NYS Business Function	IES REQ #	FRM Requirements Linkage	FRM Examples	IES Requirement Description	Requirement Type	Source	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement	Justification for Suggested Alternative	Bidder Narrative	Custom (Yes/No)	L/M/H	Example of Where Previously Implemented
HHS Client Eligibility and Enrollment: This capability grouping includes the processes, activities, functions that are involved in determining the eligibility of an applicant for different health and human services program														
Determine Eligibility	IES_HH_CEE_001	FRMRTM - 728 FRMRTM - 792 FRMRTM - 793 FRMRTM - 814 FRMRTM - 815 FRMRTM - 817 FRMRTM - 818 FRMRTM - 819 FRMRTM - 820 FRMRTM - 823 FRMRTM - 824 FRMRTM - 975	1. There new system should provide association of benefits/services groups within a single individual/household for determination of each group's eligibility, case application status and the amount of benefits/services to be paid. 2.. The new system must create Eligibility be on-line real time 3.. The new system should recommend an eligibility determination process, including approved benefit/services types and amounts, or reasons for denial, which should be approved or rejected by the worker/staff, unless the specific programmatic policy permitted automated system eligibility without worker/staff intervention. 4. The new system must provide for non-financial eligibility determination, (e.g. Case Type determination, application of resource rules, alien regulations, etc.) by utilizing the following: table-based rules logic from intelligent question sets, local rules flexibility for local programs, and information from external interfaces, e.g. SSI, and use it to decide eligibility, or in the case of a secondary source, prompt for verification.	The system must be able automatically determine eligibility based on information gathered and stored per an applicant's or client's record for financial and non-financial eligibility criteria.	Functional	FRM	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of applications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	User Interface (UI) Services (Delivered via Browser) --> Deployed on RedHat OpenShift, Liferay portal to launch the UI accelerator Common Application --> GitLab, HP ALM, Splunk Data Services --> Oracle DB, Mulesoft Monitoring --> ITS Managed Data Center, Mulesoft, Liferay Portal System Communication Services --> IBM uDeploy, Mulesoft, Liferay Portal Security & Privacy Services —> Ny.gov/OKTA Service Management Services --> RedHat Openshift	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
	IES_HH_CEE_002	FRMRTM - 1145 FRMRTM - 914 FRMRTM - 332 FRMRTM - 882 FRMRTM - 1141 FRMRTM - 1194 FRMRTM - 1195 FRMRTM - 1196 FRMRTM - 1214 FRMRTM - 665 FRMRTM - 881 FRMRTM - 2022 FRMRTM - 916 FRMRTM - 1165 FRMRTM - 570 FRMRTM - 730 FRMRTM - 732	1. The new system should systematically delete applications after a certain period of time. 2. The new system should perform case merges based upon embedded business rules. 3. The new system should contain rules that perform actions when it is in receipt of external income or wage information, triggering an over/under payment calculation, and worker/staff notification process	The system must have the capability to trigger system and/or user action(s) on the basis of business rules and/or business logic.	Functional	FRM	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of applications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No	[redacted]	[redacted]
	IES_HH_CEE_003	FRMRTM - 17 FRMRTM - 477 FRMRTM - 735 FRMRTM - 708	1. The new system should have the ability to calculate benefits with minimal or no intervention from the worker, with those calculations being retrievable in the client's case records.	The system must on the basis of business rules determine or make eligibility recommendations based on program rules and invoke automatic triggers to other	Functional	FRM	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
	IES_HH_CEE_004	N/A	N/A	The system must provide eligibility determination, benefit calculation (consolidated and separate) and case management for all programs currently	Functional	New	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
	IES_HH_CEE_005	N/A	N/A	The system must apply time limits in eligibility determinations based on program rules.	Functional	New	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Client Recertification	IES_HH_CEE_006	FRMRTM - 231 FRMRTM - 956	The new system should contain processes and functions, supporting the recertification process of services, re cases that have been open for more than 180-days.	The system must contain processes and functions, supporting the recertification process of program benefits and services.	Functional	FRM	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
	IES_HH_CEE_007	N/A	N/A	The system must compute and record the correct benefit or service level prior to authorization, as per program policy.	Functional	New	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Client Redetermination	IES_HH_CEE_008	N/A	N/A	The system must contain processes and functions, supporting the redetermination process of program benefits and services.	Functional	New	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Collect Data and Documentation	IES_HH_CEE_010	FRMRTM - 683 FRMRTM - 1134 FRMRTM - 921 FRMRTM - 474	1. The new system should provide the ability to designate a head of a household in the registration process, for correspondence purposes and for receipt of financial benefits.	The system must provide online data collection capability. This capability includes ability to submit and/or enter and/or read and/or update and/or delete	Functional	FRM	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Enroll Client	IES_HH_CEE_011	FRMRTM - 1199	The new system should have the ability to perform enrollment for Public Assistance cases.	The system must have functionality to enroll clients in a program. A client can be enrolled in one or more programs.	Functional	FRM	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No	[redacted]	[redacted]
	IES_HH_CEE_012	N/A	N/A	The system should have the capability of creating a record for individuals who may not be applicants or recipients(TANF 200% population)so that all services and benefits,		New	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No	[redacted]	[redacted]
Inquire Client Enrollment	IES_HH_CEE_013	N/A	N/A	The system must have functionality to inquire and notify authorized parties(other system functions and case workers) about a client's enrollment in health and human services programs.	Functional	New	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of applications received through common cross-program front-end system by 33%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No	[redacted]	[redacted]
