatible with the Reemployment Assistance Claims and Benefits Information System.

x.   Define Solution standards to be implemented for identified screens.

xi.   Adhere to the key functions listed in section 1.4.1.

xii.   Incorporate national best practices that have been successful in other state unemployment programs, as applicable.

xiii.   Comply with the data privacy and security requirements listed in section 1.4.3

xiv.   Allow for all channels to be available in multiple languages including at a minimum English, Spanish, and Haitian Creole.

B. Documented To-Be business processes and corresponding technical functional and non-functional requirements must be maintained in ServiceNow or another software tool and version approved by DEO.

2.5   Task 5: Develop To-Be Processes

A. Contractor shall develop "To-Be" business processes and corresponding technical functional and non-functional requirements that will support a new To-Be model for reusability.

i.   To-be business processes include existing as-is business processes, reengineered as-is business processes, and any new business processes required for continuous modernization of the Reemployment Assistance Claims and Benefits Information System.

B. Contractor shall:

i.   Propose options and recommendations of To-Be processes and corresponding technical functional and non-functional requirements. Contractor must prioritize Core Claims, Continued Claims, Employers/TPAs, and Initial Claims, in that order, without regard to the current restraints and limitations of DEO. The To-Be processes must meet the goals and objectives of the Reemployment Assistance Modernization Program. Contractor shall also consider all customers, including but not limited to claimants, DEO employees, legislative staff, USDOL, employers, TPAs, DOR, and external regulatory authorities.

ii.   Conduct on-site working sessions with subject matter experts, as identified by DEO, to discuss and evaluate To-Be. Working sessions for Core Claims, Continued Claims, Employers/TPAs, and Initial Claims must be prioritized above all other business processes and conducted in the order listed. For the on-site working sessions, Contractor must:

      a. Identify and schedule facilitated requirements workshops on-site at DEO.

      b. Facilitate workshops with DEO subject matter experts, and any other entities, identified by DEO and document results.

      c. Schedule workshops in a manner that ensures subject matter expert attendance.

      d. Ensure the workshops are well organized and address To-Be business and technical functions and non-functions that invited subject matter experts can evaluate.

      e. Ensure the workshops are led on-site by a seasoned facilitator.

      f. Seek and document input and feedback from DEO staff regarding recommendations on To-Be business process and technical functional and non-functional improvements.

      g. Follow-up on any open action items.

iii. Develop and provide DEO with a quantitative analysis of potential benefits from re-engineered business processes and technical functional and non-functional requirements including but not limited to:

      a. Documentation of projects of cost savings;

      b. Staff time saving;

      c. Increased customer support benefits; and

      d. Intangible benefits as noted by Contractor and DEO.

iv. Prioritize, develop, and provide DEO with a To-Be Report for Core Claims, Continued Claims, Employers/TPAs, and Initial Claims, in that order, which details the process gap between the current As-Is and redesigned To-Be business processes specifically for the modules listed above. Each To-Be Report must:

      a. Include the detailed process flow requirements to bridge the gap in business conditions, including assessing the risk and scope of To-Be changes and prioritizing to define the implementation sequence;

      b. Process redesign impacts on staff roles, resource levels, organizational structures, and policies;

      c. Provide an updated set of business processes and corresponding technical functional and non-functional requirements based on the To-Be processes for the Reemployment Assistance Claims and Benefits Information System;

        d. Include DEO staff's recommendations on To-Be business processes and To-Be technical functional and non-functional as discussed in the working sessions;

        e. Provide an updated set of business processes and corresponding functional requirements based on the To-Be processes for the Solution;

        f. Provide DEO business and technical staff with the ability to understand System behaviors, workflows, and integration architectures, and must address all System components including but not limited to software, hardware, operating environment, and infrastructure;

        g. Incorporate national best practices that have been successful in other state unemployment programs, as applicable;

        h. Include the analysis of potential benefits from re-engineered processes pursuant to section 2.5.B.iii; and

        i. Be maintained in ServiceNow or another software tool and version approved by DEO.

v. Develop and provide DEO with a Final To-Be Report, which details the process gap between the current As-Is and redesigned To-Be business processes. The Final To-Be Report must:

        a. Include the detailed process flow requirements to bridge the gap in business conditions;

        b. Process redesign impacts on staff roles, resource levels, organizational structures, and policies;

        c. Provide an updated set of business processes and corresponding technical functional and non-functional requirements based on the To-Be processes for the Reemployment Assistance Claims and Benefits Information System;

        d. Include DEO staff's recommendations on To-Be business processes and To-Be technical functional and non-functional as discussed in the working sessions;

        e. Provide an updated set of business processes and corresponding functional requirements based on the To-Be processes for the Solution;

        f. Incorporate national best practices that have been successful in other state unemployment programs, as applicable;

        g. Provide DEO business and technical staff with the ability to understand System behaviors, workflows, and integration architectures, and must

address all System components including but not limited to software, hardware, operating environment, and infrastructure;

h.   Include the analysis of potential benefits from re-engineered processes pursuant to section 2.5.B.iii; and

i.   Be maintained in ServiceNow or another software tool and version approved by DEO.

vi.   Update the previously developed As-Is business process requirements with greater details based on the Assessment Report developed in section 2.3.

2.6   Task 6: Training and Requirements Management Plan

A.   Contractor shall perform activities necessary for knowledge transfer so that DEO is self—sufficient in order to update and maintain System and Solution business processes and technical functional and non-functional requirements documentation.

B.   Contractor shall create manuals, guides, and desk aides that provide DEO staff with the information necessary to properly document, update, and maintain business processes, technical functional and non-functional requirements, and artifacts according to industry standards

C.   Contractor shall develop a Requirements Management Plan. The Requirements Management Plan must:

i.   Provide a process that documents business processes, approaches, technical functional and non-functional requirements, and artifacts for the Reemployment Assistance Claims and Benefits Information System, Solution, projects included in the Reemployment Assistance Modernization Program, and any future changes to processes and requirements.

ii.   Provide instructions to DEO staff on how to document, update, and maintain As-Is and any future To-Be business processes, artifacts, and technical functional and non-functional requirements.

iii.   Support clear business and technical requirements traceability and business and technical requirements verification.

iv.   Support changes to business and technical requirements as they are identified.
v.   Ensure that no changes are made to business and/or technical requirements without performing a risk analysis, re-estimating impacts to cost and schedule, and validation amongst the stakeholders.

vi.   Ensure business processes, technical requirements, and artifacts are properly documented, updated, and maintained according to industry standards.

vii.   Be maintained in ServiceNow or another software tool and version approved by DEO.

2.7   Task 7: Project Closure

A. Both DEO and the Contractor agree that upon any termination or expiration of this Contract, a seamless and transparent transfer is in the best interest of DEO stakeholders. DEO and the Contractor therefore agree to develop and implement a reasonable transition plan (the "Transition Plan") designed to achieve an efficient transfer of responsibility to DEO and/or another contractor, in a timely manner, and to cooperate fully throughout the post-termination/expiration period until such transition is complete. DEO requires that the Contractor work in conjunction with DEO and any subsequent contractor to ensure a smooth transition at the termination or expiration of any contract resulting from this RFQ.

B. Contractor shall cooperate with DEO to assist with the orderly transfer of the services, functions, and operation provided by the Contractor hereunder to DEO and/or another contractor, as determined by DEO. Contractor personnel critical to the transfer efforts will be identified by the parties. Contractor will ensure the cooperation of its key employees during the transfer process. Contractor shall:

i.   Fully cooperate with DEO and any subsequent contractor;

ii.   Provide a written plan that details disposition of DEO data, if applicable, and hand-off of services;

iii.   Agree to transfer the data in its custody to DEO and/or any subsequent contractor, if applicable and only at the direction of DEO, via secured means approved by DEO;

iv.   Confirm that any electronic copies of DEO proprietary information stored on Contractor equipment was transferred back to DEO before being deleted;

v.   Identify any DEO proprietary documentation and return it to DEO. Any electronic copies of DEO proprietary information stored on Contractor's equipment must be transferred back to DEO before being deleted. The format and the medium of transfer will be at the discretion of DEO.

C. DEO and Contractor must develop a Transition Plan for the orderly, effective transition of data and operations at the termination or expiration of this Contract. The Transition Plan must:

i.   Specify the tasks to be performed by the parties, the schedule for the performance of such tasks, and the respective responsibilities of the parties associated with the tasks.

ii. Include a seamless and transparent transition of data and operations will occur to a subsequent contractor;

iii. Be completed at a date agreed upon by DEO and the Contractor, but not later than six (6) months from the award of the Contract.

iv. Include, at a minimum, the procedures and schedule under which:

   a. Contractor and DEO will meet to review the status of Transition Plan activities and to resolve any issues;

   b. Outside vendors will be notified of procedures to be followed during the transition;

   c. All DEO data and information, documents, mail, instruments, and other relevant information are transferred to DEO, via secured means;

   d. Financial reconciliation of all funds;

   e. Any interim measures deemed necessary to ensure compliance with federal and state law and regulations are taken; and

   f. Final approval of the Transition Plan resides with DEO.

3.0 Deliverables, Tasks, Minimum Level of Service, and Financial Consequences

Task No.	Deliverable	Acceptance Criteria	Due Date	Financial Consequences
2.1.1	Kick-off Meeting, Agenda, Presentation, and Minutes	At a minimum, in accordance with section 2.1.1, Contractor must conduct a kick-off meeting and as evidence provide DEO with the agenda, presentation materials, and meeting minutes as approved by DEO within 10 calendar days of Contract execution.	10 calendar days following Contract execution	Failure to conduct the kick-off meeting and provide the agenda, presentation materials, and meeting meetings as approved by DEO within 10 calendar days of Contract execution shall result in a penalty of $500 per day for every business day beyond the due date. Such reduction shall be made from the deliverable payment.
2.1.2	Project Management Plan	At a minimum, Contractor must submit to DEO a Project Management Plan in accordance with section 2.1.2.

Completion of this deliverable is based on review and approval by DEO. | 15 calendar days following Contract execution | Failure to provide the Project Management Plan as specified in section 2.1.2. within 15 calendar days of Contract execution shall result in a penalty of $1,000 per day for every business day beyond the due date. Such reduction shall be made from the deliverable payment. |
| 2.1.3 | Staffing Plan | At a minimum, Contractor shall submit a Staffing Plan in accordance with section 2.1.3. to DEO.

Completion of this deliverable is based on review and approval by DEO. | 15 calendar days following Contract execution | Failure to provide a Staffing Plan as specified in section 2.1.3. within 15 calendar days of Contract execution shall result in a penalty of $500 per day for every business day beyond the due date. Such reduction shall be made from the deliverable payment. |
| 2.1.4 | Lessons Learned Collection Process | At a minimum, Contractor shall submit a lessons learned collection process in accordance with section 2.1.4. to DEO. | 45 calendar days following Contract execution | Failure to provide a lessons learned collection process as specified in section 2.1.4. within 45 calendar days of Contract execution shall |

		Completion of this deliverable is based on review and approval by DEO.		result in a penalty of $500 per day for every business day beyond the due date. Such reduction shall be made from the deliverable payment.
2.2.B.ii.	Conduct Working Sessions	At a minimum, Contractor shall conduct working sessions with subject matter experts to review existing As-Is processes and existing Reemployment Assistance Claims and Benefits Information System artifacts in accordance with section 2.2.B.ii. Completion of this deliverable is based on review and approval by DEO.	Working session for Core Claims must be conducted on or before 2/1/22. Working session for Continued Claims must be conducted on or before 3/1/22. Working session for Employers/TPAs must be conducted on or before 4/1/22. Working session for Initial Claims must be conducted on or before 5/1/22. All other working sessions must be conducted on or before 06/1/22.	Failure to conduct the working sessions in accordance with section 2.2.B.ii. by the due dates specified shall result in a penalty of $500 per day for every business day beyond the due date. Such reduction shall be made from the deliverable payment.
2.2.B.v.	As-Is Reports for Core Claims, Continued Claims, Employers/TPAs, and Initial Claims	Contractor shall submit As-Is Reports for Core Claims, Continued Claims, Employers/TPAs, and Initial Claims in accordance with section 2.2.B.v. Completion of this deliverable is based on review and approval by DEO.	As-Is Report for Core Claims must be submitted on or before 2/28/22 date. As-Is Report for Continued Claims must be submitted on or before 3/31/22 date.	Failure to submit the As-Is Reports in accordance with section 2.2.B.v. by the due dates specified shall result in a penalty of $1,000 per day for every business day beyond the due date. Such reduction shall be made from the deliverable payment.

| | | | As-Is Report for Employers/TPAs must be submitted on or before 4/30/22 date.

As-Is Report for Initial Claims must be submitted on or before 5/31/22 date.

As-Is Report for all other populations must be conducted on or before 06/30/22. | |
|---|---|---|---|---|
| 2.2.B.vi. | Final As-Is Report | Contractor shall submit a final As-Is Report in accordance with section 2.2.B.vi. to DEO.

Completion of this deliverable is based on review and approval by DEO. | 7/31/22 | Failure to submit the As-Is Report as specified in section 2.2.B.vi. shall result in a penalty of $1,000 per day for every business day beyond the due date. Such reduction shall be made from the deliverable payment. |
| 2.3. | Assessment Report | Contractor shall submit a detailed Assessment Report of As-Is business processes and corresponding technical functional and non-functional requirements in accordance with section 2.3. to DEO.

Completion of this deliverable is based on review and approval by DEO. | 7/31/22 | Failure to submit the Assessment Report as specified in section 2.3. shall result in a penalty of $1,000 per day for every business day beyond the due date. Such reduction shall be made from the deliverable payment. |
| 2.4. | To-Be Business Processes and Corresponding Technical Functional and | Contractor shall submit To-Be business processes and corresponding technical functional and non-functional requirements for the Solution in accordance with section 2.4. | To-Be Processes and Requirements for Core Claims must be submitted on or before 2/28/22 date. | Failure to submit the business processes and corresponding technical functional and non-functional requirements for the Solution as specified in section 2.4. |

	Non-Functional Requirements for the Solution	Completion of this deliverable is based on review and approval by DEO.	To-Be Processes and Requirements for Continued Claims must be submitted on or before 3/31/22 date. To-Be Processes and Requirements for Employers/TPAs must be submitted on or before 4/30/22 date. To-Be Processes and Requirements for Initial Claims must be submitted on or before 5/31/22 date. All other To-Be Processes and Requirements must be submitted on or before 6/30/22.	shall result in a penalty of $1,000 per day for every business day beyond the due date. Such reduction shall be made from the deliverable payment.
2.5.B.ii.	Conduct working sessions for To-Be processes	Contractor shall conduct working sessions with subject matter experts to discuss and evaluate To-Be processes in accordance with section 2.5.B.ii. Completion of this deliverable is based on review and approval by DEO.	Working session for Core Claims must be conducted on or before 2/1/22. Working session for Continued Claims must be conducted on or before 3/1/22. Working session for Employers/TPAs must be conducted on or before 4/1/22.	Failure to conduct the To-Be working sessions in accordance with section 2.5.B.ii. by the due dates specified shall result in a penalty of $1,000 per day for every business day beyond the due date. Such reduction shall be made from the deliverable payment.

			Working session for Initial Claims must be conducted on or before 5/1/22. All other working sessions must be conducted on or before 6/1/22.	
2.5.B.iii.	Potential Benefit Analysis	Contractor shall provide DEO with a Potential Benefits Analysis in accordance with section 2.5.B.iii. Completion of this deliverable is based on review and approval by DEO.	7/31/22	Failure to submit the analysis of potential benefits in accordance with section 2.5.B.iii. by the due date specified shall result in a penalty of $500 per day for every business day beyond the due date. Such reduction shall be made from the deliverable payment.
2.5.B.iv.	To-Be Report for Core Claims, Continued Claims, Employers/TPAs, and Initial Claims	Contractor shall submit To-Be Reports for Core Claims, Continued Claims, Employers/TPAs, and Initial claims in accordance with section 2.5.B.iv. to DEO Completion of this deliverable is based on review and approval by DEO.	To-Be Report for Core Claims must be submitted on or before 2/28/22. To-Be Report for Continued Claims must be submitted on or before 3/31/22. To-Be Report for Employers/TPAs must be submitted on or before 4/30/22. To-Be Report for Initial Claims must be submitted on or before 5/31/22. To-Be Report for all other populations must be	Failure to submit the To-Be Reports in accordance with section 2.5.B.iv. by the due dates specified shall result in a penalty of $1,000 per day for every business day beyond the due date. Such reduction shall be made from the deliverable payment.

			conducted on or before 6/30/22.	
2.5.B.v.	Final To-Be Reports	Contractor shall prepare and submit a Final To-Be Report in accordance with section 2.5.B.v. to DEO. Completion of this deliverable is based on review and approval by DEO.	7/31/22	Failure to submit the Final To-Be Report in accordance with section 2.5.B.v. by the due date specified shall result in a penalty of $1,000 per day for every business day beyond the due date. Such reduction shall be made from the deliverable payment.
2.5.B.vi.	Update Previously Developed As-Is Business Process Requirements	At a minimum, Contractor shall update the previously developed As-Is business process requirements with greater details based on the Assessment Report developed in Section 2.3. Completion of this deliverable is based on review and approval by DEO.	7/31/22	Failure to submit updated business process requirements by the due date specified shall result in a penalty of $500 per day for every business day beyond the due date. Such reduction shall be made from the deliverable payment.
2.6.C.	Requirements Management Plan	At a minimum, Contractor must submit a Requirements Management Plan in accordance with section 2.6.C. to DEO. Completion of this deliverable is based on review and approval by DEO.	8/30/22	Failure to submit the Requirements Management Plan by the due date specified shall result in a penalty of $500 per day for every business day beyond the due date. Such reduction shall be made from the deliverable payment.
2.7.C	Transition Plan	Contractor must submit a Transition Plan in accordance with section 2.7.C. to DEO. Completion of this deliverable is based on review and approval by DEO.	No later than six (6) months from the date the Contract is awarded	Failure to provide the Transition Plan in accordance with section 2.7.C. by the due date specified shall result in a penalty of $500 per day for every business day beyond the due date. Such reduction shall be made from the deliverable payment.

4.0   Staff Qualifications and Performance Criteria

Contractor shall possess the professional and technical staff necessary to perform the management consulting services required by this contract and the staff shall have sufficient skill and experience to perform the services assigned to them.

All the management consulting services to be furnished by the Contractor under this Contract shall meet the professional standard and quality that prevail among management consulting professionals in the same discipline and of similar knowledge and skill engaged in related work throughout Florida under the same or similar circumstances. The Contractor shall provide, at its own expense, training necessary for keeping Contractor staff abreast of industry advances and for maintaining proficiency in equipment and systems that are available on the commercial market.

Contractor staff shall render services identified by DEO and shall be paid upon completion of each deliverable.

Contractor shall maintain during the term of the Contract all licenses, permits, qualifications, insurance and approvals of whatever nature that are legally required to perform the management consulting services.

During the term of this Contract, Contractor shall be responsible for ensuring its employees, agents, and subcontractors, whenever on DEO premises, obey and comply with all rules, policies, and any other standards and procedures which must be adhered to by DEO's employees and vendors.

5.0   Response to RFQ

5.1   Elaborate Response

It is not necessary to prepare your response using elaborate brochures and artwork or other expensive visual presentation aids; instead, prepare your response simply and in accordance with the instructions herein.

5.2   Instructions for Preparation of the Response

The instructions for this RFQ have been designed to help ensure that all responses are provided to DEO in a similar format.

5.3   Response Format

Respondents shall prepare their Response package in the order outlined below, with the sections tabbed for ease of identification and review.

The Response will consist of the following and follow the format listed:

- **Tab 1 – Executive Overview**
  - **Statement of Identified Need**

This section must clearly describe the Respondent's understanding of the scope of the work included in this RFQ, the Respondent's ability to meet the qualifications to provide the required services, evidence that the Respondent is qualified to provide services, and its understanding of the stipulation that the response is valid for a time period of at least 180 calendar days from the date of submission. This section must also include the following:

- A summary of the Respondent's ability to meet the overall requirements in the timeframes established by DEO.
- Either state that Respondent accepts all activities and work products or describe any proposed changes. If Respondent proposes changes, the proposed changes must be mapped to the tasks/deliverables, activities, and work products in the RFQ.
- Describe the approach Respondent proposes to use to develop the deliverables, including Respondent's understanding of the deliverables and Respondent's plan to achieve success.

Responses to this RFQ should be in prepared using simple terms and minimal technical or industry specific language. Respondent should not repeat the information provided in the RFQ.

- **Tab 2 – Past Performance and Experience**
  - **Company Qualifications**
    - Describe the company's background and experience relevant to Sections 1.4, Summary of Requested Services, Section 1.4.1 Solution Key Functions and Section 3.0 Project Scope.
    - Evidence that the Respondent's company or team within the company has the current capabilities to perform the work under the sections descripted below and Scope of Work.
  - **Resumes and Experience**
    - As part of the Response, the Respondent must submit resumes on the personnel assigned to work on this Project (including any subcontractors) describing their education, training, quality and depth of experience performing the same or similar projects or work, and office location of the proposed staff. Once accepted by DEO, the selected Respondent may not otherwise substitute personnel for those listed without the prior written approval of DEO.
    - The Respondent should specifically provide a description that the company and team have previous experience with large scale projects with similar scope and services, specifically Unemployment Programs or related programs in the last five (5) years. Please include a description of the specific programs, including size and scope, and the role(s) the Respondent served under each.
    - The Respondent should provide evidence of the previous experience with projects of a similar scope and service, which includes project plans, reports, and letters describing the work performed and the results of the work.
    - If not already included above, the Respondent should describe the current and relevant knowledge, quality and depth of experience of the

partner, manager, lead, or other equivalent position that is responsible for supervising and coordinating staff, as it relates to Unemployment Program rules, laws, and regulations.

- **Tab 3 – Project Planning and Execution**
  The Respondent must submit a draft plan on each project or task(s) identified. The Respondent must submit a draft plan, including project schedule/timeline with expected onsite visits planned or remote workshops for conducting or requirements gathering. The Respondent must submit a draft plan that includes the processes implemented and software used to measure and ensure quality of services, quality control, and expectations are met. The plan(s) must follow industry standard best practices detailing the Respondent's understanding of the work and objectives and the ability to perform the various tasks outlined in this RFQ, including providing proposed organizational structure and staffing strategies (i.e. use of job classifications to optimize cost/quality). The Respondent should describe the ability to address anticipated problem areas and provide solutions that are both creative and feasible for the project.

- **Tab 4 – Corporate Background/Financial Condition**
  The Respondent must describe its company by providing its full legal name, date of establishment, type of entity and business expertise, short history, current ownership structure, any changes in ownership in the last three (3) years, any proposed changes in ownership, and copies of the previous three (3) years of financial statements, preferably audited by an independent Certified Public Accountant.

  The response must include a statement of whether, in the last 10 years, the Respondent has filed (or has filed against) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors, and if so, the explanation providing relevant details.

  The response shall include a statement of whether there are any pending Securities Exchange Commission investigations involving the Respondent, and if such are pending or in progress, an explanation providing relevant details and an attached opinion of counsel as to whether the pending investigation(s) will impair or appear to impair the company's performance in a contract under this RFQ.

- **Tab 5 - Value Added Services – Innovative Ideas**
  Value added services are services beyond those services previously outlined that you may provide to offer additional benefits to DEO. Describe any value-added services offered to DEO. Although DEO has provided a statement of need and mandatory requirements for Respondents to meet in order to be selected for the Contract for the Business Process Optimization Project for the Reemployment Assistance program, it is not intended to limit Respondent's innovations or creativity in preparing a response to accomplish these goals. Innovative ideas, new concepts and partnership arrangements other than those presented in this RFQ will be considered. For example, these might include unique business features, special services, offer costs or shared savings, discounts or terms and conditions specific to each Respondent. The Respondent must describe any value-added benefits, services, and/or deliverables/tasks that are not required by this RFQ that the

Respondent proposes to provide within the Respondent's fixed price proposal and, thus, at no additional cost to the State.

Additional costs or shared savings associated with value added services or innovative ideas must not be shown on Attachment D, Cost Page but rather only included in the Innovative Ideas Attachment E.

- **Tab 6 – Cost Page**
  The Respondent must propose a fixed hourly rate for each job title for each of the tasks identified in the RFQ and proposed Contract which is inclusive of travel, lodging, per diem expenses and all other costs associated with the completion of the deliverables associated with all tasks defined in the RFQ, Scope of Work. The Respondent shall complete all sections of Attachment D, Cost Page, for each task(s), review for accuracy, and ensure it is signed by an authorized representative.

6.0   Background Screenings

DEO has designated certain duties and positions as positions of special trust because they involve special trust responsibilities, are located in sensitive locations or have key capabilities with access to sensitive or confidential information. The designation of a special trust position or duties is at the sole discretion of DEO.

Contractor or Contractor's employees, agents, or subcontractors, who in the performance of this Contract will be assigned to work in a position determined by DEO to be a position of special trust are required to submit to a Level 2 background screening and be approved to work in a special trust position prior to being assigned to this project.

Level 2 screenings include Livescan fingerprinting of individuals and submission of the fingerprints through the Florida Department of Law Enforcement (FDLE) for a local, state and National Crime Information Center (NCIC) check of law enforcement records through the Federal Bureau of Investigation (FBI).

In accordance with section 112.011, F.S., Contractor or Contractor's employees, agents, or subcontractors who have been convicted of Disqualifying Offenses, shall not be assigned to this Contract. Disqualifying Offenses include, but are not limited to, theft, fraud, forgery, embezzlement, crimes of violence or any similar felony or first-degree misdemeanor offenses directly related to the position sought. Screening results indicating convictions of Disqualifying Offenses will result in a contractor, contractor employee, agent, or subcontractor not being allowed to work on this Contract.

All costs incurred in obtaining background screening shall be the responsibility of the Contractor. The results of the screenings are confidential and will be provided by secure email transmission from FDLE to DEO and will be maintained by DEO. DEO's Contract Manager will provide written approval/disapproval of the Contractor's employees, agent, or subcontractor to the Contractor. Contractor employees, agents, or subcontractors are prohibited from performing any work under this project until written approval of the employee is received from DEO's Contract Manager. DEO reserves the right to make final determinations on suitability of all Contractor employees, agents, or subcontractors assigned to this project.

7.0   Staffing Changes

Contractor may make staffing changes or cost shifting of staff assigned to this project only with prior review and written approval of DEO's Contract Manager. DEO's Contract Manager must be notified in writing at least 10 days prior to a potential change in staff. Failure to notify DEO in writing at least 10 days prior to a potential change in staff will result in a 10 percent reduction in Contractor's staff hourly rate. Notifications must include the candidate's name, résumé, position, title, starting date, and references. DEO's Contract Manager reserves the right to interview all potential staff prior to beginning work on the project. DEO reserves the right to request the replacement of any staff through written notification to Contractor. In the event of a staff change or cost shifting, an amendment to this Contract (and the corresponding change order to the Purchase Order) shall only be required if the change of staff also results in a change of the hourly rate.

If a staffing change occurs, with each invoice submitted thereafter, Contractor shall also submit a copy of the notification letter citing the applicable staffing changes as approved, signed, and dated by DEO's Contract Manager.

8.0   Employment Verification (E-Verify)

A.   Section 448.095, F.S., the State of Florida requires the following:
   (1) Every public employer, contractor, and subcontractor shall register with and use the E-Verify system to verify the work authorization status of all newly hired employees. A public employer, contractor, or subcontractor may not enter into a contract unless each party to the contract registers with and uses the E-Verify system.
   (2) A private employer shall, after making an offer of employment which has been accepted by a person, verify such person's employment eligibility. A private employer is not required to verify the employment eligibility of a continuing employee hired before January 1, 2021. However, if a person is a contract employee retained by a private employer, the private employer must verify the employee's employment eligibility upon the renewal or extension of his or her contract.

B.   E-Verify is an Internet-based system that allows an employer, using information reported on an employee's Form I-9, Employment Eligibility Verification, to determine the eligibility of all new employees hired to work in the United States. There is no charge to employers to use E-Verify. The Department of Homeland Security's E-Verify system can be found at: https://www.e-verify.gov/.

C.   If Contractor does not use E-Verify, Contractor shall enroll in the E-Verify system prior to hiring any new employee or retaining any contract employee after the effective date of this Agreement.

9.0   Prohibition Against Contracting with Scrutinized Companies; Contractor Certifications

Contractor is ineligible to, and may not, bid on, submit a proposal for, or enter into or renew this Contract with DEO if, at the time of bidding on, submitting a proposal for, or entering into or renewing such contract, the company is on the Scrutinized Companies that Boycott Israel List, created pursuant to section 215.4725, F.S., or is engaged in a boycott of Israel. At the time

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Contractor submits a bid or proposal for this contract, Contractor must certify that it is not participating in a boycott of Israel. DEO may terminate this contract at its option if Contractor is found to have been placed on the Scrutinized Companies that Boycott Israel List or is engaged in a boycott of Israel.

In addition to the provisions in the preceding paragraph, If the value of this Contract is $1,000,000 or more, not including renewal years, Contractor is ineligible to, and may not, bid on, submit a proposal for, or enter into or renew this Contract with DEO if, at the time of bidding on, submitting a proposal for, or entering into or renewing such Contract, Contractor is on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, created pursuant to section 215.473, F.S., or is engaged in business operations in Cuba or Syria. Furthermore, at the time Contractor submits a bid or proposal for such a contract, Contractor must also certify that the company is not on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List and that it does not have business operations in Cuba or Syria. DEO may terminate this contract at its option if Contractor is found to have submitted a false certification under this section 2.4, been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or been engaged in business operations in Cuba or Syria.

9.1   Antitrust Violations

Pursuant to section 287.137(2)(a), F.S., "a person or an affiliate who has been placed on the antitrust violator vendor list following a conviction or being held civilly liable for an antitrust violation may not submit a bid, proposal, or reply for any new contract to provide any goods or services to a public entity; may not submit a bid, proposal, or reply for a new contract with a public entity for the construction or repair of a public building or public work; may not submit a bid, proposal, or reply on new leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a new contract with a public entity; and may not transact new business with a public entity."

10.0   DEO Contract Liaisons

DEO designates as its Contract Manager, Claudia Gunnels who can be contacted by telephone at (850) 599-0310 or by email at Claudia.Gunnels@deo.myflorida.com.

11.0   Contract Period

The Contract period is expected to begin upon execution and remain in effect for a period of eighteen (18) months. The selected Contractor will be expected to be able to assume the responsibilities outlined herein within five (5) days of Contract execution.

DEO reserves the right to renew the contract resulting from this solicitation. Renewal of this Contract shall be in writing and shall be subject to the terms and conditions set forth in the existing contract. Renewal shall be limited to an additional term not to exceed three (3) years. All renewals are contingent upon satisfactory performance by the Contractor and the availability of funds.

12.0   Invoicing Instructions

In accordance with subsection 287.058(1)(a), F.S., Contractor will provide DEO's Contract Manager invoices in sufficient detail for a proper pre-audit and post-audit thereof. All invoices must be submitted at the completion of each deliverable to DEO's Contract Manager in accordance with the State of Florida Reference Guide for State Expenditures at:

https://www.myfloridacfo.com/division/aa/manuals/documents/ReferenceGuideforStateExpenditures.pdf

The invoice requirements of the State of Florida Reference Guide for State Expenditure are hereby incorporated by reference. The Contractor shall be paid upon submission of monthly invoices after delivery and acceptance of services.

To be payable:

a) Invoices shall contain the state contract number, the Purchase Order number, Contractor's Federal Employer Identification Number, Contractor's invoice number and the invoice period.

b) Invoices must clearly reflect the services/deliverables that were provided according to the terms of the Contract and include the number of hours worked at the hourly rate for each State Term Contract ("STC") position, STC job title and the tasks that were provided during the invoice period.

c) Invoices must be accepted and approved by DEO.

Total invoices billed for hourly services cannot exceed $_____.00. Travel expenses must be included in the hourly rate proposed. DEO will not pay for travel to or from the Tallahassee are for this Project. In addition, DEO will not pay for vicinity travel. Travel, if approved by DEO, will only be reimbursed in accordance with section 112.061, F.S. Travel must be pre-approved in writing by DEO's Contract Manager. Each request to incur travel expenses should be submitted following procedures specified in the following link:

https://sharepoint.deo.myflorida.com/finan_mgt/Manuals/Travel%20Manual%203.05.pdf

The procedures described in the DEO Travel Manual are hereby incorporated by reference. Performance under this Contract shall be done on an hourly basis, not to exceed the number of hours authorized per job number, job title, and scope variant as specified below:

DEO's performance and obligation to pay under this Contract are contingent upon an annual appropriation by the Legislature. *See* § 287.0582 Florida Statutes.

13.0 Confidentiality and Safeguarding Information

Each party may have access to confidential information made available by the other. The provisions of the Florida Public Records Act, Chapter 119, F.S., and other applicable state and federal laws will govern disclosure of any confidential information received by the State of Florida.

IF CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS by telephone at 850-245-7140, via e-mail at PRRequest@deo.myflorida.com, or by mail at Department of Economic Opportunity, Public Records Coordinator, 107 East Madison Street, Caldwell Building, Tallahassee, Florida 32399-4128.

Contractor must implement procedures to ensure the protection and confidentiality of all data, files, and records involved with this Contract.

Contractor shall keep and maintain public records, as defined in section 119.011(12), F.S., required by DEO to perform of this Contract. Upon request from DEO, Contractor shall provide DEO with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in chapter 119, F.S., or as otherwise provided by law.

Except as necessary to fulfill the terms of this Contract and with the permission of DEO, Contractor shall not divulge to third parties any confidential information obtained by Contractor or its agents, distributors, resellers, subcontractors, officers, or employees in the course of performing Contract work, including, but not limited to, security procedures, business operations information, or commercial proprietary information in the possession of the State or DEO.

Contractor agrees not to use or disclose any information concerning a recipient of services under this Contract for any purpose not in conformity with state and federal law or regulations except upon written consent of the recipient, or his responsible parent or guardian when authorized by law, if applicable.

If Contractor has access to confidential information in order to fulfill Contractor's obligations under this Contract, Contractor agrees to abide by all applicable DEO Information Technology Security procedures and policies. Contractor (including its employees, subcontractors, agents, or any other individuals to whom Contractor exposes confidential information obtained under this Contract), shall not store, or allow to be stored, any confidential information on any portable storage media (*e.g.*, laptops, thumb drives, hard drives, *etc*.) or peripheral device with the capacity to hold information. Failure to strictly comply with this provision shall constitute a breach of contract.

Contractor shall notify DEO in writing of any disclosure of unsecured confidential information of DEO by Contractor, its employees, agents or representatives which is not in compliance with the terms of the Contract (of which it becomes aware). Contractor also shall report to DEO any Security Incidents of which it becomes aware, including those incidents reported to Contractor by its sub-contractors or agents. For purposes of this Contract, "Security Incident" means the attempted or successful unauthorized access, use, disclosure, modification, or destruction of DEO information in Contractor's possession or electronic interference with DEO operations; however, random attempts at access shall not be considered a security incident. Contractor shall make a report to DEO not more than seven (7) business days after Contractor learns of such use or

disclosure. Contractor's report shall identify, to the extent known: (i) the nature of the unauthorized use or disclosure, (ii) the confidential information used or disclosed, (iii) who made the unauthorized use or received the unauthorized disclosure, (iv) what Contractor has done or shall do to mitigate any deleterious effect of the unauthorized use or disclosure, and (v) what corrective action Contractor has taken or shall take to prevent future similar unauthorized use or disclosure. Contractor shall provide such other information, including a written report, as reasonably requested by DEO's Information Security Manager, at Contractor's sole expense.

In the event of a breach of security concerning confidential personal information involved with this Contract, Contractor shall comply with the provisions of section 501.171, Florida Statutes. When notification to affected persons is required under this section of the statute, Contractor shall provide that notification, at Contractor's sole expense, but only after receipt of DEO's approval of the contents of the notice. Defined statutorily, and for purposes of this Contract, "breach of security" or "breach" means the unauthorized access of data in electronic form containing personal data. Good faith acquisition of personal information by an employee or agent of Contractor is not a breach, provided the information is not used for a purpose unrelated to Contractor's obligations under this Contract or is not subject to further unauthorized use.

Upon completion of this Contract, Contractor shall transfer to DEO all public records in possession of Contractor or keep and maintain public records required by DEO to perform work under this Contract. If Contractor transfers all public records to DEO upon completion of the contract, Contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If Contractor keeps and maintains public records upon completion of the contract, Contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to DEO, upon request from DEO's custodian of public records, in a format that is compatible with the information technology systems of DEO.

14.0   Indemnification

Contractor shall be fully liable for the actions of its agents, employees, partners, or subcontractors and shall fully indemnify, defend, and hold harmless the State and DEO, and their officers, agents, and employees, from suits, actions, damages, and costs of every name and description, including attorneys' fees, arising from or relating to personal injury and damage to real or personal tangible property alleged to be caused in whole or in part by Contractor, its agents, employees, partners, or subcontractors, provided, however, that Contractor shall not indemnify for that portion of any loss or damages proximately caused by the negligent act or omission of the State or DEO.

Further, Contractor shall fully indemnify, defend, and hold harmless the State and DEO from any suits, actions, damages, and costs of every name and description, including attorneys' fees, arising from or relating to violation or infringement of a trademark, copyright, patent, trade secret or intellectual property right, provided, however, that the foregoing obligation shall not apply to DEO's misuse or modification of Contractor's products or DEO's operation or use of Contractor's products in a manner not contemplated by the Contract. If any product is the subject of an infringement suit, or in Contractor's opinion is likely to become the subject of such a suit, Contractor may at its sole expense procure for DEO the right to continue using the product or to modify it to become non-infringing. If Contractor is not reasonably able to modify or otherwise secure DEO the right to continue using the product, Contractor shall remove the product and

refund DEO the amounts paid in excess of a reasonable rental for past use. DEO shall not be liable for any royalties.

Contractor's obligations under the preceding two paragraphs with respect to any legal action are contingent upon the State or DEO giving Contractor: (1) written notice of any action or threatened action, (2) the opportunity to take over and settle or defend any such action at Contractor's sole expense, and (3) assistance in defending the action at Contractor's sole expense. Contractor shall not be liable for any cost, expense, or compromise incurred or made by the State or DEO in any legal action without Contractor's prior written consent, which shall not be unreasonably withheld.

15.0 Termination

15.1   Termination Due to the Lack of Funds

In the event funds to finance this Contract become unavailable, or if federal or state funds upon which this Contract is dependent are withdrawn or redirected, DEO may terminate this Contract upon no less than twenty-four (24) hours' notice in writing to Contractor. Said notice shall be delivered by certified mail, return receipt requested or in person with proof of delivery. DEO shall be the final authority as to the availability of funds and will not reallocate funds earmarked for this Contract to another program thus causing "lack of funds." In the event of termination of this Contract, Contractor will be compensated for any work satisfactorily completed prior to notification of termination.

15.2   Termination for Cause

DEO may terminate the Contract if Contractor fails to: (1) deliver the product within the time specified in the Contract or any extension; (2) maintain adequate progress, as determined solely by DEO, thus endangering performance of the Contract; (3) honor any term of the Contract; or (4) abide by any statutory, regulatory, or licensing requirement. Rule 60A-1.006(3), F.A.C., governs the procedure and consequences of default. Contractor shall continue work on any work not terminated. The rights and remedies of DEO in this clause are in addition to any other rights and remedies provided by law or under the Contract.

15.3   Termination for Convenience

DEO, by written notice to Contractor, may terminate the Contract in whole or in part when DEO determines in its sole discretion that it is in the State's interest to do so. Contractor shall not furnish any product after it receives the notice of termination, except as necessary to complete the continued portion of the Contract, if any. Contractor shall not be entitled to recover any cancellation charges or lost profits.

16.0   Financial Consequences for Non-Performance

Financial consequences shall apply for non-performance of the contract by a Contractor. The State shall apply financial consequences identified below to Purchase Orders or Contracts issued by DEO. In addition:

In the event that a deliverable is deemed unsatisfactory by DEO, the Contractor shall re-perform the deliverable as needed for submittal of a satisfactory deliverable, at no additional cost to DEO, within the timeframe established by DEO.

Continued Contractor inability to perform under the conditions of the contract, via the established Complaint to Vendor process, per Rule 60A-1.006 Florida Administrative Code (PUR 7017 form), may result in default proceedings.

Failure to respond to a DEO request to correct a deficiency in the performance of the Contract may result in termination of the Contract.

16.1   Financial Consequences for Failure to Comply with Purchase Order Requirements:

In addition to those remedies outlined in section 9.0, and any other remedies provided by law, if Contractor fails to comply with the requirements of the DEO purchase order, Contractor shall pay to DEO financial consequences for such failures, unless DEO, in its sole and absolute discretion, waives such financial consequences for such failure in writing based upon its determination that the failure was due to factors beyond the control of Contractor. A financial consequence in the amount of one (1) times the hourly rate(s) of each Contractor employee assigned to the purchase order will be assessed against Contractor for each submittal of an invoice during the period that the Contractor is out of compliance with the purchase order. This amount shall be reflected as a credit on the invoice submitted to DEO. DEO at its sole discretion shall determine when the Contractor is failing to comply and DEO at its sole discretion shall determine when the Contractor has remedied the failure.

These consequences for non-performance are not to be considered penalties and are solely intended to compensate for damages.

17.0   Exceptions to Application of the Financial Consequences Provision of the STC:

Contractor may be excused for failing to provide qualified staff as required by the terms of this Contract (hereinafter "services") if such failure is beyond the control of Contractor and is approved, in writing, by DEO. Excusals may be approved for such events as, but not limited to:

a) Acts or omissions of DEO, any other State agency, or third parties other than Contractor's subcontractors providing services to or for DEO;

b) Announcement of new legislation affecting services;

c) Unofficial media announcements relating to state/federal changes to legislation; or

d) Federal guidance impacting services.

Contractor shall advise DEO in writing as soon as possible after learning of any circumstance or occurrence which has affected or will affect Contractor's ability to achieve any of the required services. In no event shall notice to DEO be provided more than seventy-two (72) hours after such circumstance or occurrence. DEO shall be the sole determiner of whether Contractor's failure to provide services in accordance with the terms of this Contract is excusable.

18.0   Contract Document

The interpretation and performance of this Contract, and all transactions under it shall be governed by the laws of the State of Florida. Contract documents include terms and conditions of this solicitation, and any addenda to it, Contractor's response, and the contract issued as a result of this Request for Quote.

DEO reserves the right to make modifications to this Contract if it is deemed to be in the best interest of DEO or the State of Florida.

DEO reserves the right to issue a Purchase Order as the contract agreement or may require Contractor to enter into another form of a definitive contract. The Purchase Order will incorporate STC Number 80101500-20-1, the My Florida Marketplace Terms and Conditions (MFMP), this Scope of Work and any Attachments and Addenda thereto, and the relevant portions of the Contractor's Response. Any pre-printed Purchase Order terms and conditions included in the Contractor's forms or invoices shall be null and void. If there are conflicting provisions between the documents that make up the Purchase Order, the order of precedence for the documents is as follows:

1. STC Number 80101500-20-1
2. Scope of Work including any Attachments and Addenda
3. Purchase Order
4. MFMP Terms and Conditions
5. Contractor's Response

19.0   Governing Laws

Contractor agrees that this Contract is executed and entered into in the state of Florida, and shall be construed, performed, and enforced in all respects in accordance with the laws, rules, and regulations of the state of Florida. Each Party shall perform its obligations herein in accordance with the terms and conditions of the Contract. The exclusive venue of any legal or equitable action that arises out of or relates to the Contract shall be the appropriate state court in Leon County, Florida; in any such action, the Parties waive any right to jury trial. For avoidance of doubt, should any term of this Contract conflict with any applicable law, rule, or regulation, the law, rule, or regulation shall control over the provisions of this Contract.