Deny Client	IES_HH_CEE_014	N/A	N/A	The system should have the capability to deny a client who does not meet program eligibility requirements.	Functional	New	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	Components listed for IES_HH_CEE_001 and Enterprise Collaboration & Comm —> Quadient Messaging and Routing --> Mulesoft	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Eligibility Intake	IES_HH_CEE_015	FRMRTM - 592 FRMRTM - 603 FRMRTM - 78 FRMRTM - 598	1. The new system should provide the ability to amend appointment status with date, time and outcome of meeting. 2. The new system should provide the ability to	The system must provide calendaring capability that enables users to schedule appointments with clients and vice-versa, lists appointments, detects scheduling	Functional	FRM	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
	IES_HH_CEE_016	FRMRTM - 422	1. The new system should have the ability to enable worker's/staff's scanning of all hand-written communications and correspondences. 2. The new system should enable PSA workers to	The system must have capability to create, capture, manage, store, track, and preserve content and documents related to client's eligibility and enrollment through	Functional	FRM	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	Components for IES_HH_CEE_001 and ECM --> IBM FileNet, IBM Data Cap Messaging and Routing --> Mulesoft	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]

NYS Business Function	IES REQ #	FRM Requirements Linkage	FRM Examples	IES Requirement Description	Requirement Type	Source	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement	Justification for Suggested Alternative	Bidder Narrative	Custom (Yes/No)	L/M/H	Example of Where Previously Implemented
	IES_HH_CEE_028	N/A	N/A	The new system should provide intelligent scheduling capabilities based on characteristics of the citizen and/or type of meeting/session that would be based on a statistical analysis of historical patterns.	Functional	From: Delisle, Dennis (ITS-CONSULTANT) <Dennis.Delisle@its.ny.gov> Sent: Thursday, August 26, 2021 10:39 AM To: Briggs, Thomas R (ITS) <Thomas.Briggs@its.ny.gov>; Bach, David (ITS-CONSULTANT) <David.Bach@its.ny.gov>; Sidoti, Lynn (ITS) <Lynn.Sidoti@its.ny.gov> Subject: RE: EECM and Scheduling	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 2.1.1 Increase % of applications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Verify Application and Exemption Information	IES_HH_CEE_017	FRMRTM - 246 FRMRTM - 252 FRMRTM - 901 FRMRTM - 1188	1. The new system should support Federal SSN requirements; recommendation is that the system interface the client information with the Social Security System, re these information types: (1) client	The system must support information verification and interoperability/interface of business processes and systems to collect/receive data, and/or validate data,	Functional	FRM	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	Components listed for IES_HH_CEE_001 and Messaging and Routing --> IBM MQ, Mulesoft, Kafka Common Application Services --> ITS Managed File Transfer	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		[redacted]
Time limit tracking	IES_HH_CEE_018	N/A	N/A	The system must track the duration that a client is receiving program benefits and services.		New	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
	IES_HH_CEE_019	N/A	N/A	The system must generate date/time stamp for application receipt and for authorization dates used for grant authorization to be used in monitoring timeliness for processing an applications or recertifications and cycle time standards	Functional	New	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of applications received through common cross-program front-end system by 33%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Certification for Child Care	IES_HH_CEE_020	079 080 081 085	1. The system should send completed application forms, deemed preliminarily eligible by the application process, to authorized Agency users for certification. 2. The system should generate a list of all cases	The system must have the capability to certify child care applications and recertification cases	Functional	Child care requirement	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		[redacted]
Calculate Client's Contribution	IES_HH_CEE_021	093 094 089	1. The system should capture formula/rule to calculate parent fee. 2. The system should allow management to update formula/rules to calculate parent fee.	The system must have the capability to calculate client contribution	Functional	Child care requirement	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		[redacted]
Identify Clients	IES_HH_CEE_022	N/A	N/A	The collection and retention/maintenance of documentation/information is required for in-scope programs, including PA, SNAP, HEAP, Employment and Transitional Child Care (TCC).	Functional	Child care requirement	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of applications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20%	Components for IES_HH_CEE_001 and IBM FileNet	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Review Clients Eligibility	IES_HH_CEE_023	N/A	N/A	Allows authorized agency supervisor/management users to review and approve the processed cases. All programs require some level of case	Functional	Child care requirement	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		[redacted]
Grievances and Appeals	IES_HH_CEE_024	NA	NA	The system must be able to capture and track the resolution of client grievances communicated at the county and State level.	Functional	New	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		[redacted]
Track Eligibility Process	IES_HH_CEE_025	FRMRTM - 1 FRMRTM - 1063 FRMRTM - 1116 FRMRTM - 1119	1. The new system must provide ability to track processing time from applications received through service or benefit delivery for all programs and services applications.	The system must track the receipt of applications (online or manually registered), and identify application status through the enrollment process	Functional	FRM	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Closed Case Reactivation	IES_HH_CEE_026	N/A	N/A	The system shall have the capability to reactivate a case that was previously closed or transferred.	Functional	New	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Pre-Screen	IES_HH_CEE_027	N/A	N/A	Provides the opportunity for individuals to pre-screen for potential eligibility for multiple programs before filing an application for benefits /services.	Functional	EECM Scope Statement	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 2.1.1 Increase % of applications received through common cross-program front-end system by 33%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		[redacted]
HHS Client Referral: This capability grouping includes the processes, activities, functions that are involved in inbound and outbound referrals to different programs, providers, etc.														