Attachment A
ACRONYMS AND DEFINITIONS/DESCRIPTIONS

Acronym	Term
ACH	Automated Clearing House
CRM	Customer Relationship Management
CX/UX	Customer Experience/User Experience
DCA	District Court of Appeals
DCF	Florida Department of Children and Families
DFS	Florida Department of Financial Services
DOE	Florida Department of Education
DOH	Florida Department of Health
DOR	Florida Department of Revenue
DUA	Disaster Unemployment Assistance
BAM	Benefit Accuracy Measurement
BTQ	Benefit Timeliness Quality
DHS	U.S. Department of Homeland Security
DHSMV	Florida Department of Highway Safety and Motor Vehicles
EB	Extended Benefits
EFM	EmployFlorida Marketplace
EFT	Electronic Fund Transfer
EIRP	Employer Identification Resolution Process
ETA	Employment and Training Administration, a division of the U.S. Department of Labor
EUC	Emergency Unemployment Compensation
FDLE	Florida Department of Law Enforcement
FedRAMP	Federal Risk and Authorization Management Program
FIRRE	Fraud Initiative Rules and Rating Engine
FLAIR	Florida Accounting Information Resource
FLDS	Florida Digital Service, a division of the Florida Department of Management Services
FPUC	Federal Pandemic Unemployment Compensation
HCTC	Health Coverage Tax Credit
ICON	Interstate Connection Network
IRORA	Interstate Reciprocal Overpayment Recovery Arrangement
IRS	Internal Revenue Service
LADT	Liable Agent Data Transfer
LWA	Lost Wage Assistance
MEUC	Mixed Earner Unemployment Compensation
MFA	Multi-factor Authentication
NDNH	National Directory of New Hire
PEUC	Pandemic Emergency Unemployment Compensation
PII	Personal Identifying Information
PIN	Personal Identification Number
PUA	Pandemic Unemployment Assistance
RA	Reemployment Assistance, also known as Unemployment Insurance (UI) or Unemployment Compensation (UC)

RAAC	Reemployment Assistance Appeals Commission
RFQ	Request for Quotes
SAVE	Systematic Alien Verification for Entitlements
SDNH	State Directory of New Hires
SIDES	Unemployment Insurance State Information Data Exchange System
SSA	Social Security Administration
STC	Short-Time Compensation, also known as work sharing or shared-work program
SUNTAX	Florida Department of Revenue's System for Unified Taxation
TAA	Trade Adjustment Assistance
TOP	Treasury Offset Program
TPA	Third Party Administrator
TRA	Trade Readjustment Allowances
UAT	User Acceptance Testing
UCB	Unemployment Compensation Benefits
UCFE	Unemployment Compensation for Federal Employees
UCX	Unemployment Compensation for Ex-servicemembers
USDOL	United States Department of Labor
VPN	Virtual Private Network
WFM	Workforce Management
WSER	Workforce Statistics and Economic Research Bureau
WW	Waiting Week

Attachment B
REEMPLOYMENT ASSISTANCE PROCESS DESCRIPTION OVERVIEW

This Attachment contains a high-level Reemployment Assistance process description overview. The Contractor must configure or develop all "As-Is" Reemployment Assistance processes, including any changes that were implemented during the pandemic and those not listed in this Attachment, either implemented after this RFQ is posted, or accidentally omitted, or otherwise identified by DEO.

The Contractor is strongly encouraged to recommend process improvements from other implementations so that Florida can achieve best in class operational efficiency and quality.

AB.1 Benefits

AB.1.1 Submit and Process Short-Time Compensation Plans and Benefits and Mass Claims

This process includes all activities required to submit and process Short-Time Compensation (STC) plans and benefits.

AB.1.1.1 Actors

- Claimants
- Employers, including TPAs
- DEO staff

AB.1.1.2 Main Activities – Short-Time Compensation

- System must allow employers to submit an online application(s) to participate in the STC program:
  - Electronically upload (Portal, email, XLS, or CSV)
  - Can adapt to future approved standards
  - Paper (U.S. Mail, fax)
    - System must allow staff to enter details
- System must allow employers to have multiple active STC plans
- System must allow staff to review and approve/deny the plan based on business rules
- Once the plan is approved, the System must send employers a link to the Reemployment Assistance portal for claimants to complete a Reemployment Assistance application (including demographics) for the STC program.
- System must pre-populate fields where applicable, such as:
  - Last employer
  - Dates of employment
- System must send all appropriate correspondence to the claimant, such as:
  - Statement of benefits
- System must send all appropriate correspondence to employers, such as:
  - Wage Verification Notice
  - Approval determination
- System must allow claimants, employers, and staff to upload documents
- System must validate upload/receipt of union acknowledgement form

- System must create non-monetary issues based upon answers in the STC initial, additional, and continued claim filing process
- System must allow employers to file weekly or bi-weekly claims certifications (indicating reduced hours)
- System must make appropriate payment for each claimant based on a prorated percentage of their Reemployment Assistance weekly benefit amount according to business rules
- System must allow staff to terminate the plan for good cause based on business rules
- System must allow the employer to withdraw their STC Plan
- System must charge base period employers for any benefits paid during the claim year
- System must allow claimants to withdraw from the STC Plan
- System is not required to withhold child support obligations from STC payments
- System must allow employers to submit plan modifications to a pending plan up to the day before the estimated begin date for work reduction
- System must allow employers to submit a STC Plan application, the union form (if union affected) and the names and social security numbers of participants for plan approval
- System must allow the following plan status: approved, denied, expired, incomplete, pending, and terminated
- System must allow the employer to search for a plan in any status
- System must allow the employer to print and/or save the plan
- System must allow third-party administrators to manage STC claims for the employer

AB.1.2 Manage Claims - Employer

This process includes all activities required for employers to manage claims.

AB.1.2.1 Actors

- Employers, including third-party administrators
- Staff

AB.1.2.2 Main Activities

- System must allow employers to respond to notices, including but not limited to:
    - Notice of Reemployment Assistance claims both individual and in mass, such as Disaster Unemployment Assistance claims
    - Chargeback
    - Earnings verifications, including quarterly cross match/wage benefit, new hire, interstate wage benefit, etc.
    - Request for earnings to close a disqualification
- System must allow employers to initiate and respond to inquiries, such as fact finding, secure messages, etc.
- System must allow employers to report issues, such as fraud tips, job refusals, additional pay, etc.
- System must allow employers to view estimates of charges and/or reimbursements
- System must allow employers to request information, including but not limited to:
    - Chargeback summary
    - Copies

- ○ Check claims status
- System must allow staff, employers, and authorized third-party administrators to view, update, or delete chargeback address, designated claims address, physical address, or other addresses
- System must record changes in real time, where possible
- 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 claim
  - ○ Adjudicate a claim
  - ○ Close, reverse, maintain a disqualification or ineligibility
    - ▪ Issue letters based on business rules
    - ▪ Process incoming correspondence
    - ▪ Process and send outgoing correspondence
- System must interface with a business intelligence or network traffic monitoring tool and flag claims.

AB.1.2.3 Alternate Activities and Special Cases

System must support the following alternate activities and special cases:
- Work search exemption request
- Back pay or retroactive pay

AB.1.3 Register Claimant

This process includes all activities required to register claimants in the System and generally is tied to file claims and manage claims.

AB.1.3.1 Actors

- Claimants
- Staff

AB.1.3.2 Main Activities

- System must allow claimants to register for an account online (self-service)
- System must capture registration data, including but not limited to:
  - ○ First and last name
  - ○ Claimant ID
  - ○ Password/PIN
  - ○ Email address
  - ○ Security questions
  - ○ Date of birth
  - ○ Social security number
  - ○ Addresses

  o Phone number

AB.1.3.3 Alternate Activities and Special Cases

System must support the following alternate activities and special cases:
- Duplicate profile

AB.1.4 Manage Customer (Individual) Profile

This process includes all activities required to manage a customer's profile (demographic information for an individual).

AB.1.4.1 Actors

- Claimants/individuals
- Staff

AB.1.4.2 Main Activities

- 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, Spanish, or Haitian Creole)
    - Phone numbers and type (home, work, mobile)
    - Correspondence preferences (including text messaging, email, phone etc.)
    - Payment method (currently direct deposit and debit card)
    - IRS withholding
    - Customary hours
- System must allow DEO 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:
    - Social security number
    - Certification method
    - Victims of ID theft based upon social security number required enhanced identification procedures
- System must perform cost-effective identity-proofing services in real-time to verify claimant identity using public and proprietary data sources

- o Florida drivers' license
- o Social security number with the Social Security Administration
- o Alien ID with SAVE
- o Other innovative data sources and approaches
- With some exceptions (e.g., domestic violence, fraud cases, etc.), System must notify claimant of changes made to some of the above fields
- System must electronically interface with external software (during the Reemployment Assistance claims filing process) to validate address information, including but not limited to:
    - o Phone number
    - o Email address

AB.1.4.3 Alternate Activities and Special Cases

System must support the following alternate activities and special cases:
- Duplicate profile
- Track current and subsequent verification of Alien ID and authority to work (e.g., dates)

AB.1.5 File Claims

This process includes all activities required to file claims.

AB.1.5.1 Actors

- Claimants
- Staff
- System

AB.1.5.2 Main Activities

- System must allow all Actors to file a claim
- System must allow claimants to register for an account if necessary
- System must provide the ability to create and display integrated scripts/prompts for all claims customizable by claim type, program, and languages
- System must automatically identify and establish the type of claim that must be filed (e.g., initial claim, additional claim, reopened claim, transitional claim, Extended Benefits, Trade Readjustment Allowance, STC, and Disaster Unemployment Assistance)
- System must evaluate claimant and claim based on eligibility requirements established in Florida Statutes, rules, and federal law and take appropriate action
- System must calculate Reemployment Assistance monetary determination for all program and claim types, including weekly benefit amount, maximum benefit amount, monetary balance, base period, wage suppression, wage additions and denials, wage credits, wage investigations, and monetary history. System must determine separate eligibility based on wages received from other states. System must display calculation to staff.
- System must perform the following steps for each claim type and take appropriate action based on business rules:
    - o Regular Claim
        - ▪ Pre-claim assessment and post-claim instructions

- Assessment questions to determine claim type (e.g., military, federal, combined wage)
- Provide explanatory information and/or follow-up questions to Actors for all application questions that are used to make a non-monetary determination
- Collect seasonal, educational, and professional athlete employment
- Establish and/or change claim date (backdate)
- Collect last employer detail including occupational codes and collect 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
        - Ensure searches for employers produce all relevant results, without limitations including special characters, spaces, and spelling errors.
    - First and last dates (month, day, and year) claimant worked for 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 reason for separation
        - Base period wages
    - Prompt for additional employer information
- Claim wage
    - Acknowledgement and deletion of wages
    - Conduct wage investigation
- Request wages earned in other states (combined wage claim)
- Determine if claim filed in another state
- Other sources of income, including but not limited to:
    - Pension
    - Severance
    - Workers Compensation
    - Wages in lieu 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
- Provide information on work search registration and work search requirements
- Display continuing eligibility requirements, including ability, availability, and work search
- Provide filing instructions, Reemployment Assistance Handbook, etc. per business rules

- Notify last employer that claim has been filed (excluding STC, Trade Readjustment Assistance/Extended Trade Readjustment Allowance, Disaster Unemployment Assistance, and Reemployment Trade Adjustment Assistance, and track responses timely and adequately.
      - 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
      - Conclusion
          - Summary
          - Benefits rights interview
          - Next steps
      - Messages
  - Unemployment Compensation for Ex-Service Members (UCX) Claim
      - 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 USDOL) 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 system)
  - 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 system)
  - Combined Wage Claim (CWC) Claim
      - Same basic steps as regular claim
      - Wage transfer request
      - Billing
      - System must support ICON CWC functionality
  - Interstate Claim
      - Same basic steps as regular claim
      - Collect other state working history
      - Other state details
  - System must allow staff to set reminders concerning future determination creation and closure
      - Pension
      - Severance
      - Availability
      - Etc.
  - System must allow claimants to have a claim with a combination of program types based on business rules
  - 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
  - System must provide the ability to file, process and determine eligibility for TRA claims based upon new or existing federal legislation
  - System must generate a monetary determination for Basic TRA, Additional TRA, and Completion TRA entitlement
  - System must generate a monetary determination for Remedial/Prerequisite TRA entitlement
  - 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
- DUA
  - Same basic steps as Regular claim, but with some items specific to DUA
  - System must provide the ability to file, process and determine eligibility for DUA claims based upon new or existing federal legislation
  - System must send monetary and nonmonetary determinations for the DUA program
- RTAA
  - 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
  - System must send monetary and nonmonetary determinations for the R/ATAA program
- Emergency Unemployment Compensation (EUC)
  - System must provide the ability to file, process and determine eligibility for Emergency Unemployment claims based upon new or existing federal legislation
  - System must send monetary and nonmonetary determinations for the EUC program
- Extended Benefits (EB)
  - System must provide the ability to file, process, and determine eligibility for State EB claims based upon new or existing state legislation
  - System must send monetary and nonmonetary determinations for the EB program
- Short-Time Compensation
  - System must provide the ability to file, process, and determine eligibility for STC based upon new or existing state or federal legislation
  - System must send monetary and nonmonetary determinations for the Short-Time Compensation program

- For all Special Programs, System must include customized workflow based on type and USDOL and Florida program specific rules and questions
- System must perform the following validations based on type of claim, including but not limited to:
  - SSNs
  - Active claim (e.g., benefit year has not ended, and 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
- System must notify staff and claimant of any errors that occur when filing claim or when a claim cannot be filed

AB.1.5.3 Alternate Activities and Special Cases

System must support the following alternate activities and special cases:
- Cannot locate employer account
  - Capture claim details and mark as incomplete
  - Create assignment for staff to validate
  - Complete claim
- Take claim without a last employer (e.g., no work record, entitlement programs, etc.)
- Wrong named employer
  - Voiding and recomplete with correct employer
  - Change account number
- System must allow staff to access and update partially completed applications (claims in progress)
- System must automatically establish the new (transitional) claim for benefits when the benefit year has ended with the current weekly claim
- System must determine if a claimant is potentially eligible for a new program type based on new quarter of wages and business rules

AB.1.6 Manage Claims – Claimant

This process includes all activities required for claimants to manage claims (self-service).

AB.1.6.1 Actors

- Claimants

AB.1.6.2 Main Activities

- System must allow claimants to manage claims using a secure portal or similar functionality
- System must allow claimants to request 1099-G (initial and corrected)
- System must allow claimant to change certain claim related information, including but not limited to:
  - Payment method (direct deposit or debit card.)
  - IRS Withholding
- With some exceptions (e.g., domestic violence, fraud cases, etc.), System must notify claimant of changes made online, such as

- o Personal Identification Number (PIN) changes
- o Password changes
- o Address changes
- System must allow claimant to opt-in and out of electronic correspondence
- System must allow claimant to file an appeal
- System must allow claimant to respond to fact finding and information requests
- System must allow claimant to upload and download documents
- System must allow claimant to initiate a wage reconsideration
- System must allow claimant to view claim(s) data, such as but not limited to:
  - o Payment status
  - o Weekly benefit amount
  - o Maximum benefit amount
  - o Electronic correspondence
- System must allow claimant to submit a request for claim information, such as but not limited to:
  - o Proof of claim (POC)
  - o Exhaustion letter
  - o Fact finding statements
- System must allow claimant to repay overpayments (not in current filing status)
- System must allow claimant to submit a work search log
- System must allow claimant to request payment of waiting week
- System must allow claimant to request wages earned in other states (combined wage claim) and initiate a wage investigation in another state
- System must allow claimant to report returned to work
- System must take appropriate action based on business rules and information received, including but not limited to:
  - o Process a payment
  - o Create an issue and assignment
  - o Process a monetary reconsideration
  - o Process an appeal
  - o Create a wage investigation
  - o Change or edit an existing claim
  - o Adjudicate a claim
  - o Close, reverse, maintain a disqualification or ineligibility
  - o Process incoming correspondence
  - o Process and send outgoing correspondence
  - o Record changes real time
  - o Etc.
- System must interface with a business intelligence or network traffic monitoring tool and flag claims

AB.1.6.3 Alternate Activities and Special Cases

System must support the following alternate activities and special cases:
- Fraud cases
- Authorized representative with claim restrictions

AB.1.7 Manage Claims – Staff

This process includes all activities required for staff to manage claims for employers and claimants.

AB.1.7.1 Actors

- Staff
- System

AB.1.7.2 Main Activities

- DEO staff can perform all functions (roles-based) included in section AB.1.2, excluding key functions or information (e.g., passwords, payment method, etc.)
- DEO staff can perform all functions (roles-based) included in section AB.1.6 , excluding key functions or information (e.g., passwords, payment method, etc.)
- System must (re)calculate Reemployment Assistance monetary determination for all program and claim types. System must determine separate eligibility based on wages received from other states
- System must allow staff to perform the following and System must take appropriate action based on business rules and information received:
  o Perform robust search, filter and sort of data
  o Search for, view, and maintain claimant and employer portal accounts
    ▪ Reset account (passwords, PINs, etc.)
    ▪ Disassociate
    ▪ Lock accounts/Restrict access
    ▪ Etc.
  o Assign, reassign, self-assign, and present work items (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
  o Process mass changes and updates, for example:
    ▪ Back date multiple claims
    ▪ Update work search requirement
    ▪ Change employer due date for multiple claims
    ▪ Issue correspondence to multiple claimants and employers
  o Convert weeks to different program types and claims
  o Special Claim Maintenance
    ▪ Trigger payment
    ▪ Flip waiting week flag
    ▪ Move balance to disqualification
    ▪ Adjust amounts in disqualification
    ▪ Change claim end date
    ▪ Remove exhaust date

- ▪ Disengage the work search requirement
- o Review issues and complete the claim to make it valid, such as:
  - ▪ Wage and name discrepancy
  - ▪ Incomplete claim
  - ▪ Void and reactivate claims
  - ▪ Correct employer/change account numbers
  - ▪ Unlock claims locked for ID theft victims
- o Manage wages
  - ▪ Acknowledge, add, delete, initiate wage investigation on Florida wages,
  - ▪ CWC wages,
  - ▪ Military wages,
  - ▪ Federal wages based on business rules
- o View, resend, add Interstate Benefits (IB) transactions
- o View, resend, add UCX/UCFE transactions
- o Process DD214s
- o Update IRS Withholding
- o Request and process federal proof of earnings
- o Cancel payments (warrants)
- o Update child support obligation (very limited)
- o Add entitlement (Completion/Remedial TRA)
- o Correct earnings on weeks claimed
- o Add and modify notes
- o Change payment method (very limited)
- o Update and reissue correspondence (return mail)
- o Log manual correspondence
- o Change claim date (backdate)
- o Change work search requirements based on business rules
- o Change SSN for reasons such as ID theft, etc.
- o Request work search logs based upon business rules (i.e., random, number established by staff, immediately, etc.)
- o 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 an issue
- o Provide the capability to obtain samples of completed work search log validations for quality assurance
- o Request and process out of state work registration
- o Process wage corrections, such as
  - ▪ Update SSN on wage records
  - ▪ Change amounts on wage records
- o Issue claimant corrected 1099-G and System must correct IRS 1099 transmission amount
- o Update normal wage
- o Update customary hours
- o Withdraw Initial Claim
  - ▪ Notify another state

- Issue a decision
- Return other state wages
- Unmark Florida wages
- Issue billing adjustments (Employer charging)
- Etc.
- System must track progress toward lifting a previous disqualification and take action according to business rules
    - Automatically closing
    - Send notification to claimant
- System must allow authorized staff to view current and prior claim information (payment status, pending items, 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 and reason for 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)
    - 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
    - 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
        - Count/No Count-Adjudicator

AB.1.7.3 Alternate Activities and Special Cases

System must support the following alternate activities and special cases:
- System must preserve the integrity of a fraudulent claim while allowing the true identity holder to file a valid claim (called "Pseudo Claims")
    - Move the fraudulent claim off 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
  - o System sends corrective letters to true identity holder
  - o System must allow staff to correct any actions that were previously taken
  - o System must send notification to victim and alert staff when they can file their claim

AB.1.8 Request Payment

This process includes all activities required to request payments.

AB.1.8.1 Actors

- Claimants
- Employers under Shared Work program
- Staff

AB.1.8.2 Main Activities

- System must allow claimants to request payment via internet, IVR, or paper
  - o Dynamically generate questions and record answers
    - Document employment/1099/Contract labor
  - o English, Spanish, and Haitian Creole
  - o Determine date to file
  - o System must capture Actor's confirmation of truth in filing statement of the information provided (claimants and employers only)
- System must allow claimants to document their work search activities
- System must allow for a biweekly claiming cycle with exceptions for one-week, late filing, and back dated claim certifications
- 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
- System must ensure that a claim will be paid based on preferred method (default is debit card)
  - o Inform claimant of current method
  - o Allow claimant to change method
- System must perform validations based on type of claim including but not limited to:
  - o SSNs
  - o Active claim
  - o Time to file
  - o Work search required
- System must provide the ability for staff, claimants, or employers to record a return to full-time employment
- System must take appropriate action based on business rules (including Supreme Court Java decision) and information received including but not limited to:
  - o Breaks in filing

- o Breaks in reported earnings
- o Stop if failure to report earnings past return to work date
- o Stop if new hire issue
- o Stop if wage benefit issue
- o Stop if incarceration issue
- o 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
- o Return to work

AB.1.8.3 Alternate Activities and Special Cases

System must support the following alternate activities and special cases:
- STC
- Payment request on hold
- Incompletes
- Not allowed to request payment
- System must provide the ability to file and process continued claim applications to determine eligibility to pay RTA benefits

AB.1.9 Receive and Process Payment Requests

This process includes all activities required to receive and process payment requests.

AB.1.9.1 Actors

- Staff
- Florida Department of Financial Services
- Debit card vendor

AB.1.9.2 Main Activities

- System must confirm eligibility
- System must process payment requests based on business rules
  - o Payable weeks
  - o Payment amount
  - o Reported earnings
  - o Reported hours (customary)
  - o Overpayments
  - o Deductions and Offsets (child support, withholding, overpayments, etc.)
  - o Payment method (debits card or ACH transaction)
  - o Release past payment requests including but not limited to:
    - Appeal reversal
    - Monetary redeterminations
    - Previously underpaid
    - Waiting week
- System must convert weeks to different program types and claims based on business rules

- System must allow authorized staff to reissue payment according to business rules
- System must recalculate a benefit payment when payment variables change
- System must allow a weekly payment from multiple sources (e.g., Federal Additional Compensation).
- System must automatically enroll claimants in debit card program if necessary
- System must send notification to claimant of child support withholding if necessary and update adjustments
- System must prenote validation of direct deposit
- System must electronically submit/receipt any new or modified information related to debit cards or EFTs to/from the benefits payment vendor
- System must issue program payment based on business rules (hierarchy)
  - System must only issue a benefit payment if there is an unencumbered balance on the claim
- System must prepare, send, and resend withhold amounts to appropriate parties including but not limited to"
  - IRS
  - DOR
  - Interstate Reciprocal Overpayment Recovery Agreement (IRORA)
- 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
- System must notify Employ Florida of any claimants that meet Reemployment Services and Eligibility Assessments (RESEA) criteria
- System must coordinate with FLAIR
  - Authorize and release ACH payments
  - Verify warrant run
  - System must generate entries to FLAIR by claimant ID and by payment after verification.
  - System must allow data to be imported to a database via Open Database Connectivity (ODBC) link or other system capable
- System must coordinate with SUNTAX
- System must retain history of all payments
- System must process TRA payment and RTAA Wage subsidy requests based on business rules and take appropriate action
  - 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
  - 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 Reemployment Assistance weekly benefit amount that established TRA
  - System must allow staff, prior to system electing choice automatically, to select a choice between a claimant continuing on TRA/RTAA program and beginning their Reemployment Assistance entitlement
- System must provide verification of payment transmission

AB.1.9.3 Alternate Activities and Special Cases

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

AB.1.10 Interface with SIDES

This process includes all activities required to obtain information received through SIDES.

AB.1.10.1 Actors

- System
- Staff
- Employers
- Third-Party Administrators

AB.1.10.2 Main Activities

- System must implement all available SIDES modules, including any modernization updates.
- System must allow staff, employers, and Third-Party Administrators to log into SIDES using single sign-on
- System must allow staff, employers, and Third-Party Administrators to view requests and responses from SIDES, SIDES E-Response, etc.

AB.1.11 Adjudication - Initiate Benefit Issues

This process includes all activities required to create a benefit issue.

AB.1.11.1 Actors

- System
- Staff

AB.1.11.2 Main Activities

- System and staff must be able to create and handle issues from a variety of sources (crossmatches, employer responses, claims taking, tips, leads, etc.) that require additional research to resolve, such as:
  - Non-Separation Issues
  - Separation Issues
  - Monetary Issues
  - Fraud
- System must flag claims for additional review based on business rules, such as:
  - Unidentified regular and federal Employers
  - WIT notification of
    - Claimant being hired
    - Job refusal
    - RESEA non-attendance
    - Other issues
    - Wage additions
- System must include Case Management and Workflow functionality, described in General Process Descriptions

AB.1.12 Adjudication - Investigate Benefit Issues

This process includes all activities required to investigate benefit issues.

AB.1.12.1 Actors

- System
- Staff
- Employers
- Third-Party Administrators
- Claimants

AB.1.12 2 Main Activities

- System must allow staff to run multiple sessions at the same time (e.g., review a claimant and an employer side by side)
- System must provide claim summary to staff to eliminate accessing multiple screens
- Claim association
- Allow for filtering, sorting, and searching
- Sort by date and time
- System and staff must be able to create and handle issues from a variety of sources (crossmatches, employer responses, claims taking, tips, leads, etc.) that require additional research to resolve, such as:
  - Non-Separation Issues
  - Separation Issues
  - Monetary Issues
  - Fraud
- System must flag claims for additional review based on business rules, such as:
  - Unidentified regular and federal employers

- Staff, claimants, employers, and third-party administrators must be able to complete conditional fact finding
- 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
- 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 preferred method
- System must provide a way to track future issues and reopen cases per business rules (e.g., job offer, pension, etc.)
- System must allow staff to create fact finding
- System must allow staff who created fact finding the ability to edit it within a specified time limit based on business rules

AB.1.13 Adjudication - Determining Benefit Issues

This process includes all activities required to create a benefit determination.

AB.1.13.1 Actors

- System
- Staff

AB.1.13.2 Main Activities

- System and staff must be able to issue decisions including
- Selection of determinations from a drop-down list wherever possible
- Selection of determinations, count/no-count, multiple interested parties to include Unions, chargeback, etc. wherever 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 system)
- Ability to override System-identified issue detection date
- System must preclude adjudication of an issue that has been resolved in another state when wages are received from other state (20 Code of Federal Regulations (CFR) 616.8)
- System must use decisions to take appropriate action to process adjustments based on business rules, including but not limited to:
    - Evaluate eligibility
    - Creation of overpayment
    - Release of payment
    - Notification to Reemployment Tax
    - Duplicate wage records
    - SSN corrections
    - RESEA reschedule list
    - Incarcerations issues
    - New Hire issues
    - Filing requirements

- Determinations issued by the System must conform with DEO and USDOL established guidelines on what constitutes a "quality" nonmonetary determination.
- 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.

AB.1.13 Alternate Activities and Special Cases

- System must support the following alternate activities and special cases:
    - Claimant and/or employer can file an appeal
        - 20 calendar days for regular claims
        - 60 calendar days for DUA
    - Authorized staff should be able to change determinations within time window (in days) based on business rules and Florida Statutes
    - If fraud determinations are issued on TRA claims, the system must disqualify claimant for any trade assistance services under federal TAA program (lifetime and doesn't affect other programs)
    - System must allow staff to exchange information with Equifax via their portal
    - Log in/Authenticate
    - Send and receive messages
    - Download documents
    - Automate current copy/paste functionality
    - Document results in DEO claim file

AB.1.14 Employer Benefit Charging

This process includes all activities required to charge employer accounts.

AB.1.14.1 Actors
- System
- Employers
- Third-Party Administrators
- Staff
- Other States

AB.1.14.2 Main Activities

- System must include all functionality necessary to perform benefit charging and reimbursements
- System must identify benefit charges, non-charges, and reimbursements for claims
- System must issue appropriate employer correspondence when initial claim is filed by the claimant
- System must determine which employers are chargeable and/or non-chargeable
- System must support TPA functions granted by employers
- System must create assignments of claims based on business rules
- System must be able to identify when an account is liable for charges or reimbursements and issue determinations based on business rules

- System must allow functionality for staff to determine employer chargeability/liability
- System must identify, support, and display Predecessor/Successor accounts such as
    - Shared liability
    - Shared charge amounts
    - Account relationships on claims
    - Date of succession
    - Identify full or partial succession
- System must determine whether the employer is Reimbursable or Contributory
- System must generate and process CWC (combined wage claim) and OOS CWC (out-of-state combined wage claim) benefit charges (IB-6)
- System must allow DEO staff to accept data from other states including but not limited to:
    - CWC
    - IB-5 (determination of state liability)
- System must support the incoming and outgoing billing and payment process of IB-6 charges as defined in ETA 399
- System must support ICON CWC functionality
- System must support SIDES functionality related to charging
- System must calculate employer charge to the ten thousandths of the decimal based on business rules
- System must apply charges and billing to Federal and Military accounts (ETA 191)
- System must correctly assess charges when a wage redetermination has been issued
- System must reconcile benefit charges such as:
    - Payments
    - Overpayments
    - Cancellations
    - Refunds
- System must accept and process benefit charge and reimbursement protests
- System must allow authorized staff, employer, and third-party administrators to view charge information including historical information
- System must allow staff to view the distribution of benefit charges and credits to employers for each continued claim week
- System must allow staff to manually perform all activities within employer charging

AB.1.15 Receive and Process Claimant and Employer Correspondence

See Correspondence in Attachment AB.8.1 General.

AB.1.16 Manage Program Data

This process includes all activities required to create and update program data.

AB.1.16.1 Actors

- Staff

AB.1.16.2 Main Activities

- 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 reasons
    - Disaster declarations
        - System must allow staff to enter/update DUA/Federal Emergency Management Agency (FEMA) certifications for disaster relief (including 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 events
    - Mass claims ID
    - Short-Time Compensation plans
    - Labor disputes
        - System must allow staff to create labor disputes, including employer and union information and details of the dispute
        - Once established, System must notify staff if the claim is labor dispute impacted and present fact finding and follow business rules regarding 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 rules
    - Trade petitions
        - System must allow staff to create petition details or transfer those details from EmployFlorida
        - Information includes petition details and worker list:
            - EUC or EB
            - Monetary benefit calculations
    - Benefits Timeliness and Quality (BTQ) and Benefits Accuracy Measurement (BAM) random numbers/algorithms
    - Work search parameters
    - Justification for change
    - Fact finding question sets

AB.1.17 Correct Errors and Data Cleansing

This process includes all activities required to edit data with the option of placing the record back into workflow.

AB.1.17.1 Actors

- Staff with role-based permissions

AB.1.17.2 Main Activities

- System must allow staff to correct data entered in error, based on business rules, including but not limited to
    - Remove inappropriate notes or notes entered on the wrong person

- o Remove entries made on the wrong claim or wrong person
- System must retain auditable correction log
- System must allow DEO staff to place the record back into workflow if necessary, such as:
  - o Reports
  - o Payment processes
  - o Interfaces

AB.1.18 Respond to Inquiries

This process includes all activities required to respond to inquiries.

AB.1.18.1 Actors

- Staff

AB.1.18.2 Main Activities

- System must enable staff to initiate and respond to inquiries via:
  - o Phone
  - o Electronic (email, chat, or secure messaging)
    - Forms or templates available to capture identifying information
  - o Mail
  - o Fax
- System must allow staff to verify name, address, and SSN/Alternate ID of the claimant
- System must enable staff to research claim information
- System must provide information to staff in a concise manner, allowing staff to dive down for additional details as needed, summary page of some sort so staff can see the entire claimant record.
- System should use intuitive language and reduce the use of acronyms and codes
- System must allow staff to respond to inquiries
  - o System must record summary of response tied to a claimant, employer, or TPA and associated with their record including but not limited to:
    - Email
    - Phone number
    - Time
    - Date
    - Topic
    - Staff member
  - o Respond based on requestor's preferred communication method
  - o Display/insert context sensitive statements using preformatted text (e.g., how to file an appeal) depending on the contact method, editable by DEO staff

AB.2 Tax

AB.2.1 Create TPA Account

This process includes all activities required to create a TPA account.

AB.2.1.1 Actors

- Employers
- Staff
- TPAs

AB.2.1.2 Main Activities

- System must allow employers and TPAs to create a TPA account online (self-service)
    o System will automatically create a TPA user ID.
    o Associate/Dissociate a TPA to employer account
    o Authorize and identify the service functions for which the TPA may act on behalf of that employer
    o View registration status from DOR interface.
    o An employer and TPA account must have one individual assigned as the administrator who can (de)authorize access to the employer account for other individuals and TPAs.
    o 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.
- System must prevent benefits claimants from accidentally registering for an employer account and vice versa.
- System must capture registration data for TPAs including but not limited to:
    o First name, middle initial or name, and last name
    o Suffixes (i.e. SR, JR, III, IV, MD, etc.) as a separate field
    o User ID
    o Password
    o Email address
    o Security questions
    o FEIN
    o Phone number, with area and country code, if required
    o Business entity name
- System must allow staff to create a TPA account (phone, mail, fax, paper documents)
    o System will create a new TPA ID
    o Require correspondence preference for TPAs (electronic or US Mail)
    o Federal ID
    o Account recovery information (phone number, email, Federal Employer Identification Number (FEIN), employer ID, other)
    o Acquisition/Predecessor/Successor information, if applicable
- System must validate FEIN and prevent duplicate TPA accounts
    o System must identify any duplicate TPA accounts and alert TPA/employer if an account already exists for the FEIN.
- System must track account status
    o Currently Florida has Active/Inactive/Inactive-Liable in Error
- System must offer multiple correspondence methods selectable by employers including:
    o Electronic (default with opt out for other options, override for approved hardship)
    o Mail (allow Employer to designate an address for each program)
    o SIDES

o   TPAs

AB.2.2 Service Employer Accounts

This process includes all activities required to service an employer account.

AB.2.2.1 Actors

- Employers
- Staff
- Third-party administrators

AB.2.2.2 Main Activities

- System must allow employers and TPAs to update their account online (self-service)
    - Multiple points of contact with 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
    - 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 (for the purpose of using wages reported by another entity)
    - Send confirmations to Employers
- 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
- System must allow staff to update employer accounts (phone, mail, fax)
    - Multiple points of contact with defined role (e.g., Tax only, Benefits only, etc.)
    - Upload multiple source documents
    - Retrieve and view all accounts (active, archived, etc.)
    - Make inquiries to employers/TPAs and record account comments
    - Employee leasing
    - 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 (for the purpose of using wages reported by another entity)

- System must interface with Cisco voice over internet protocol (VoIP) telephones
- System must include Case Management, Correspondence and Workflow functionality, described in General Process Descriptions, see Attachment AB.8

AB.2.2.3 Alternate Activities and Special Cases

- System must support the following alternate activities and special cases:
  - System must document relationship changes between TPAs and employers
  - System must notify TPAs when an employer terminates the TPA relationship

AB.2.3 Creation of a Quarterly Benefit Charge File

AB.2.3.1 Actors

- Staff

AB.2.3.2 Main Activities

- At the end of each quarter, the system must generate a quarterly benefit charge file that includes all credit and charge activity for reimbursable and contributory employers.
  - File format should be created in XLS, CSV, Word.
  - Data should include EAN, FEIN, Employer Name, credit/charge amount, claim effective date, social security number, etc.
  - System must have the ability to generate an adjustment file.
  - System must have the ability to create a mock quarterly file to predict the health of the file prior to the quarter ending.
  - System must allow the creation of a manual adjustment file.
  - The system must generate data report for audit purposes.
  - Pull a random 25% sample of the QBC file for audit purposes.
  - System creates a report of anomalies based on parameters set by Maximum Potential Charge criteria for employers.
  - After staff validation, system will upload file in an acceptable format to be uploaded to DOR's server for DOR to retrieve

AB.2.4 Filing Benefit Charge Protests

This process includes all activities required to file a protest of charges.

AB.2.4.1 Actors

- Employers
- Staff
- Third-party administrators

AB.2.4.2 Main Activities

- Employers

- o System must include all functionality necessary to file a protest of benefit charges
- o System must include all functionality to submit documentation
- o System must upload submitted protest to the claim/issue.
- TPAs
    - o System must include all functionality necessary to file a protest of benefit charges
    - o System must include all functionality to submit documentation
    - o System must upload submitted protest to the claim/issue.
- Staff
    - o System must include functionality necessary for staff to file a benefit charge protest on the employer's behalf who sends their protests in via fax/mail.
    - o System must upload submitted protest to the claim/issue.

AB.2.5 Assign Investigative Tasks

This process includes all activities required to assign work to staff and track via workflow.

AB.2.5.1 Actors

- Staff

AB.2.5.2 Main Activities

- System must include all functionality necessary to assign investigative tasks to staff
    - o System must identify any pending benefit charge issues relating to the pending benefit charge protest.
    - o System must route pending charge issue to the staff assigned to the benefit charge protest.
    - o System must populate the Unemployment Compensation Benefit reason codes necessary for staff to address the protest of benefit charges.
    - o System must populate the Unemployment Compensation Benefit sub-type codes necessary for staff to address the protest of benefit charges.
    - o System must populate the Unemployment Compensation Benefit letters necessary for staff to address the protest of benefit charges.
    - o System must promptly distribute Unemployment Compensation Benefit letters to the employers/TPAs based on the correspondence preference.
    - o System must attach/present the RT-1 and RT-29 forms when the employer/TPA selects the quarter being protested.
    - o System must include all functionality necessary to be handled without manually assigning.
    - o System must identify duplicate protests and populate an alert for the employer/TPA stating a protest for the claimant and quarter has already been submitted.
    - o System must allow staff to upload documentation when filing a benefit charge protest on behalf of the employer/TPA.
    - o System must include all functionality necessary to generate and transmit reports.

AB.2.6 Respond to Inquiries

This process includes all activities required to respond to inquiries.

AB.2.6.1 Actors

- Staff

AB.2.6.2 Main Activities

- System must enable staff to receive inquiry via:
  - Phone
  - Electronic (Email, chat, or secure messaging)
    - Forms or templates available to capture identifying information
  - Mail
  - Other internal and external stakeholders
- System must allow staff to verify name, address, and SSN/Alternate ID of the Inquiry Contact (e.g., company owner, accountant, Power of Attorney, claimant, etc.)
- System must enable staff to research case information
- System must allow staff to capture and redact (if necessary) any required documentation or system screens, account audit trail, notes/comments, etc.
- System must allow staff to respond to inquiries
  - System must record summary of response tied to a Claimant, Employer, or TPA and associated with their record including but not limited to:
    - Email
    - Phone number
    - Time
    - Date
    - Topic
    - Staff member
  - 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 staff

AB.2.6.3 Alternate Activities and Special Cases

System must support the following alternate activities and special cases:
- Allow staff to research account history, including archived data, and construct a linear timeline of account events including account establishment, acquisitions, and transactions

AB.3 Appeals

AB.3.1 Lower Authority Appeals

This process includes all activities required to file a lower authority appeal.

AX.3.1.1 Actors

- Employers

- Claimants
- Attorneys/Representatives
- Staff

AB.3.1.2 Main Activities

- System must allow appeals or requests to reopen to be filed via fax, mail, online, email, and in person
- System must provide appeal forms and instructions for how to file an appeal on the internet (currently http://floridajobs.org/Reemployment-Assistance-Service-Center/reemployment-assistance/claimants/file-an-appeal), but no special form is needed to file an appeal
- System must capture the following appeal data elements, at a minimum, from the claimant:
    - Claimant name SSN
    - Claimant ID number
    - Determination to be appealed
    - Describe the reason for the appeal
    - Why the appeal is untimely, if applicable
    - Update address and telephone numbers, if incorrect in the System
    - Statement whether the claimant will be represented by an attorney
    - Statement whether the claimants will present witnesses at the hearing
    - State whether the claimant will need the services of an interpreter and, if so, the language needed
    - Provide a temporary mailing address for the appeal, if necessary
    - Provide a telephone number for the hearing
    - Ability to upload files related to the appeal
- System must capture the following appeal data elements, at a minimum, from the employer:
    - Employer user ID
    - Employer password
    - Determination to be appealed
    - Why the appeal is untimely filed, if applicable
    - The name of the individual filing the appeal
    - The job title of the individual filing the appeal
    - The name of the contact person for the hearing
    - The job title of the contact person for the hearing
    - The contact person's telephone number
    - Describe the reason for the appeal
    - State whether the employer will be represented by an agent or attorney who was not sent a copy of the initial determination;
    - State whether the employer will be presenting witnesses other than the contact person for the hearing
    - Provide a telephone number for the hearing
    - Ability to upload files related to the appeal
- System must capture the following appeal data elements for a request to reopen:
    - Name of the party requesting the reopening
    - Docket number
    - Reason for reopening request

AB.3.1.3 Alternate Activities and Special Cases

System must support the following alternate activities and special cases:
- Do not display a determination/decision as appealable when a party does not have appeal rights to a determination/decision
- Allow the claimant and employer to see the status of their appeal
- Allow the claimant and employer to view their decision

AB.3.2 Receive and Route Appeal

This process includes all activities required to receive and route an appeal.

AB.3.2.1 Actors

- Staff

AB.3.2.2 Main Activities

- System must interface with DEO's CMS, currently FileNet, or include all functionality necessary to store documents, correspondence, and related materials in a CMS.
- System must ingest documents, correspondence, and related materials into the CMS and begin appropriate workflow depending on transmission method
  - In person, fax, online/System, email, and mail
- System must allow staff to initiate workflow if required
- System must verify name and SSN/Alternate ID of the claimant
- System must determine the appeal level and route appropriately
- System must allow staff to route an appeal between appropriate departments depending on user permissions
  - Lower Authority
  - Higher Authority
  - Chargebacks
  - Other

AB.3.3 Process Appeal

This process includes all activities required to process an appeal.

AB.3.3.1 Actors

- Staff

AB.3.3.2 Main Activities

- System must allow staff to view
  - Existing appeals cases
  - Existing Reemployment Assistance information, including attachments associated to issues

- High-level summary for an appeal hearing (e.g. base period wages, interested parties, timeliness of appeal, opt-in for electronic correspondence, special accommodations, etc.)
- System/staff must research adverse determinations and/or decisions
- System must allow staff to route an appeal between appropriate departments depending on user permissions
  - Lower Authority
  - Higher Authority
  - Chargebacks
  - Special Hearings
  - Other
- System/staff must create a new case or new appeal as appropriate
  - System generates case or appeal number or identifier
  - System/staff inputs appeal data
    - Appeal date
    - Filing method
    - Appellant
    - Receipt date
    - Accommodations (languages, type of employer, etc.)
  - System must allow for the creation of multiple appeals cases based on a single appeals document
  - Staff manually or System automatically must associate determination correspondence to the appeals case for use in hearing packets
  - 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
  - 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
- System must provide status in secure, self-service portal
- System must include case management and workflow functionality, described in General Process Descriptions, see Attachment AB.8

AB.3.3.3 Alternate Activities and Special Cases

System must support the following alternate activities and special cases:

- Pend for various reasons such as:
  - Documentation
  - Accommodations
  - Investigations
  - Language translations
- Delete case data (e.g., processed in error)
- Multi-claim
- Companion cases
- Re-openings
- Continuances
- Remands
- Corrected decisions
- Recommended Orders
- Final Orders
- Expedited
- Withdrawals
- On the Record
- Order of Dismissal
  - Narrated dismissal
  - Dismissal without Prejudice
  - Lack of Jurisdiction
  - Failure to Prosecute
- Generate correspondence
  - Request for information letter (representation, scheduling, etc.)
  - Ad hoc letters
  - Subpoena requests
  - Order to show cause
  - Quash order

AB.3.4 Submit Documentation

This process includes all activities required to submit documentation.

AB.3.4.1 Actors

- Staff
- Claimants
- Employers
- Attorneys/Representatives

AB.3.4.2 Main Activities

- 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

- o   Email
- o   In-person
- o   Goal is to associate documents with a claim within two (2) hours of receipt
- System must capture (e.g., OCR or similar) and store data from incoming documents (both electronic and paper) such as:
  - o   Date received
  - o   Method received (electronic or paper)
  - o   Date postmarked and submitted
  - o   Document type
  - o   Sender information
  - o   Document text
  - o   Etc.
- System must allow staff to manually key entry of document information
- System must read bar codes or similar coding to support the automated processing of the item when returned by the recipient
- System must ingest document information into the CMS and begin workflow
  - o   In-person, fax, online, email, and mail
  - o   Intra- and inter-departmental transfers

AB.3.4.3 Alternate Activities and Special Cases

System must support the following alternate activities and special cases:
- Returned mail and bad addresses
- Documentation submitted prior to Appeal processed
- Language translations

AB.3.5 Schedule Hearing

This process includes all activities required to schedule a hearing.

AB.3.5.1 Actors

- Staff

AB.3.5.2 Main Activities

- System must automatically or manually schedule or assign an appeal
  - o   Automatic scheduling must be based on business defined criteria including but not limited to:
    - Hearing officer skill level and schedule
    - Program code
    - Employer account
    - Issue
    - Priority
    - Case age
    - Time off
    - Accommodations
    - Language

- ▪ Criteria set during appeal processing
- System must notify all parties of scheduled hearings
- System must verify that all required documentation exists in the CMS prior to scheduling
- System must transmit hearing data to the telephone conferencing system such as
  - o Hearing date
  - o Hearing time
  - o Hearing Officer name and phone number
  - o Case number
  - o Name and phone number of parties and witnesses
- System must generate a dashboard for the Hearing Officer including caseload and time lapse information
- System must capture metrics and generate management reports

AB.3.5.3 Alternate Activities and Special Cases

System must support the following alternate activities and special cases:
- Reschedule or unscheduled hearings/cases
- Expedited
- Multi-claims
- Companion cases

AB.3.6 Create and Send Hearing Notices

This process includes all activities required to create and send hearing notices.

AB.3.6.1 Actors

- Staff

AB.3.6.2 Main Activities

- System must generate required documentation in the CMS (currently FileNet) based on hearing schedule, instructions, issues, etc.
- System must allow staff to add and associate documentation to the appeals case for use in hearing packets
- System must generate outgoing correspondence in English, Spanish, and Haitian Creole
- System must retrieve required documentation from the CMS (currently FileNet):
  - o Hearing Notice (case details, scheduling details, and issues)
  - o Hearing instructions
  - o Fact finding statements (questions and answers taken to adjudicate the claim at the benefits level)
  - o Monetary determinations
  - o Employer's response
  - o Relevant documents (interdepartmental and correspondence submitted by parties)
  - o Determinations
  - o Appeal documents
  - o All prior higher authority and/or lower authority decisions

- System must compile generated and retrieved documentation into a Notice of Hearing packet, annotate it with page numbers, redact social security numbers, and make the compiled document available in the CMS (currently FileNet)
- 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
    - o Allow for electronic and paper printing
    - o Allow staff to choose which items are to be included in the Hearing Packet
    - o Allow staff to customize the item order
    - o Allow for backup system to access Notice of Hearing packets during internet or network outage
    - o Must mail Notice of Hearing packets to parties not subscribed to electronic correspondence
- System must update the Reemployment Assistance data including:
    - o Document that correspondence was sent, method, and to whom
    - o Update case information to reflect the scheduled hearing

AB.3.6.3 Alternate Activities and Special Cases

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
    - o Ability to remove and move documents or correspondence
    - o Letters
    - o Tracking
    - o Edit metadata
    - o Redacting

AB.3.7 Conduct Hearing

This process includes all activities required to conduct a hearing.

AB.3.7.1 Actors

- Employers
- Staff
- Claimants
- Attorneys/Representatives
- Witnesses
- Interpreters

AB.3.7.2 Main Activities

- System must interface with Telephone Conferencing system (currently DARS) for conducting hearings or provide similar functionality

- o 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 5 years as defined by retention schedule)
  - Provide telephone conferencing service for unlimited parties and international phones, including disconnect, muting
  - System/staff must be able to:
  - Create 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 electronic case file
- System must allow staff to electronically mark exhibits in the CMS
- System must allow staff to view case information during the hearing including but not limited to:
  - o Electronic hearing packet optimized to conduct electronic hearing
  - o Reemployment Assistance data as appropriate including but not limited to:
    - Claim certifications
    - Fact finding from other determinations
    - Liable accounts
    - Reported wages
- System must allow staff to view a high-level summary for an appeal hearing (e.g. base period wages, interested parties, timeliness of appeal, opt-in for electronic correspondence, special accommodations, etc.)

AB.3.7.3 Alternate Activities and Special Cases

System must support the following alternate activities and special cases:
- No shows
- Withdrawals
- Continuances
- Hearing substitution/reassignment of scheduled hearing to another hearing officer
- Backup system in case conference system unavailable
- Unscheduled Interpreter request
- Create Reemployment Assistance/Fraud/Tax investigation based on testimony and evidence including but not limited to:
  - o Ineligibilities
  - o SUTA dumping
  - o Acting as an unlicensed PEO
  - o Identity theft

AB.3.8 Issue Decision

This process includes all activities required to issue a decision.

AB.3.8.1 Actors

- Staff

AB.3.8.2 Main Activities

- System must allow staff to view cases assigned to hearing officer in case management software
- System must allow staff to search and select a hearing to begin drafting a decision
- System prepopulates data to the greatest extent possible
- 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 Reemployment Assistance/Appeals system
    - Insert ad hoc text
  - Findings of fact
    - Insert statements using preformatted text templates including retrieving data from Reemployment Assistance/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
- System must allow staff to view complete decision and allow editing of all sections

- System must allow staff to submit decision for mailing
- System must add mail date and appeal deadline
- System must transmit decision to state printing agency or local printers
  - Print and stuff envelopes
  - Mail decision based on business rules
- System must include templates in English, Haitian Creole, and Spanish
- System must upload decision into CMS/self-service portals

AB.3.8.3 Alternate Activities and Special Cases

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
  - Dismissal Decisions
  - Withdrawal
  - Timeliness
  - Good cause
- Pulling decisions
  - Removing a decision from printing/mailing/publishing queue
  - Roll back 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

AB.3.9 Record Decisions

This process includes all activities required to record a decision in the system.

AB.3.9.1 Actors

- Staff

AB.3.9.2 Main Activities

- System must automatically capture and record decision/hearing properties from the conducted 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.
  - o Affected party
  - o Liability status
    - Charge or no charge
    - Adequacy of Employer's response
    - Etc.
  - o Decision type
  - o Hearing officer
  - o Date submitted and mailed
  - o Change or no change to the determinations
- System must allow staff to manually correct decision properties if necessary
- System must use decisions to take appropriate action to process adjustments based on business rules, including but not limited to:
  - o Evaluate eligibility
  - o Creation of overpayment
  - o Release of payment

AB.3.9.3 Alternate Activities and Special Cases

System must support the following alternate activities and special cases:
- Corrected decision

AB.3.10 Respond to Inquiries

This process includes all activities required to respond to inquiries.

AB.3.10.1 Actors

- Staff

AB.3.10.2 Main Activities

- System must enable staff to receive inquiry via:
  - o Phone
  - o Electronic (Email, chat, or secure messaging)
    - Forms or templates available to capture identifying information
  - o Mail
  - o Fax
- System must allow staff to verify name, address, and SSN/Alternate ID of the claimant
- System must enable staff to research case information
- System must allow staff to respond to inquiries
  - o System must record summary of response tied to a claimant and associated with a case/SSN including but not limited to:
    - Email
    - Phone number
    - Time
    - Date

- ▪ Topic
- ▪ Staff member
- o Respond based on requestor's preferred communication method
- o Display/Insert context sensitive statements using preformatted text (e.g., how to file an appeal) depending on the contact method, editable by staff
- System must provide the ability to notify all parties of a status change
- System must allow staff to route an inquiry between appropriate departments depending on user permissions
    - o Lower Authority
    - o Higher Authority
    - o Supervisor/Management
    - o Other

AB.3.10.3 Alternate Activities and Special Cases

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
    - o Topic
    - o Claimant
    - o Employer
    - o Etc.
- Create Reemployment Assistance/Fraud/Tax investigation based on status inquiry
    - o Ineligibilities
    - o ID theft

AB.3.11 Generate Reports

This process includes all activities required to generate and transmit reports.

AB.3.11.1 Actors

- Staff

AB.3.11.2 Main Activities

- USDOL Reports

- o System must generate USDOL reports
- o System must distribute USDOL reports to Appeals and RAAC Management for approval
- o System must allow staff to correct and modify USDOL reports
- o System must upload reports to USDOL
- o System must integrate reports with dashboards for visual representation of data
- o System must store and index reports
- Operations, Performance, and Management reports
  - o System must allow staff to schedule reports to be generated automatically
  - o System must allow staff to run reports on demand
  - o System must generate and distribute reports identified by DEO
  - o System must allow staff to develop and schedule ad hoc reports
  - o System must integrate reports with dashboards for visual representation of data
  - o System must store and index reports

AB.4 Reemployment Assistance Appeals Commission Appeals

AB.4.1 File Appeal

This process includes all activities required to file a higher authority appeal.

AB.4.1.1 Actors

- Employers
- Claimants
- Attorneys/Representatives
- Staff

AB.4.1.2 Main Activities

- System must allow appeals to be filed via fax, mail, online, or email and in person; appeals cannot be filed by email
- System must provide appeal forms and instructions for how to file an appeal on internet (currently https://raaciap.floridajobs.org), but no special form is needed to file an appeal
- System must capture the following appeal data elements, at a minimum:
  - o Name
  - o SSN/Alternate ID
  - o Current address
  - o Date DEO mailed the Decision
  - o A copy of the Decision, if possible

AB.4.1.3 Alternate Activities and Special Cases

System must support the following alternate activities and special cases:
- Do not display a determination/decision as appealable when a party does not have appeal rights to a determination/decision

AB.4.32 Process Appeal

This process includes all activities required to process an appeal.

AB. 4.2.1 Actors

- Staff

AB. 4.2.2 Main Activities

- System automatically or staff manually must be able to locate an existing case number
- System must display
    - o Existing appeals cases
    - o Existing Reemployment Assistance information, including attachments associated to issues
    - o High-level summary for staff review (e.g. base period wages, interested parties, timeliness of appeal, opt-in for electronic correspondence, special accommodations, etc.)
- System must create a proceeding sequence number
- 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
- System must create and send acknowledgement letter
    - o Print
    - o Route
    - o Mail/electronic correspondence
- System/staff must initiate workflow
    - o Pend appeal
    - o Un-pend appeal
- System must include Case Management and Workflow functionality, described in General Process Descriptions, see Attachment AB.8

AB. 4.2.3 Alternate Activities and Special Cases

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
- Withdrawals
- Re-openings
- Remands
- Corrected decisions
- Correction of documents included in the file or correspondence
    - o Ability to remove and move documents or correspondence
    - o Letters
    - o Tracking
    - o Edit metadata
    - o Redacting
    - o Assembling

AB. 4.3 Submit Documentation

This process includes all activities required to submit documentation.

AB. 4.3.1 Actors

- Staff
- Claimants
- Employers
- Attorneys/Representatives

AB. 4.3.2 Main Activities

- System must receive and process all incoming correspondence and associate it with an electronic identifier (e.g., SSN, Entity ID, alternate ID)
    - o Mail
    - o Fax
    - o Online uploads
    - o Email
    - o In-person
    - o Goal is to associate documents with a case within two (2) hours of receipt
- System must capture (e.g., OCR or similar) and store data from incoming documents (both electronic and paper) such as:
    - o Date received
    - o Method received (electronic or paper)
    - o Date postmarked and submitted
    - o Document type
    - o Sender information
    - o Document text
- System must allow staff to manually key entry of document information
- System must read bar codes or similar coding to support the automated processing of the item when returned by the recipient
- System must ingest document information into the CMS and begin workflow
    - o In-person, fax, online, email, and mail
    - o Intra- and inter-departmental transfers

AB. 4.3.3 Alternate Activities and Special Cases

System must support the following alternate activities and special cases:
- Returned mail and bad addresses
- Submitted documentation prior to Appeal processed

AB.4.4 Docketing

This process includes all activities required to assign appeals to a docket including docketing, circulate summaries, pre-process docketed cases, and post-process docketed cases.

AB.4.4.1 Actors

- Staff

AB.4.4.2 Main Activities - Docketing

- System must allow staff to assign case and associated documentation (cover sheet, summary, proposed decision, etc.) to docket
    - o   Docket date
    - o   Docket number
    - o   Check the distribution stamp for number of copies to be mailed to interested parties
    - o   Weekly assignment report for RA and management
- System must allow staff to view a high-level summary for an attorney review/rehearing (e.g. base period wages, interested parties, timeliness of appeal, opt-in for electronic correspondence, special accommodations, etc.)

AB.4.4.3 Alternate Activities and Special Cases - Docketing

System must support the following alternate activities and special cases:
- Removing a case from docket at any point in the workflow
- Docket cancellation or rescheduling (keep docket number constant once assigned but allow docket date to change)
    - o   Individual
    - o   En masse for situations such as a Commissioner vacancy

AB.4.4.4 Main Activities – Pre-Process Docketed Cases

- System/staff stores case files submitted to docket
    - o   Electronic case files
    - o   Case documentation including privileged attorney/client work product
- System/staff prepares decisions for mailing for uncontested cases
    - o   Date stamp
    - o   Make copies
    - o   Fold and stuff envelopes
    - o   Bundle and hold pending vote
- System/staff prepares lists of docketed cases
    - o   Commissioners' List – all pulled/contested cases on docket
    - o   Attorney's List – identifies the RA associated with the pulled case
    - o   Docket Slips – used to record docket meeting votes

AB.4.4.5 Alternate Activities and Special Cases - Pre-Process Docketed Cases

System must support the following alternate activities and special cases:
- Removing a case from docket

AB.4.4.6 Main Activities – Post-Process Docketed Cases

- System/staff notifies Reviewing Attorney of action required

- o Reversed, modified, and/or remanded decisions
- o Rehear cases
- o Resubmit cases
- o Memo creation and distribution with interdepartmental tracking
- o Pulled/Contested case log
- o Affirm decision contrary to Reviewing Attorney recommendation
- System/staff records decisions in CMS
- System/staff must print, fold, and stuff envelopes for remaining pulled/contested case decisions
  - o Include appeal rights with decision
- Staff must mail envelopes

AB.4.5 Issue Decision

This process includes all activities required to issue a decision/order.

AB.4.5.1 Actors

- Staff

AB.4.5.2 Main Activities

- System must allow staff to modify decisions in accordance with commission vote (e.g., updating dissents, updating decision language, long form dissent, etc.)
- System must allow staff to search and select an assigned case to issue a decision
- System must allow staff to submit a decision for mailing
- System must allow staff to add mail date and appeal deadline
- System must include English, Spanish, and Haitian Creole document templates
- System must transmit decision to state printing agency or local printers, print and stuff envelopes
- System must upload decision into CMS/self-service portals
- System must mail decision based on business rules

AB.4.5.3 Alternate Activities and Special Cases

System must support the following alternate activities and special cases:
- Pulling decisions
  - o Removing a decision from printing/mailing/publishing queue
  - o Roll back data update
  - o Delete inserted document(s)
- Foreign mail
- Interoffice mail
- Re-date/Re-mail decisions
- Reviewing Attorneys using typists
- Correction of documents included in the file or correspondence
  - o Ability to remove and move documents or correspondence
  - o Letters
  - o Tracking

- o   Edit metadata
- o   Redacting

AB.4.6 Record Decision

This process includes all activities required to record a decision in the System.

AB.4.6.1 Actors

- Staff

AB.4.6.2 Main Activities

- System must automatically capture or fill out decision properties and record in the System
  - o   Is appellant favored (yes or no)
  - o   Issues
  - o   Ruling
    - Pay or no pay
    - Dates of ineligibilities/disqualifications
    - Void determinations/decisions
    - Etc.
  - o   Affected party
  - o   Mail date
  - o   Liability status
    - Charge or no charge
    - Adequacy of Employer's response
    - Etc.
  - o   Decision type
- System must allow staff to manually correct decision properties if necessary

AB.4.6.3 Alternate Activities and Special Cases

System must support the following alternate activities and special cases:
- Decisions implemented by other bureaus or programmatic units within DEO

AB.4.7 Schedule Hearing

This process includes all activities required to schedule a hearing.

AB.4.7.1 Actors

- Staff

AB.4.7.2 Main Activities

- System must automatically or manually schedule or assign an appeal
  - o   Automatic scheduling must be based on rehearing worksheet and business defined criteria including:

- RA skill level and schedule
- Program code
- Employer account
- Issue
- Priority
- Case age
- Time off
- Accommodations
- Language
- Criteria set during appeal processing
- System must notify all parties of scheduled hearings
- System must verify that all required documentation exists in the CMS prior to scheduling
- System must transmit hearing data to the telephone conferencing system and RAAC programs such as
  - Hearing date
  - Hearing time
  - Hearing Officer name and phone number
  - Case number
- System must generate a dashboard for the Reviewing Attorney and management including caseload and time lapse information
  - System must capture metrics and generate management reports

AB.4.7.3 Alternate Activities and Special Cases

System must support the following alternate activities and special cases:
- Reschedule or unscheduled hearings/cases
- Multi-claims
- Companion cases

AB.4.8 Create and Send Hearing Notices

This process includes all activities required to generate and transmit reports.

AB.4.8.1 Actors

- Staff

AB.4.8.2 Main Activities

- System must generate required documentation in the CMS based on hearing schedule, instructions, issues, etc.
- System must allow staff to add and associate documentation, including determination correspondence, to the appeals case for use in rehearing packets
- System must generate outgoing correspondence in English, Spanish, and Haitian Creole
- System must retrieve required documentation from the CMS
- 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

- o 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
- System must transmit Notice of Rehearing Packet to all parties using electronic correspondence, as well as allow for local printing when needed, based on customer preferences
    - o Allow for electronic and paper printing
    - o Allow staff to choose which items are to be included in the Hearing Packet
    - o Allow staff to customize the item order
- System must update the Reemployment Assistance data including:
    - o Document that correspondence was sent, method, and to whom
    - o Update case information to reflect the scheduled hearing
- System must transmit Notice of Rehearing Packets to state printing agency, print, stuff, and mail envelopes

AB.4.8.3 Alternate Activities and Special Cases

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
    - o Ability to remove and move documents or correspondence
    - o Letters
    - o Tracking
    - o Edit metadata
    - o Redacting

AB.4.9 Conduct Rehearing

This process includes all activities required to conduct a rehearing.

AB.4.9.1 Actors

- Employers
- Staff
- Claimants
- Attorneys/Representatives
- Witnesses

- Interpreters

AB.4.9.2 Main Activities

- System must interface with Telephone Conferencing system (currently DARS) for conducting hearings or provide similar functionality
  - o System must be able to or alternatively allow for the integration of third-party hearing software (e.g., DARS):
    - ▪ 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 4 years as defined by retention schedule)
    - ▪ Provide telephone conferencing service for unlimited parties and international phones, including disconnect, muting
  - o System/staff must be able to:
    - ▪ Create 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 electronic case file
- System must allow staff to electronically mark exhibits in the CMS
- System must allow staff to view case information during the hearing
  - o Electronic hearing packet
  - o Reemployment Assistance data as appropriate
    - ▪ Claim certifications
    - ▪ Fact finding from other determinations
    - ▪ Liable accounts
    - ▪ Reported wages

AB.4.9.3 Alternate Activities and Special Cases

System must support the following alternate activities and special cases:
- No shows
- Withdrawals
- Continuances
- Reopenings
- Hearing substitution/reassignment of scheduled hearing to another Reviewing Attorney
- Backup system in case conference system unavailable
- Unscheduled Interpreter request
- Create Reemployment Assistance/Fraud/Tax investigation based on testimony and evidence, examples include:

- o   Ineligibilities
- o   SUTA dumping
- o   Acting as an unlicensed PEO

AB.4.10 Respond to Inquiries

This process includes all activities required to respond to inquiries.

AB.4.10.1 Actors

- DEO staff

AB.4.10.2 Main Activities

- System must enable staff to receive inquiries
  - o   Phone
  - o   Electronic (Email, chat, or secure messaging)
    - Forms or templates available to capture identifying information
  - o   Mail
  - o   Verify name, address, and SSN/Alternate ID of the claimant
- System must enable staff to research case information
- System must allow staff to respond to inquiries
  - o   System must record summary of response
  - o   Respond based on requestor's preferred communication method
  - o   Display/Insert context sensitive statements using preformatted text (e.g., how to file an appeal) depending on the contact method, editable by staff
- System must provide the ability to notify all parties of a status change
- System must allow staff to route an appeal between appropriate departments depending on user permissions
  - o   Lower Authority
  - o   Higher Authority
  - o   Tele-Center
  - o   Chargebacks
  - o   Special Hearings
  - o   Supervisor/Management
  - o   Other

AB.4.10.3 Alternate Activities and Special Cases

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

AB.4.11 Generate Reports

This process includes all activities required to generate and transmit reports for Commission Appeals.

AX.4.11.1 Actors

- • Staff

AB.4.11.2 Main Activities

- • USDOL Reports
    - o System must generate USDOL reports
    - o System must distribute USDOL reports to Appeals and Commission Appeals Management for approval
    - o System must allow staff to correct and modify USDOL reports
    - o System must upload reports to USDOL
    - o System must integrate reports with dashboards for visual representation of data
    - o System must store and index reports
- • Operations, Performance, and Management reports
    - o System must allow staff to schedule reports to be generated automatically
    - o System must allow staff to run reports on demand
    - o System must be able to generate and distribute reports as identified by DEO
    - o System must allow staff to develop and schedule ad hoc reports
    - o System must integrate reports with dashboards for visual representation of data
    - o System must store and index reports

AB.5 Special Hearings

AB.5.1 Conduct Hearing

This process includes all activities required to conduct a hearing.

AB.5.1.1 Actors

- • Employers
- • Staff
- • Attorneys/Representatives
- • Interpreters

AB.5.1.2 Main Activities

- • System must interface with the telephone conferencing system (currently Clear2There) for conducting hearings or provide similar functionality
    - o Recording phone calls

- o Provide online hearing registration
- o Case notes
- o Incoming and outgoing hearing data transfer (date, time, names of parties, case number, proceeding number, length of recording, etc.)
- o Stores recordings (currently four (4) years as defined by retention schedule)
- o Associate recording with electronic case file
- o Upload/clip/modify/download/burn recordings
- o Search (Hearing Officer, date, employer account number, employer name, case number, proceeding number, hearing number)
- o Provide telephone conferencing service for unlimited parties and international phones, including disconnect, muting
- o New case entry
- o Add/edit participant details (name, job title, phone number, special instructions, registration information)
- o Playback at variable speeds
- o Add/edit bookmarks
- • System must allow staff to electronically mark exhibits in the CMS
- • System must allow staff to view case information during the hearing
  - o Electronic hearing packet
  - o Tax data

AB.5.1.3 Alternate Activities and Special Cases

System must support the following alternate activities and special cases:
- • No shows
- • Withdrawals
- • Resets/Continuances
- • Hearing substitution/reassignment of scheduled hearing to another Hearing Officer
- • Backup system in case conference system unavailable
- • Unscheduled Interpreter request
- • Create Tax investigation based on testimony and evidence

AB.5.2 Docketing

This process includes all activities required to assign proposals to a docket including docketing, circulate summaries, pre-process docketed cases, document Commissioner vote, and post-process docketed cases.

AB.5.2.1 Actors

- • Staff

AB.5.2.2 Main Activities - Docketing

- • System must allow staff to assign case and associated documentation, Hearing File and proposal, to docket
  - o Docket date
  - o Docket number

- System/staff makes copies of docket packets (cover sheet and proposals)
    - o   Commissioners
- System/staff prepares lists of all cases on docket
    - o   Legal list – list of docketed cases by Tax case number for publication by Secretary of State due to state law
    - o   Numeric list – list of docketed cases by case number
- System must restrict access to docket to only certain Special Hearings Staff and Commission offices based on business rules

AB.5.2.3 Alternate Activities and Special Cases - Docketing

System must support the following alternate activities and special cases:
- Removing a case from docket at any point in the workflow
- Docket cancellation or rescheduling (keep docket number constant once assigned but allow docket date to change)
    - o   Individual
    - o   En masse for situations such as a Commissioner vacancy

AB.5.2.4 Main Activities – Pre-Process Docketed Cases

- System/staff stores case files submitted to docket with restricted access
    - o   Electronic case files
    - o   Case documentation including privileged attorney/client work product

AB.5.2.5 Alternate Activities and Special Cases – Pre-Process Docketed Cases

System must support the following alternate activities and special cases:
- Removing a case from docket

AB.6 Benefits Integrity

AB.6.1 Prevent and Detect Fraud

This process includes all activities required to prevent and detect fraud.

AB.6.1.1 Actors

- Staff
- Employers
- Potential Fraudsters
- Legitimate SSN Holder
- Third Parties (tips and leads)

AB.6.1.2 Main Activities

- System must allow for Nudges (behavioral economics) at various points in the claims process including just in time information. •System must perform crossmatches
    - o   Incarceration (currently LexisNexis)

- o Death (DOH)
- o SDNH (DOR)
- o NDNH
- o Wage Benefit (UI Tax)
- o Locked or blacklists
- o Interstate Wage Benefit and Claims
- System must analyze crossmatches to prioritize them and take appropriate action based on business rules, which may include the following (not an exhaustive list):
  - o Automatically creating an investigation, if appropriate
  - o Automatically send earnings verification letters to employers and process returns and take appropriate action, if appropriate
  - o Automatically produce an overpayment, if appropriate
- System must analyze Reemployment Assistance 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
  - o Based on fraud matrix score and business rules
  - o Automatically create cases and issue contact requests
  - o Create, categorize, and prioritize fraud watch list
  - o Generate reports for staff to review
    - ▪ Data visualization
  - o Manually create cases
    - ▪ Issues contact requests
  - o Assign cases to staff
  - o System automatically adjudicates based on business rules and case status/type
- System must detect high risk activity from internal DEO staff
- System must process tips and leads submitted using DEO hotline, email, or staff
- 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.)
  - o Relate associated claims
  - o Establish joint and several liability
- System must include Case Management and Workflow functionality, described in General Process Descriptions, see Attachment B.8

AB.6.2 Investigate Potential Fraud

This process includes all activities required to investigate high risk activity and fraud.

AB.6.2.1 Actors

- Staff
- Claimants
- Employers and TPAs
- Potential Fraudster
- Legitimate SSN Holder
- Third Parties (Complainants, Banks, Office of Inspector General (OIG), etc.)

AB.6.2.2 Main Activities

- System must perform crossmatches on New Hire and Wage Benefits. oPerform crossmatches
  o Create non-monetary assignment based on business rules, including business staff to adjust threshold criteria
  o System must generate and distribute
    - Earnings Verification letter to employer
    - Potential fraud claimant contact request
  o System must allow employer to submit and process Earnings Verification response for requested weeks and any subsequent weeks provided by employer
  o System must allow employer to submit Earnings Verification response by type of earnings
    - Regular wages
    - Additional pay
    - Vacation/Paid Time Off
    - Etc.
  o System must allow staff to view earnings verification requests and responses that are processed through the SIDES interface
  o System must convert unstructured payroll information into weekly earnings and populate an earnings verification response the SIDES interface can process
  o 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
  o System must allow supervisor to review staff recommendation and accept, modify, or reject
  o System must contact parties
  o System must make determinations and auto-adjudicate non-fraud earnings corrections
  o 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 vote is overturned by the Senior Investigator, System must allow Supervisor to conduct final review
  o System/staff must establish overpayment
- System must perform crossmatches on Incarceration records
  o Perform crossmatches
  o Staff validates incarceration using LexisNexis
  o Contact parties if needed
  o Make determinations
  o Determine fraud and no-fraud
    - If fraud, a senior investigator review is required (second vote)
  o System/staff must establish overpayment
- System must perform crossmatches on death records
  o Perform crossmatches
  o Contact parties
  o Make determinations
  o Determine fraud and no-fraud
    - If fraud, a senior investigator review is required (second vote)

- o System/staff must establish overpayment
- System must flag claims where DEO 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
- System must perform high-risk hits using predictive analysis/score for identity theft
    - o Verify identity of true SSN holder
    - o Make determinations
    - o Identity theft claim
        - If payment made
            - Establish overpayment
            - Notify Collection
            - Lock account
        - If no payment made
            - Lock account
        - If claimant responds timely
            - Verify identity of true SSN holder
            - If claimant verified
                - o Claim proceeds as usual
            - If claimant not verified
                - Establish overpayment if necessary
                - Lock account
            - If claimant fails to respond to contact request
                - Open period of ineligibility issued
                - Issue a determination for failure to respond
                - If payment made
                    - o Establish overpayment
                    - o Lock account
            - If claimant responds after open period established
                - Verify identity of true SSN holder
                - Reverse or close open ineligibility
                    - Remove overpayment
                - Unlock account
        - Valid Claim
            - Claim proceeds as usual
- System must allow staff to investigate potential high-risk activity
    - o Internal
        - Staff analyze data
        - Staff opens case if necessary
            - Contact parties
            - Create Report of Findings
            - Issue recommendations
    - o 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
- For all fraud determinations, System must:
  - o Count the case for USDOL case tracking
  - o Establish an additional fraud monetary penalty on willful fraud amount and allow for allocation between funds based upon current law
  - o Allow investigators to add additional interested parties (one or more Employers)
  - o Determine willful and administrative earnings corrections based on business rules
- 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:
  - o Investigations
  - o Crossmatches
  - o Availability
  - o Earnings
  - o Etc.
- System must notify staff when claimant has out of state wages
- System must include Case Management and Workflow functionality, described in General Process Descriptions, see Attachment B.8
- When a case is remanded or referred, 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

AB.6.2.3 Alternate Activities and Special Cases

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
- DUA claims-two specific fraud decisions for DUA
- TRA and/or TRX claims

AB.6.3 Collect Benefits Overpayments

This process includes all activities required to collect benefits overpayments.

AB.6.3.1 Actors

- Staff

AB.6.3.2 Main Activities

- System must generate determinations with appeal rights as appropriate and send to claimant
- System must generate collection notices and send to claimant
- System must allow staff to reissue a collection notice with appeal rights as appropriate and send to claimant
- Staff responds to claimant inquiries

- o   Review System to relay reason for overpayment
- o   Set up repayment plans
- o   Obtain copy of documents and send to claimant
- System must allow claimant various options for payment submission including electronic payment (debit and credit)
- System must automatically process absorptions and offsets
- System must track and store FTI data separately
  - o   System must follow FTI security and audit requirements (IRS Publication 1075)
- System must track overpayment and recovery types and apply them correctly, in cases such as:
  - o   Claimant payments
  - o   Bankruptcy Trustee payments
  - o   Title company payments
  - o   Mortgage company payments
  - o   Offset benefits
  - o   Court ordered restitution
  - o   Lottery intercept
  - o   TOP captures
  - o   TOP payments from claimant
  - o   IRORA
- System must be capable of notifying paying states requesting the recoupment of a Florida established overpayment
- System must allow staff to process repayments to be applied to outstanding overpayment from TOP where needed and excluding TOP as appropriate
- System must track overpayment at the following levels:
  - o   Debt-type
  - o   Claim
  - o   Week
- System must allow staff to scan court judgements and court ordered restitutions in FileNet or similar system and link to claimant(s) accounts
- System must allow staff to waive overpayments for federal pandemic programs (PUA, PEUC, Waiting Week, FPUC, MEUC, and LWA), cancel offsets, put collection of overpayments on hold, transfer overpayments based on appeal or court ordered (jointly and severally), and issue refunds
  - o   Process individually
  - o   Process in mass
  - o   Capture reason for rejection/correction
  - o   Adjust overpayment balance accordingly
  - o   Process adjustments when a recovery exceeds debt based on business rules
  - o   Process TRA/TRX overpayment waivers per regulation
- System must allow repayments to be accepted and applied to overpayments even after statute of limitation on overpayment collection has expired and allow monthly overpayment statements to be generated
- System must maintain an order of precedence for applying repayments and benefit offsets to overpayment debt based on business rules
- System must allow a staff user to manually override the default hierarchy for applying cash repayments to overpayments
- System must automatically initiate Vendor Holds

- System must be capable to process and secure FTI to allow Florida to participate in TOP
- System must be compliant with all TOP and IRS Publication 1075 security requirements
- System must send/receive debt to IRS for TOP
    - Calculate amount to send to TOP
        - Single overpayment established
        - Multiple overpayments established
    - Generate notices to Claimant prior to 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
- System must send debt to the Florida Department of Financial Services
    - Process recoveries
    - Track remaining balance
- System must allow staff to view collection and payment history
- System must have the capability to report ill-gotten gains to IRS
- System must be able to generate operational, performance, and management reports
    - System must allow staff to schedule reports to be generated automatically
    - System must allow staff to run reports on demand
    - System must be able to generate and distribute reports as identified by DEO
    - System must allow staff to develop and schedule ad hoc reports
    - System must collect and track performance metrics
    - System must integrate reports with dashboards for visual representation of data
    - System must store and index reports

AB.6.4 IRORA

This process includes all activities required to perform interstate reciprocal requests for overpaid benefits.

AB.6.4.1 Actors

- Staff
- Non-Florida staff making requests

AB.6.4.2 Main Activities

- System must allow for the for the recoupment of an overpayment from another state
- System must allow staff to request recoupment of an overpayment from another state
- 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 collectable under the requesting
    - state's law
    - Certification that the determination is final and that any rights to 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
- 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
- System must notify staff when an overpayment balance goes to zero in Florida
    - Stop collecting benefits based on business rules
    - Notify the other state
- System must send notification to the claimant that Florida is requesting assistance from the other state in the recovery of the overpayment
- System must automatically or allow staff to manually create and track work items for staff to handle incoming and outgoing recoupment requests
- System must create an interstate overpayment claimant case file for each individual request
- System must allow staff to unarchive or recreate old determinations
- System must identify when an overpayment involves a CWC
    - Certify that the overpayment determination was not issued more than three years prior to 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
- System must identify and flag when a claim associated with an overpayment request is not in current pay status based on business rules
- System must send notification to staff when a claim associated with an overpayment request becomes payable based on business rules
- System must allow staff to initiate the recoupment transaction
- System must retain a history of all IRORA transactions
- System must allow authorized staff to make changes to IRORA transactions based on business rules
- System must allow staff to process cancelled warrants (done in FLAIR)
    - Cancel warrant
    - Adjust balance
    - Reissue benefits to claimant based on business rules

AB.6.5 Statistical Sampling

This process includes all activities required to perform federally mandated audits on the Reemployment Assistance program.

AB.6.5.1 Actors

- Staff

AB.6.5.2 Main Activities – Benefits Accuracy Measurement (BAM) Program

- System must allow staff to audit Reemployment Assistance claims to determine payment and denial accuracy
- System must determine cases to audit based on USDOL requirements
- System must prepare data for audit
- System must ensure data conforms to USDOL format as defined in Employment and Training (ET) Handbook 395
- Staff assigns cases to auditors in USDOL SUN system
- System must automatically create snapshot of a claim including screen shots (e.g., PDF) from Reemployment Assistance Benefits and EmployFlorida Marketplace
- System must allow staff to manually edit the snapshot if required
- System must support staff conducting an audit
  - Must follow 20 CFR Part 602
  - Must follow ET Handbook 395
  - Must follow USDOL 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 USDOL SUN System
- System must create a log of all correspondence, both incoming and outgoing, and incorporate with ALL Benefits correspondence logs for both employers and claimants
- System must include all functionality described in General Process Descriptions, see Attachment B.8

AB.6.5.3 Alternate Activities and Special Cases – BAM Program

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 timeframe

AB.6.5.4 Main Activities – Data Validation Program

- System must ensure data conforms to USDOL format as defined in ET Handbook 361
- System must allow staff to enter search parameters
- System must create extract files and load into USDOL SUN system
- System must attempt to verify contents in sample transactions; those that can't be System verified will be sent to staff
- System must allow staff to review sample transactions in file to verify contents

- o Best scenario is for System to assemble all contents used in verification with current history first
- • System must include all functionality described in General Process Descriptions, see Attachment B.8

AB.7 Revenue and Trust Management

AB.7.1 Perform Reconciliations

This process includes all activities required to perform reconciliations.

AB.7.1.1 Actors

- • Staff

AB.7.1.2 Main Activities

- • System must notify Staff of any errors and allow Staff to correct the errors
- • System must provide a secure print solution that meets IRS Publication 1075 security requirements to print reports containing FTI.

AB.7.2 Process Criminal Court Ordered Restitutions

This process includes all activities required to process criminal court ordered restitutions.

AB.7.2.1 Actors

- • Staff

AB.7.2.2 Main Activities

- • System must allow staff to key restitutions based on business rules
  - o Individual account
  - o Joint and several liability
  - o All accounting entries

AB.7.3 Issue Refunds

This process includes all activities required to issue refunds.

AB.7.3.1 Actors

- • Staff

AB.7.3.2 Main Activities

- • System must create a list of authorized refunds to staff
- • System must allow staff to approve vouchers

- System must verify funds balance for Tax (not needed for Benefits)
    - Move money if necessary
- System must create a file/report that can be upload journal vouchers into DEO's accounting system (FLAIR)
- System must update claimant and employer accounts as appropriate based on business rules
    - Warrant number
    - Amount
    - Date
    - Etc.
- System must allow staff to generate a file/report to record cancelations or reverse accounting entries in FLAIR
- System must allow staff to query, sort, view, and filter all refunds
- System must generate correspondence
    - Benefits and Tax refunds
    - Benefits warrants
- System must notify TOP of any refunds of IRS money

AB.7.4 Process Accounting Transactions

This process includes all activities required to process accounting transactions.

AB.7.4.1 Actors

- Staff
- DFS
- Claimants
- Employers
- TPAs

AB.7.4.2 Main Activities – Process Deposits

- System must general file/report to upload the following business events into FLAIR.
    - Post items received by mail to the correct account
    - System must ensure posted items were posted to the correct account
- System must notify staff of errors in posting
- System must allow staff to perform manual overrides when necessary
    - Includes deposit corrections
- System must compare USAS/CAPPS history with TWC deposit and notify staff of errors
    - This occurs one business day after the deposit
- System must allow staff to process paper checks and documents (Captiva)
    - Single payment to single account
    - Single payment to multiple accounts
- System must allow staff to upload and correct information from Comptroller after posting to employer accounts

AB.7.4.3 Main Activities – Process Refunds

- System must notify staff of pending refunds
- System must allow staff to process refunds
  - o Cancel the refund
    - ▪ Put the credit back on the employer or claimant account
  - o Generate file to upload payment into FLAIR.
  - o Generate letter to employer or claimant explaining the refund
- System must allow payments to be issued with no connection to a claimant's eligibility amount for a given week. (e.g., Overpayment Credit balance release.)
- System must allow staff to process unclaimed property for benefits

AB.7.4.4 Main Activities – Post Adjustments/Corrections

- System must allow staff to post all corrections
  - o Benefits
  - o Tax
  - o TOP
  - o Including full audit trail with rationale/notes where applicable
    - ▪ Add to field tax comments
  - o Change postmark date
- System must post corrections based on business rules
- System must notify staff of errors in posting corrections
- System must allow staff to perform transfers between various DEO programs
  - o Create and automatically post summary transactions in USAS/WRAPS
- System must allow data to be imported to a database via ODBC link or other equivalent
- System must generate file to upload adjustment/corrections into FLAIR

AB.7.4.5 Alternate Activities and Special Cases

System must support the following alternate activities and special cases:
- Joint and Severally court ordered restitution for individuals or schemes
- System must associate offsets, repayments, NSF transactions to overpayments so that Staff understand how overpayments were reduced/increased and how the reimbursement was applied
- System must provide a general ledger capability that is searchable and can be filtered (e.g., by date, program type, daily batch)

AB.7.5 Post Remittances

This process includes all activities required to post remittances.

AB.7.5.1 Actors

- Staff
- State agencies

AB.7.5.2 Main Activities

-

- System must receive and automatically post remittances based on business rules
  - o Warrant holds from Comptroller
  - o TOP remittances from IRS
  - o Credit cards
  - o Cash
  - o Checks (personal, cashiers, etc.)
  - o Money Orders
  - o Etc.
- System must receive TOP remittance file from IRS and automatically post remittances based on business rules
- System must allow staff to post remittances from claimants and employers
  - o System must validate that the remittance is tied to a valid account
  - o System must process remittance regardless of whether it matches the outstanding balance and notify Program area that an assignment is needed
    - ▪ Overpayments
    - ▪ Underpayments
- System must allow staff to manually adjust when necessary

AB.7.6 Process Correspondence/Reports

This process includes all activities required to process correspondence/reports.

AB.7.6.1 Actors

- Staff

AB.7.6.2 Main Activities

- System must automatically send correspondence to claimants and employers based on business rules
  - o Notice of Change (for incorrect banking information)
  - o NSF Notices
  - o ACH Return Notice
  - o Etc.
- System must allow staff to reissue correspondence
- System must allow authorized business Staff to
  - o Scan letters
  - o Scan and endorse checks
- System must allow staff to manually override/make adjustments to properly prepare reports and annual IRS filing requirements
- System must allow staff to upload data to weekly/monthly/annual federal reports

AB.8 Performance Evaluations

AB.8.1 Perform Quality Reviews

This process includes all activities required to perform quality reviews both Federal and In-House.

AB.8.1.1 Actors

- Staff
- USDOL

AB.8.1.2 Main Activities – BTQ Quarterly Reviews

- System must allow staff to enter random numbers provided by USDOL into System
- System must select universe, then select quarterly sample cases from the universe based on random numbers provided by USDOL
- System must ensure sample data conforms to USDOL methodology as defined in ET Handbook 301
- System must upload sample data into USDOL SUN system
- System must retrieve ALL source documents such as:
    - Case specific information
    - Claimant and Employer claim information
- System must allow staff to select source documents and print as needed
- System must allow staff to view the sample including all sample cases and conduct reviews
    - View 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.
    - Search, sort, and filter sample data and source documents
- System must allow staff to record review results on an online/in-system Data Collection Instrument (DCI) evaluation form
- System must be able to produce DCIs for all reviewed cases and allow staff to print as needed
- System must perform validations and calculate final score
- System must upload DCI review results into the USDOL SUN system
    - System must provide notification and take appropriate action when:
        - An error occurs entering evaluation results
        - An error occurs when uploading sample
- System must retain history of all BTQ reviews based on business rules
- Operations, Performance, and Management reports
    - System must allow staff to schedule reports to be generated automatically
    - System must allow staff to run reports on demand
    - System must be able to generate and distribute reports
    - System must allow staff to develop and schedule ad hoc reports
    - System must collect and track performance metrics
    - System must integrate reports with dashboards for visual representation of data
    - System must store and index reports

AB.8.1.3 Main Activities – USDOL Program Audit Reviews

- System must allow staff to enter random numbers based upon criteria provided by USDOL for USDOL program audit
- System must select universe, then select sample cases from the universe based on the provided criteria and/or numbers provided by USDOL or staff
- System must retrieve ALL source documents such as
  - Claim specific information
  - Case specific information
  - Claimant and employer claim information
- System must allow staff to select source documents and print as needed
- System must allow staff to view the sample including all sample cases and conduct reviews
  - View 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
  - Search, sort, and filter source documents
- Operations, Performance, and Management reports
  - System must allow staff to schedule reports to be generated automatically
  - System must allow staff to run reports on demand
  - System must be able to generate and distribute reports as defined by DEO
  - System must allow staff to develop and schedule ad hoc reports
  - System must collect and track performance metrics
  - System must integrate reports with dashboards for visual representation of data
  - System must store and index reports

AB.8.2 Lower Authority Appeals Quality Reviews

This process includes all activities required to perform both internal and USDOL- required quality reviews of hearings and decisions.

AB.8.1.1 Actors

- Staff

AB.8.1.2 Main Activities

- System must select a random sample of 40 cases per quarter to evaluate in accordance with ETA Handbook 382 (USDOL reviews)
- System must select a random sample of cases to review per internal review selection criteria (internal reviews)

- System must provide for an integrated workflow and approval process for USDOL and internal reviews
- System must allow staff to record review results
- System must perform data validations, calculate score, and allow the attachment of review comments
- System must allow staff to print or distribute reviews as needed
- System must retain a history of all USDOL and internal reviews based on business rules
- System must be able to generate operational, performance, and management reports based on the case review data
- System must allow for staff to upload USDOL review results into the USDOL SUN system

AB.9 General

These Reemployment Assistance Process Descriptions apply to all Reemployment Assistance and IT Program Areas.

AB.9.1 Correspondence

The System must include all functionality necessary to generate and distribute outgoing correspondence as well as receive and process correspondence.

AB.9.1.1 Actors

- Staff
- Claimants
- Employers
- TPAs

AB.9.1.2 Main Activities

- System must allow authorized staff to create and modify templates and automatically generate both printed and electronic correspondence based on defined events. The system must prepopulate templates with data from the System and keep a history of all template versions
- System must be able to (re)generate correspondence in English, Spanish, Haitian Creole, and other languages by law or business rules
- System must be able to generate correspondence based on a triggering event, for example:
    o Fact finding
    o A subpoena being issued once a hearing is scheduled
- System must include Correspondence Templates/Forms/Emails:
    o Allow authorized staff to create and maintain correspondence templates with minimal need to seek outside programming assistance
    o Prepopulate templates based on requirements
    o Provide ability to add variable text to prepopulated templates
    o Provide ability to recreate/regenerate
    o Store templates and data (i.e., variable data, applicable template version) in centralized location

- System must include all functionality necessary to receive and process all incoming correspondence and associate it with an electronic identifier (e.g., SSN, Entity ID, alternate ID). The system must capture 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, etc.; scans for viruses; allows manual key entry of document information; reads bar codes or similar coding to support the automated processing of the item when returned by the recipient; automatically OCRs forms; handles returned mail and bad addresses; allows incoming correspondence to enter System and other workflow processes including intra- and inter-departmental transfers; and interface with CMS, such as FileNet, based on business rules
- System must include all functionality necessary to produce all outgoing correspondence and associate it with an electronic identifier.
- System must include the ability to generate electronic (e.g., email, text messages, etc.) and USPS correspondence configurable by DEO
- System must allow staff to hold or override the generation and distribution of correspondence for a specific electronic identifier, groups, or all correspondence based on business rules
- System must interface with the onsite and offsite printing facilities for all correspondence
- System must make all outgoing physical correspondence available as electronic correspondence
- System must incorporate secure messaging (email, chat, etc.) functionality
  - Send and receive messages
  - Send email notifications to users
    - Maintain a log of correspondence
    - Notifications and log searchable by staff
  - New message notifications (email, text, etc.)
  - Retain and archive messages based on business rules and record retention schedules
  - Attach correspondence/communication to customer's record and case file
  - Upload documents
    - Document formats include Word, Excel, PDF, audio, images, video, and other formats
    - Scan for viruses
    - Notify user if errors
    - Provide upload confirmation
    - Store documents and associate them with account
- System must allow users to consent to text messaging
- System must maintain a log of correspondence sent to ALL entities, including information such as template version, variable data, date distributed, and proof of receipt when applicable
- System must allow staff to view outgoing and incoming correspondence attached to the claimant, employer, claim, etc.

AB.9.2 Case Management

The System must include all functionality necessary to manage cases.

AB.9.2.1 Actors

- Staff

AB.9.2.2 Main Activities

- 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 DEO knew about the issue (issue detection date)
  - Perform edits and updates to multiple records at the same time
  - 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 DEO's email system and stores emails
  - Log phone calls, mail, and electronic correspondence (emails, chat, etc.)

- o Record active task time and duration (start to finish), logs activities, and links to Finance
- o Allow for customizable workflows (including across departments), ad hoc tasks, customizable workflow templates based on business rules
  - ▪ Manage tasks and deadlines including alerts
- o Include automated task scheduling
- o Allow authorized users to view information
- 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
- System must interface with DEO's CMS, currently FileNet, or include all functionality necessary to store documents, correspondence, and related materials in a CMS

AB.9.3 Code or Lookup Tables and Business Rules

The System must include all functionality necessary to enter and update solution code tables and business rules.

AB.9.3.1 Actors

- Staff

AB.9.3.2 Main Activities

- System must allow authorized staff to maintain code tables, examples include:
  - o NAICS codes from Bureau of Labor Statistics (BLS)
  - o DUA program codes
- System must allow authorized staff to maintain code table values, examples include:
  - o Work search thresholds
  - o Display messages
- System must allow authorized business staff to create and edit code tables, preformatted text segments, and templates to the greatest extent possible. Describe how code tables are configured, parameter-based, and available for selection by staff
- System must allow authorized business staff to create and edit business rules to the greatest extent possible. Describe how business rules are configured and parameter-based.
- System must allow authorized business staff to enter and designate working/non-working days, mail/no-mail days, and process/no process payment days, into the system. System must factor in working/non-working days as well as mail/no-mail days when calculating due dates such as response times for fact finding. System must be able to recalculate previously issued due dates, which have not yet expired, when changes made to working/non- working days and/or mail/no-mail days after issuance that fall after issuance and before expiration.

AB.9.4 Workforce Services and Economic Research

The System must include all functionality necessary to support the functions of the Workforce Services and Economic Research Bureau.

AB.9.4.1 Actors

- Staff

AB.9.4.2 Main Activities

- o System must support the Local Area Unemployment Statistics (LAUS) process
    - o System must extract weekly claims data as an input to the LAUS process
- Current jobs are:
    - o PROMIS Extract of Benefits Claims Data which extracts initial claims, continued claims and exhaustee data
    - o Liable Agent Data Transfer (LADT) Extract which extracts initial claims, additional claims and reopen claims from other states via the LADT interface
        - ▪ Flat text file format
- ▪ System must allow staff to run ad hoc Structured Query Language (SQL) queries

AB.9.5 Notes

The System must include all functionality necessary to capture and display claimant and employer account notes.

AB.9.5.1 Actors

- Staff

AB.9.5.2 Main Activities

- 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:
    - o Capture notes (where and when notes are captured?)
    - o Display notes
    - o Associate notes with a customer
    - o Allow for filtering, sorting, and searching
    - o Threaded (e.g., message board)
    - o Permission based access (e.g., ID theft investigation) based on business rules
    - o Once notes are captured, they can or cannot be edited/deleted based on business rules
    - o Notes must have a full audit trail
- System must provide the ability to automatically generate notes based on system events using configurable templates

AB.9.6 Search and Lookup

The System must include all functionality necessary to conduct System searches and view the results.

AB.9.6.1 Actors

- Staff

AB.9.6.2 Main Activities

- System must allow staff to search content across all functional areas and data repositories. Describe all ways that users can search including partial searches, Boolean searches, and multiple criteria; filter results; save searches; based on user permissions
- System must allow staff to navigate to the selected record within the context of the search
- System must allow authorized staff to search for staff
  - o Multiple ways to search
    - ▪ User ID
    - ▪ Name
    - ▪ Phone Number
  - o General contact information
  - o Current assigned workflow items
- 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
- System must provide support for tracking suspicious search activity
- System must allow authorized staff the ability to search all data within the data retention period
- System must proactively determine if additional search elements are needed
- System must allow authorized staff to search for reports
- System must ensure that System searches do not degrade System performance

AB.9.7 System Security

The System must include all functionality necessary to securely configure access to the System.

AB.9.7.1 Actors

- Claimants
- Employers
- TPAs
- Attorneys/Representatives
- Other external parties
- Staff

AB.9.7.2 Main Activities

- System must allow authorized staff to create roles, define role-based access, assign permissions down to the field level, and provide a description of permissions:
  - o Access includes read only, read and write, full access, at a minimum
  - o Role examples include:
    - ▪ Role for business administrators who can modify workflow
    - ▪ Role for staff who have read only permission
- System must allow authorized staff the ability to reset user accounts
- System must allow authorized staff to immediately revoke user and Staff access

- 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
- System must allow authorized Staff to generate a report detailing permissions
- 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
- System must capture user's computer system information
- System must have a full audit trail on any access and changes to Reemployment Assistance data including but not limited to:
  - o User phone number and computer's system information
  - o Time and date stamp
  - o Claimant or Employer ID
  - o Actions taken
    - Records reviewed
    - Fields updated
- System must allow authorized staff to search and retrieve audit trail

AB.9.8 Self-Service

The System must include all functionality necessary to allow employers, claimants, TPAs, and other external parties to use Reemployment Assistance services independent of the involvement of staff.

AB.9.8.1 Actors

- Claimants
- Employers
- TPAs
- Attorneys/Representatives
- Other external parties

AB.9.8.2 Main Activities

- System must provide the ability for secure online self-service access to all required functionality so that users can conduct unemployment business Including but not limited to:
  - o Register
  - o Reset account (passwords, PINs, etc.)
  - o File claims
  - o Upload documents
    - Scan for viruses
    - Notify user if errors
    - Provide upload confirmation
    - Store documents and associate them with account
  - o Assign and revoke POA access

AB.9.9 Workflow

The System must include all functionality necessary to process work from initiation to completion.

AB.9.9.1 Actors

- Staff

AB.9.2 Main Activities

- 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 System must allow staff the ability to create and modify with minimal programming changes
- 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
- 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 System must provide the ability to send updates and reminders individually and to groups
- System must allow staff to flag specific attributes including cases and issues, and be notified when the status changes
- System must identify and prevent duplicate work items from being entered into the System according to business rules
- System must allow staff to create workflow items and route to the appropriate work group, including but not limited to:
    - BAM audit results
    - Potential eligibility issues discovered by Appeals
    - RAAC directives
    - Reemployment Assistance expert support
    - Etc.
- System must integrate workflow functionality with other system services (e.g., SUNTAX, EmployFlorida, etc.) as appropriate
- System must allow staff to access claim and account data in the system directly from the workflow items

AB.9.10 Database Queries

The System must include all functionality necessary to perform database queries.

AB.9.10.1 Actors

- Staff

AB.9.10.2 Main Activities

- System must allow staff to run pre-defined and ad hoc queries
    - All environments including production, training, test, and development
    - Without denigrating performance in the production environment

- System must provide a wizard capability for creating queries
- System must run queries on a scheduled or user designated basis, and present output in a user defined manner for authorized staff
- System must restrict staff access based on user role and permissions when running ad hoc SQL queries
- System must allow authorized staff to execute and export the query results in multiple formats, including but not limited to csv, xls, txt, xml, html, and pdf

AB.9.11 Generate Reports

The System must include all functionality necessary to generate and transmit reports.

AB.9.11.1 Actors

- Staff

AB.9.11.2 Main Activities

- Operations, Performance, and Management reports
  - System must allow staff to schedule reports to be generated automatically
  - System must allow staff to run reports on demand
  - System must be able to generate and distribute reports identified by DEO
  - System must allow staff to develop and schedule ad hoc reports
  - System must integrate reports with dashboards for visual representation of data and other capabilities such as aggregates, drill down, trend analysis, regression, variance, sub reports, ranking, and parameter-based reports
  - System must store and index reports

AB.9.15 Data Validation

The System must include all functionality necessary to validate entered or selected data to ensure solution operates on and with clean, correct, and useful data.

AB.9.15.1 Actors

- System

AB.9.15.2 Main Activities – General

- System must validate that data is entered or selected into a field correctly, based on the characteristics and validations for the specific field and type, including but not limited to:
  - Demographic data (addresses, phone numbers, etc.)
  - SSN
  - Dates
  - Amounts
  - Coded values based on business rules (e.g., reason for separation)

- System must provide for routines, validation rules, and other mechanisms that check for correctness, reasonableness, or meaningfulness of data that are input into the System such as:
    - Data type checks
    - Range checks
    - Limit checks
    - Presence checks
- System must provide logical business rule validation checks (e.g., claimant PIN cannot equal their SSN or street address)

AB.9.15.2 Main Activities – Addresses

- System must verify addresses in real-time during address entry to ensure valid addresses are captured. As an address is being typed, suggestions to auto- complete the address must be provided immediately
- System must accept addresses for domestic and international destinations
- System must require periodic verifications of mailing addresses by claimants, employers, and TPAs
- System must accept multiple addresses for employers
    - Information is required if the employer has multiple offices, stores, etc.
- System must incorporate checks and refinements (such as NCOA, Code-1, and Delivery verification) on existing addresses prior to mailing and at time of new address entry
- System must advise staff if the address being entered for a customer has been returned in the past
- System must "learn" what addresses are not successful than others over time and ensure that information is easily and readily available to staff
- System must capture addresses broken down by operational mailing categories
- System must include a process for handling return mail, including an escalation process that requires customer input
    - Return mail must include reason for return such as insufficient address; no such street number, missing suite number, etc.

Attachment C
REEMPLOYMENT ASSISTANCE REQUIREMENTS

AC.1 Business/Functional Requirements

This Attachment contains an overview of high-level Reemployment Assistance requirements. The Contractor's proposed changes and system enhancement recommendations should modify or enhance the System to meet the overall requirements below, including those not listed in this Attachment, either implemented after this RFQ is posted, or accidentally omitted.

Reemployment Assistance Claims and Benefits Information System Requirements	
Req No.	**Business/Functional Requirement Description**
1	The System must provide an intuitive, user-friendly, cost-effective, cloud-based System which provides a full range of Reemployment Assistance services for Florida claimants, employers, Third-Party Administrators, and DEO staff.
2	The Contractor must ensure that the services provided for the Project are not impacted by services provided by the Contractor to any other state or agency.
3	The System must include all functionality necessary to generate and distribute outgoing correspondence as well as receive and process incoming correspondence.
4	The System must include all functionality necessary to manage cases
5	The System must include all functionality necessary to enter and update solution code tables and business rules.
6	The System must include all functionality necessary to graphically present information for decision-making.
7	The System must include all functionality necessary to support the functions of the Division of Workforce Services.
8	The System must include all functionality necessary to capture and display claimant and employer account notes.
9	The System must include all functionality necessary to allow other state Unemployment Insurance agencies to access and use the System.
10	The System must include all functionality necessary to conduct System searches and view the results.
11	The System must include all functionality necessary to securely configure access to the applications, interfaces, and any other solutions identified by DEO.
12	The System must include all functionality necessary to allow employers, claimants, Third Party Administrators, and other external parties to access and use Reemployment Assistance services independent of the involvement of DEO staff.
13	The System must include all functionality necessary to allow external agencies and law enforcement agencies, as identified by DEO, to access Reemployment Assistance data.
14	The System must include all functionality necessary to process work from initiation to completion.

15	The System must include all functionality necessary to perform database queries.
16	The System must include all functionality necessary to generate and transmit reports.
17	The System must include all functionality necessary to validate entered or selected data to ensure solution operates on and with clean, correct, and useful data.
18	The System must allow that all data entered into the System is the property of DEO. DEO data may not be released to other parties, including in aggregate form, without the express written permission of DEO. At the time of termination of this and any Contract for any purposes, all DEO data must be provided to DEO in an electronic form approved by DEO and none of the DEO data may remain on any external system, after such event.
19	The System's external-facing user interfaces must comply with 29 CFR 38.9 and ensure meaningful access to limited English proficient individuals. The inclusion of Spanish and Haitian Creole are required. The System must allow DEO staff to display staff and customer screens in English, Spanish and Haitian Creole.
20	The System must include all functionality necessary to gather, analyze, and report on staff performance and operational metrics.
21	The System must be able to be deployed in a teleworking environment while still meeting DEO's mission and operational needs.
22	The System must include all functionality to allow customers to use credit/debit cards, online checking, and Electronic Funds Transfers (EFTs) to pay DEO.
23	The System must archive data according to business rules and allow authorized users to reinstate and interact with archived data.
24	The System must capture pre-selected responses in fields where possible, via dropdown 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 System must pre-populate data fields where possible and cascade data between input screens to improve productivity and reduce data entry errors.
25	The System must incorporate a "collect once use many" approach to data entry in order to eliminate redundant data entry.
26	The System must provide spell checking in designated fields.
27	The System must display a user agreement for claimants, employers, third party administrators, etc. and require that they acknowledge and accept the agreement prior to accessing the System. DEO will provide the specific language.
28	The System must include a system administration user interface that allows authorized DEO staff to: (1) Update dynamic reference data that 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; (2) Input and maintain messages and release notes that can be displayed on specifically identified system pages; and (3) Input and maintain messages to be displayed to individuals or groups for a specified audience during a specified date and time range. For example, system outage message for a specific geography.
29	The System must include modern features available across the industry, including social media, personalized broadcasts, and mass mailings.

30	The System must be accessible via multiple Internet browsers. The System must provide printer-friendly versions of all web pages.
31	The System must provide secure mobile capabilities which may include mobile applications or friendly on mobile devices through adaptive and responsive design.
32	The System must have the capability to display broadcast messages, banners, and alerts to all, specific, or a subset of users configurable by DEO.
33	The System must display a DEO-approved, system use notification banner message before granting system access informing potential users that the user is accessing a Florida State Government information system. Notification wording to be provided by DEO.
34	The System must provide integrated, on-line user guides based on the role of the user, which identify capability and functionality available to claimants, employers, third party administrators, and staff.
35	The System must provide on-line user documentation that is indexed and searchable. The System also must provide links to DEO sites and documents such as those currently displayed on http://floridajobs.org/.
36	The System must provide separate, focused and customized on-line help at the system, function, screen, error, and field levels.
37	The System must comply with all USDOL and Florida state Reemployment Assistance requirements.
38	The System must be kept current with Federal and State regulations and laws regarding Reemployment Assistance eligibility, service delivery, data capture, and reporting.
39	The System must include secure internet-based support, audio and video conferencing, and messaging capabilities such as chat and message center.
40	The System must produce all documents related to an open records request, including automatic redaction of PII.
41	The System must validate all entered and imported data to the greatest extent possible. The System must display appropriate and meaningful message(s) to the user when data does not meet the edit/validation requirements.
42	The System must accommodate any change of USDOL or related mandated data elements, categories, and/or reports per USDOL deadlines, including changes created through USDOL approved waivers.
43	The System must allow DEO staff to search for specific cases based on parameters (from USDOL or internal), review the cases, select cases to include in the population, and generate a comprehensive case file including all correspondence for each case.
44	The System must support electronic signatures.
45	The System must allow for moving data between the System, and any databases, interfaces, or solutions identified by DEO.
46	The System must ensure database integrity between production database, any replicated reporting databases, and copies made for back-up and recovery.

47	The System must capture all data elements, including calculated fields, required by USDOL for Reemployment Assistance programs identified by DEO and be able to extract them to the DEO Data Warehouse. The System must provide ongoing daily database transactions to DEO's Data Warehouse (changes only) after initial load. The format should work with DEO's current data warehouse software.
48	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. Examples of tracking and control expected are: (1) Identification of data entry in key fields with details of what changed from and to; (2) who made the change, and when it occurred; (3) Role-based controls on initial data entry, updates, corrections, and deletions; (4) Deletions in the form of "soft deletions" so that the original data/values remain in the system and can be queried, exported to TWC's data warehouse, or even viewed in the system by DEO staff with sufficient privileges; and (5) Each deletion should also have a "reason why" in the form of a reason category and a free text explanation.
49	The System must collect all data elements required to meet Federal, State, and local operational requirements and export the information to the DEO Data Warehouse. Data elements include but are not limited to: (1) Extract of real-time Labor Market and Career Information (LMCI) data (surveys, employer contact data); (2) Customer information and demographics (initial and subsequent updates); (3) Employer "demographics" (such as number of employees; type of business) - both initial and subsequent updates.
50	The System must meet ADA accessibility requirements.
51	The System must comply with USDOL Employment and Training Administration guidance and support alternative access options for individuals with barriers to filing by phone or on-line, such as those with Limited English Proficiency (LEP) (UIPL 30-11), Babel notices, disabilities, literacy issues including computer literacy, and computer access issues, etc.
52	The System must meet DEO's Records Retention Schedule. DEO's Records Retention Schedule can be accessed at the following link: http://www.floridajobs.org/generalservices/pdf/AgencySpecificRetentionSchedule.pdf
53	The System must provide the ability for DEO staff to specify archive/purging rules according to retention policies.
54	The System must include all functionality necessary to create reports without negatively impacting the production environment.
55	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).
56	The System must accommodate USDOL 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).

57	The System must include all functionality necessary to create all federal and state mandated reports. Awarded Vendor must ensure that these reports are timely and accurately updated to meet new state or federal reporting requirements including development of new state or federal reports that are mandated. 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.
58	The System must include all functionality necessary to submit shared work and mass claims.
59	The System must include all functionality necessary to register a claimant.
60	The System must include all functionality necessary to manage a customer's profile.
61	The System must include all functionality necessary to file claims.
62	The System must include all functionality necessary for claimants to manage claims.
63	The System must include all functionality necessary for DEO staff to manage claims for employers and claimants.
64	The System must include all functionality necessary to request payments.
65	The System must include all functionality necessary to receive and process payment requests.
66	The System must include all functionality necessary to initiate, investigate, and adjudicate benefits issues.
67	The System must include all functionality necessary to charge employer accounts
68	The System must include all functionality necessary to send, receive, and process claimant and employer correspondence.
69	The System must include all functionality necessary to create and update Reemployment Assistance program data.
70	The System must include all functionality necessary to edit data with the option of placing the record back into workflow.
71	The System must include all functionality necessary to respond to inquiries.
72	The System must include all functionality necessary to file an appeal.
73	The System must include all functionality necessary to receive and route an appeal.
74	The System must include all functionality necessary to submit documentation
75	The System must include all functionality necessary to schedule a hearing.
76	The System must include all functionality necessary to create and send hearing notices.
77	The System must include all functionality necessary to conduct a hearing.
78	The System must include all functionality necessary to record a hearing.
79	The System must include all functionality necessary to issue a decision.
80	The System must include all functionality necessary to record a decision.
81	The System must include all functionality necessary to respond to inquiries.
82	The System must include all functionality necessary to generate and transmit reports.
83	The System must include all functionality to assemble or merge documents, redact information from a document and number pages.

84	The System must include functionality to reassign or move cases to different queues.
85	The system must allow claimant's and employers to update contact information for themselves and witnesses. Telephone number and address.
86	The system must allow claimants and employers to submit subpoena requests
87	The system must allow staff to request and process motions (motion to quash, request for continuance, etc.)
88	The System should allow claimant's and employers to withdraw their appeals.
89	The System must include the functionally necessary to auto-assign cases.
90	The System must include the functionality necessary for hearing pools.
91	The System must include all functionality necessary to merge cases to the referee's calendar.
92	The System must be able to pull adjudication documents into the case folder of an appealed determination.
93	The System must include all functionality necessary for an interested party to file an appeal to the Reemployment Assistance Appeals Commission (RAAC) and the necessary functionality to route the appeals to RAAC. The System must include all functionality necessary to reflect docketing of the RAAC level appeal. The System must also include the ability to reflect an appeal has been filed with the Court.
94	The System must include all functionality necessary for staff to view RAAC and Court appeal statuses and documents.
95	The System must include all functionality necessary to store, process and implement RAAC orders and Court decisions. This also includes the ability for certain staff to edit case dispositions. This will include the ability to designate and effectuate specific case dispositions and eligibility or qualification statuses. Implementation of RAAC orders or Court decisions into the system must allow for impact to eligibility status, wages, benefit amount, charges, and overpayments. Implementation of RAAC orders or Court decisions may trigger new work items for the Appeal Referees.
96	The System must include all functionality necessary to access, upload, and export documentation, including the ability to mark exhibits, label documents and designate document type. This also includes the ability for certain staff to edit and delete added documents.
97	The System must include all functionality necessary to support an attorney's review of an appeal including downloading and/or exporting documents and screens within the system.
98	The System must include all functionality necessary for RAAC to assume jurisdiction on proceedings on a claim, which includes the ability for RAAC staff to update the system to reflect a RAAC level appeal, which includes all RAAC appeal functionality.
99	The System must include all functionality necessary to store hearing recordings.
100	The System must include all functionality necessary to transmit jurisdiction from RAAC to the Office of Appeals and from the Office of Appeals back to RAAC. This will include ability to change the appeal level and includes all appeal functionality at each appeal level. This will also include creation of workflow assignments for the Appeal Referees and the ability to generate and distribute notice to RAAC.

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101	The System must include all functionality necessary to generate and transmit reports.
102	The System must include all functionality necessary to file a Special Hearing request.
103	The System must include all functionality necessary to process a request.
104	The System must include all functionality necessary to submit documentation
105	The System must include all functionality necessary to schedule a hearing.
106	The System must include all functionality necessary to create and send hearing notices.
107	The System must include all functionality necessary to conduct a hearing.
108	The System must include all functionality necessary to record a hearing.
109	The System must include all functionality necessary to create a proposal.
110	The System must include all functionality necessary to assign Special Hearings appeals to a docket.
111	The System must include all functionality necessary to issue a decision.
112	The System must include all functionality necessary to record a decision.
113	The System must include all functionality necessary to respond to inquiries.
114	The System must include all functionality necessary to generate and transmit reports.
115	The system must allow staff to enter multiple employers on one case.
116	The system must incorporate all Tax issues and subtypes.
117	The System must be able to merge and send appeals pamphlets with notices that are sent to the parties.
118	The System will need to be able to issue recommended and final orders.
119	The System must allow parties and attorneys the ability to submit exceptions, counter exceptions and briefs in opposition.
120	The System must pull and merge all case folder documents to compile a court record book.
121	The System must include all functionality necessary to prevent and detect fraud.
122	The System must include all functionality necessary to investigate high risk activity and fraud.
123	The System must include all functionality necessary to investigate, prepare, and refer cases for criminal prosecution.
124	The System must include all functionality necessary to collect taxes, penalties, interest, and other related employer charges and fees.
125	The System must include all functionality necessary to collect benefits overpayments.
126	The System must include all functionality necessary to perform interstate reciprocal requests for overpaid benefits.
127	The System must include all functionality necessary to perform federally mandated audits on the Reemployment Assistance program.
128	The System must include all functionality necessary to perform quality reviews.
129	The System must include all functionality to manage the workforce: forecasting, scheduling, coverage, shrinkage, adherence.

130	The System must include all functionality to view real time performance stats.
131	The system must include advanced administrative and operational functionality to provide the ability to adjust skills for phone related activities.
132	The system must include all functionality to handle contact center interactions, monitor contact center and personal KPIs which includes phone and emails interactions. Currently, when there is an overload of emails received, some get stuck in a pending queue which does not allow items to be worked.
133	The system must include all functionality to record and analyze customer contacts which provides the ability to accurately and consistently manage, analyze, and correct gaps in employee performance.
134	The system must include all functionality to record inbound and outbound interactions with screen capture.
135	The system must include all functionality to provide insight to enable contact center operations performance.
136	The system must include all functionality to provide quick results on personnel access (door status) and event history for building entry security purposes.
137	The System must include all functionality necessary to perform reconciliations with the Florida Department of Revenue.
138	The System must include all functionality necessary to respond to protest filed by Employers.
139	The System must include all functionality necessary to determine charge and non-charge of an employer's account.
140	The System must include all functionality necessary to assign work to adjudicators.
141	The system must include all functionality necessary to allow protest to be handled without manually assigning.
142	The System must include all functionality necessary to submit documentation
143	The System must include all functionality necessary to respond to inquiries.
144	The System must include all functionality necessary to generate and transmit reports.
145	The System must include all functionality necessary to send data to DOR relating to the reimbursement of state agencies.
146	The System must include all functionality necessary for employers and TPAs to submit protest.
147	The System must include all functionality necessary to process correspondence/reports.
148	The System must include all functionality to upload submitted protest to the claim.
149	The System must include all functionality necessary to automatically create Quarterly Benefit Charge (QBC) file.
150	The System must include all functionality necessary to pull a 25% random sample of charges for reimbursable employers and contributory employers from the QBC file to be audited.
151	The System must include all functionality necessary to submit the QBC file to DOR.

152	The System must include all functionality necessary to receive processed IB6 bills and to process and apply the charges to the Florida employers based on their chargeability/non-chargeability established in the system.
153	The system must include all functionality necessary for employers to protest an individual employee or a mass group of employees.
154	The system must include all functionality necessary so that when the protest is addressed, the face of the protest should be saved in the employer's correspondence search. Right now, it only shows an attachment if the employer uploaded to the protest.
155	The system must include all functionality necessary within the employer protest workflow for employers to select a quarter rather than a statement date, to isolate quarters when needed. Currently the verbiage on this portion of the protest asks the employer to enter a "statement mail date" but should ask for "quarter being protested." Capability to run accurate reports for each quarter being protested.
156	The System must include all functionality necessary for the search results in Workflow-My Inbox show each protest individually for multiple protests that contain the same social security number and EAN (as Workflow-Group reflects). This will assist the staff in being able to differentiate true duplicates.
157	The System must include all functionality necessary to prevent employers from entering invalid dates such as "11/11/1111" when submitting employer protests (having a "last day worked" field).
158	The System must include all functionality necessary to access employer's RT-1s and RT-29s through an interface with DOR.
159	The System must include all functionality necessary to process correspondence/reports.
160	The System must have the functionality to adjudicate a claim.
161	The System must include all functionality for adjudication case management to be more efficient, redesign of the adjudicator inbox workflow or developing an alternative, which would result in claimants be paid timely and/or timely determinations in order to be able to meet our federal measures.
162	The System must have the functionality to produce fact finding documents based on issues
163	The System must include all functionality necessary to render a determination.
164	The System must include all functionality necessary to receive and route a request for re-determination
165	The System must include all functionality necessary to submit documentation
166	The System must include all functionality necessary to respond to inquiries.
167	The System must include all functionality necessary to generate and transmit reports.
168	The System must include all functionality necessary to assign work to adjudicators.
169	The System must include the agility to allow for quick changes to be made to respond to daily workflow fluctuations and needs.
170	The System must include all functionality necessary to allow issues to be handled without manually assigning.

171	The System must include all functionality necessary to assign work based on timeliness, issue priority, adjudicator skill level/experience.
172	The System must include all functionality necessary to view, manage and report on production (overall, team, individual, issue type).
173	The System must include all functionality necessary for an administrative control panel which allows for reassignment of issues, and to manage/report team performance.
174	The System must include a re-work of all claimant and employer fact- findings for better data validation and to design potential automations using RPA and AI.
175	The System must include all functionality necessary to ensure fact-finding is dynamic and conditional and presents questions based on how the previous question was answered. All necessary fields should be required and must be complete in order to submit a form.
176	The System must include all functionality necessary for fact-finding to be mobile friendly and can be completed without delay.
177	The System must include all functionality necessary to produce fact-finding documents which are formatted in easy to read, one-page documents.
178	The System must include all functionality necessary to allow multiple fact-finding documents to open simultaneously.
179	The System must include all functionality necessary to allow for the use SMS, email or means to advise when fact-finding need to be completed.
180	The System must include all functionality necessary to create alerts to be sent to staff when a contact attempt form/fact-finding due date expires
181	The System must include all functionality necessary for staff to schedule fact-finding interviews.
182	The System must include all functionality necessary to triage claimants/issues directly from one department to another (built-in escalation path or forms that triage directly from system from Contact Center).
183	The System must include all functionality necessary to make any changes or edits to the system (text, fact-finding, USDOL updates) without needing massive coding changes.
184	The System must include all functionality necessary for more auto-adjudication.
185	The System must include all functionality necessary to provide a count of current first pay issues that are pending.
186	The System must include all functionality necessary to allow for a separate claimant system which integrates with the staff system to prevent the system from becoming overloaded/inoperable.
187	The System must include all functionality necessary to provide summarized access of the claimant information in a one screen view for efficiency and ease of access rather than multiple links/screens which slow productivity. (Views of DOR Wage Data, Weeks Claimed/Paid/, Payment Amounts, Eligibility Issues, monetary determination status should be housed on one page).
188	The System must include all functionality necessary to allow robotic processing of a paper claim form.

189	The System must include all functionality necessary for an activity log in the employers home page that is staff-view only which all allows the department to view any changes made to the employer's account externally/internally such as last log-in date/time, user activity, etc. This is critical to timelines and security for the employer.
190	The System must include all functionality necessary to provide a reactivate link for employers account admins when users become inactive.
191	The System must include consistent language/verbiage amongst the system and forms, for example, the employer portal displays as "Action Due Date" and the UCB412 form displays as "Response Due Date."
192	The System must include all functionality necessary for compatibility with SIDES modernization. View SIDES modernization builds to compare to what Reemployment Assistance Claims and Benefits Information System has to offer and see if the Reemployment Assistance Claims and Benefits Information System will have similar capabilities.
193	The System must include all functionality necessary to allow staff to assign issues directly from the issue. Update the reassign button in the issue details screen so that when clicked, the issue automatically assigns to the user clicking the button. In addition, add select buttons to the issues in the issue summary with a reassign function so that by selecting one or more issues could also be reassigned from that screen by the user.
194	The System must include all functionality necessary to modify the general information screen work search section with a program type indicator so that in times of disasters, if the work search is waived the work search indicator is automatically switched to 'no' which would prevent unnecessary issues from creating.
195	The System must include all functionality necessary to provide more "at-a-glance" summarized information on one screen so the users don't have to click through multiple links to view the needed information. (for example, the weekly benefit details should include a column for earnings reported, the claimant profile header should have a summary of contact info, claim history, disqualified issues. Like the summarized BH10. The employment history screen should display start and end date of employment, total gross earnings and reason for separation on the first screen without having to click multiple links)
196	The System must include all functionality necessary to add a calculate pre-monetary button (option) to the monetary summary screen so that when selected, the system displays any lag quarter wages.
197	The System must include all functionality necessary to search by Issue ID in Issue Summary Screen.
198	The System must include all functionality necessary to allow links to connect with the appropriate department based on the claim status. (for example, if a claim is locked, have the Reemployment Assistance Claims and Benefits Information System provide a link to contact the correct department)
199	The System should remove all unnecessary subtypes and rationales in the system. Any missing subtypes/rationales should be added.
200	All incorrect workload counts and grammatical errors on determinations must be corrected for efficiency and to prevent failing quality scores.

201	The System must include all functionality necessary to distribute work efficiently through the adjudicator inbox workflow.
202	The System must include all functionality to service an employer account.

AC.2 Technical/System Requirements

Reemployment Assistance Claims and Benefits Information System Requirements	
Req No.	**Technical/System Requirement Description**
1	The System must include all functionality necessary to replicate or improve upon the interfaces described in Section 1.6.4.
2	The System must include all SIDES functionality for previously implemented exchanges and must allow for implementation of additional SIDES exchanges as prioritized by DEO. The System must include all functionality necessary to onboard/remove new third party administrators and employers.
3	The System must interface with the interfaces listed in Section 1.6.4 and as identified by DEO.
4	The System must be flexible and adaptable in post-implementation customization to meet DEO's needs. This includes the flexibility to establish supplemental programs and bring other programs, services, or tracking online quickly in response to emergency programs or events.
5	The System must support role-based access whether the roles are defined within the solution itself, DEO's existing systems, or a third-party tool. DEO management and staff will require logons that allow them to act on behalf of either Employers or Claimants.
6	The System must provide user friendly solution for management of security roles, including creation of new roles, modification of access to existing roles and deletion of existing roles as defined by business need.
7	The System's security infrastructure protection layers must be 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).
8	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 DEO operations or for testing.
9	The System must include the ability for DEO to link the test and training environments with other DEO test and training environments via "test" and "training" interfaces so that DEO can leverage end-to-end data in test and training as well as production environments.
10	The System must be able to uniquely identify a customer across all related DEO applications (i.e., Reemployment Assistance, EmployFlorida Marketplace, etc.) in a multi-vendor environment.
11	The System must support IRS mandated requirements for the Treasury Offset Program (TOP) and comply with IRS Publication 1075 CJIS requirements.
12	The System must complete all overnight processing at least 60 minutes prior to start of work the next business day. If overnight processing does not complete at least 60 minutes prior to start of work the next business day, the System must remain available to process online transactions.

13	The System must be in whole or in part cloud-based services that are hosted by a Cloud Service Provider that has attained FedRAMP (Moderate) ATO.
14	The System must 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.
15	The System's software, data and services must be isolated within the cloud environment so that other cloud customers sharing physical or virtual space cannot access other customer data or applications
16	The System must ensure data in transit and at rest using is encrypted FIPS 140-2 compliant algorithms and modules.
17	The System must incorporate multi-factor authentication for access to the cloud solution from the internet.
18	The System must ensure the protection of DEO 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, Utilize application security best practices and standards, with leading sources of guidance being DEO policies and practices, 60GG-2 F.A.C., 60GG-4 F.A.C., CISA Cloud Security Technical Reference Architecture (TRA), CISA Zero Trust Maturity Model, NIST Special Publication 800-53, the CIS Controls Version 8, the OWASP Top 10, the SANS SWAT Checklist, and FedRAMP Moderate ATO, etc.
19	The System must log all changes committed by user ID that are identified for tracking and must have reporting capability by selected user ID or selected tracked parameters.
20	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 password (attributes known only to the user). Users include DEO staff, claimants, employers, and third-party administrators.
21	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 will also include geolocation or IP-based limitations, that is users with staff access may be limited to where they can access the system.
22	The System 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.

23	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. No system user, 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.
24	The System must meet or exceed the DCS standards for hardware refresh (five (5) year refresh).
25	The System must meet or exceed the DCS standards for technical currency of hardware and software (n/n-1).
26	The System must provide backup services, in accordance with the data retention and recovery requirements of the data and should follow 60GG requirements
27	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.
28	The System must provide off-site media and DR support and services in accordance with the DR Plan, to include providing dedicated secure, off-site back-up storage for DEO data.
29	The System must normalize data to the highest extent possible.
30	The System must accept data uploads from any partner systems approved by DEO.
31	The System must be available twenty-four (24) hours a day, seven (7) days a week, including holidays, but excluding DEO's scheduled maintenance which is expected to be completed outside of Monday through Friday, 5:00 a.m. to 12:00 a.m. Eastern Standard Time. Whenever the system is not available, an advisory notice will be viewable to users.
32	The System must provide system capacity allowing 250,000 concurrent users and be scalable for expansion.
33	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.
34	The System must include log and issue tracking for problems, issues, changes, and requests.
35	The System must be customizable to include DEO branding and other agency identity elements. The System must allow authorized DEO staff to input and maintain a privacy policy, system messages, and release notes that can be displayed on specifically identified pages. The System must allow authorized DEO 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, system outage message for a specific geography.
36	The System must handle errors created through batch processes, store related errors, and generate alerts for each batch error. The System must stop error records from continuing through any automated processing steps while allowing continued process of all other records. The System must ensure error messages are written in plain English and including specific directions to follow in the event of an error. The System must store user error messages for later retrieval and review.

37	The System must reconnect to resources, services, and applications that were temporarily unavailable once the resource, service, or application becomes available.
38	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. The System must record data time changes to the nearest 100th of a second.
39	The System must execute functionality according to set business rules. The System must maintain business rules in a user configurable format. The System must allow all business rule changes to be version controlled and previous rule versions must be available and enforceable. 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.
40	The System must identify archived records and not allow archived records to be updated. The System must monitor the archive process and log the outcome including any errors. The System must perform routine, at least quarterly, reviews of archived data to verify no loss of archived files and verify the ability to retrieve archived files.
41	The System must allow authorized users to suspend a process prior to process execution. The System must allow authorized users to terminate a process. The System must have the capability to be configured to stop or continue processing based on success or failure of predecessor processes. The System must be able to resume a suspended process. The System must provide the capability to restart failed batch jobs at the last committed transaction (checkpoint restart). The System must be configurable to initiate corrective action when a batch job fails to start or terminates abnormally. The System must provide escalation capabilities for processes based on configurable values.
42	In case of a system failure, the System must resume operations within DEO's recovery time objective for enterprise systems. All business continuity requirements apply to both pre-production and production environments. 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. The System must not have a single point of failure except as approved, in writing by DEO. The System must utilize hardware or software to distribute connectivity and load processing across multiple, redundant computing resources for performance and failover capabilities.
43	The System must be constructed using modular components for ease of maintenance. The System must be capable of minor repairs, routine maintenance, system checks, archiving and backups, without taking the system out of service. The System must provide the capability for authorized users to implement approved database changes or fixes.

ATTACHMENT D
COST PAGE

The Respondent should propose a fixed hourly rate for each job title for each of the tasks identified in the RFQ and proposed Contract which is inclusive of travel, lodging, per diem expenses and all other costs associated with the completion of the deliverables associated with all tasks defined in the RFQ, Scope of Work. The Respondent shall complete all sections of the Cost Page for each task(s), review the proposal for accuracy, and ensure it is signed by an authorized representative. This individual must have the authority to bind Respondent. All hourly rate fields in the Cost Page, Attachment D, must be completed and no changes can be made to the job titles listed. If any hourly rates are left blank, the Cost Page will be scored based on the positions offered and the estimated number of hours. If multiple rates are proposed for the same job title, or if any changes are made to the job titles listed, the Cost Page will be disqualified.

Management Consulting State Term Contract 80101500-20-1				
Management Consulting Services				
Job Title	TOTAL ESTIMATED AMOUNT OF HOURS (h)*	TOTAL ESTIMATED AMOUNT OF HOURS (h)* ESTIMATED NUMBER OF EMPLOYEES NEEDED	FIXED HOURLY RATE (rate)	ESTIMATED AMOUNT OF HOURS TIMES HOURLY RATE (h) x (rate)
Principal			$	$
Senior Consultant			$	$
Consultant			$	$
Junior Consultant			$	$
Program & Administrative Support			$	$
			Total:	$

***Total Estimated Number of Hours is the overall number of hours required for each Job Title to complete each task.**

Deliverable	Total Cost
Deliverable 1 Kick-off Meeting, Agenda, Presentation, and Minutes	$
Deliverable 2 Project Management Plan	$
Deliverable 3 Staffing Plan	$
Deliverable 4 Lessons Learned Collection Process	$
Deliverable 5 Conduct Working Sessions	$
Deliverable 6 As-Is Reports for Core Claims, Continued Claims, Employers/TPAs, and Initial Claims	$
Deliverable 7 Final As-Is Report	$
Deliverable 8 Assessment Report	$
Deliverable 9 To-Be Processes and Corresponding Technical Functional and Non-Functional Requirements for the Solution	$
Deliverable 10 Conduct Working Sessions for To-Be Processes	$
Deliverable 11 Potential Benefit Analysis	$

Deliverable	Total Cost
Deliverable 12 To-Be Report for Core Claims, Continued Claims, Employers/TPAs, and Initial Claims	$
Deliverable 13 Final To-Be Reports	$
Deliverable 14 Update Previously Developed As-Is Business Process Requirements	$
Deliverable 15 Requirements Management Plan	$
Deliverable 16 Transition Plan	$

Total: $

_____
*Authorized Representative's Signature

_____
*Typed Name and Title of Authorized Representative

 *This individual must have the authority to bind the Respondent.

Attachment E
Value Added Services – Innovative Ideas

As described in Section 5.3, Tab 5, DEO is looking for value added services that may provide additional benefits to DEO. Please describe the service or services in the table below:

Value Added Service	One-Time or Recurring	