Receive Inbound Referrals and Generate Outbound Referrals	IES_HH_CRR_001	FRMRTM - 14 FRMRTM - 15 FRMRTM - 150 FRMRTM - 208 FRMRTM - 22 FRMRTM - 326	1. The new system should have the ability to provide other programs with client application electronically for expediting the referral process. 2. The new system should have the ability to generate electronic notifications to outside providers for client referrals.	The system must support inbound and outbound referrals, receiving referral requests from other programs, providers, community resources, etc. and also generate outbound referrals to other programs, providers, community	Functional	New	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 2.1.1 Increase % of applications received through common cross-program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		[redacted]
	IES_HH_CRR_002	FRMRTM - 199 FRMRTM - 227 FRMRTM - 270	1. The new system should accept and distribute referrals to and from other programs and units electronically. 2. The new system must automate referrals & tracking	The system must process various interfaces to support referrals as per program policy.	Functional	New	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 2.1.1 Increase % of applications received through common cross-program front-end system by 33%	Components listed for IES_HH_CEE_001 and Messaging and Routing --> IBM MQ, Mulesoft, Kafka Common Application Services --> ITS Managed File Transfer	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Identify Client Needs Outside Provider or Case Scope	IES_HH_CRR_003	FRMRTM - 519 FRMRTM - 520 FRMRTM - 525 FRMRTM - 331	1. The new system should enable worker/staff to manage basic information about provider and agencies, including names, relationships and office locations, etc. 2. The new system should have the ability to enable	The system must enable worker/staff to access and update basic information about provider and agencies, including names, relationships and office locations, etc. in	Functional	FRM	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 2.1.1 Increase % of applications received through common cross-program front-end system by 33%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Generate Referral	IES_HH_CRR_004	FRMRTM - 1218 FRMRTM - 624 FRMRTM - 524 FRMRTM - 523	1. The new system should provide the ability to capture an adult protective's case referral source. 2. The new system should provide the ability for recording by Districts of secondary staff case	The system must provide automated referrals, among case workers or the program representatives, to program representatives and alerts to other	Functional	FRM	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 2.1.1 Increase % of applications received through common cross-program front-end system by 33%	Components for IES_HH_CEE_001 and ECM --> IBM FileNet, IBM Data Cap Messaging and Routing --> Mulesoft	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Track if Referral is Internal or External	IES_HH_CRR_005	N/A	N/A	The system must have the capability to identify the source of the referral	Functional	New	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 2.1.1 Increase % of applications received through common cross-program front-end system by 33%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Communicate Referral Outcome	IES_HH_CRR_006	FRMRTM - 327 FRMRTM - 862	1. The new system must be able to notify workers and their supervisors when a referral arrives. The system should also provide the sender with a receipt when its accepted.	The system must have capability to communicate to the entity that generated the referral the determination/outcome of the referral and include logic to suppress	Functional	FRM	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 2.1.1 Increase % of applications received through common cross-program front-end system by 33%	Components listed for IES_HH_CEE_001 and Enterprise Collaboration & Comm ---> Quadient ECM --> IBM FileNet, IBM Data Cap Messaging and Routing --> Mulesoft	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Approve Referral	IES_HH_CRR_007	FRMRTM - 1261	Need the ability to collect information as to why the person is ineligible; what changed or is different from what was reported at Intake. It may also be used if the client does have needs, but the needs are resolved	The system must provide the capability to make determinations on referrals, and document the outcome of the referral and notify stakeholders of approval status.	Functional	FRM	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 2.1.1 Increase % of applications received through common cross-program front-end system by 33%	Components listed for IES_HH_CEE_001 and Enterprise Collaboration & Comm ---> Quadient ECM --> IBM FileNet, IBM Data Cap Messaging and Routing --> Mulesoft	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
HHS Client Communication and Outreach : This capability grouping includes the processes, activities, functions that are involved in inbound and outbound communications to and from the client. This capability grouping also deals with the population and client outreach activities.														

NYS Business Function	IES REQ #	FRM Requirements Linkage	FRM Examples	IES Requirement Description	Requirement Type	Source	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement	Justification for Suggested Alternative	Bidder Narrative	Custom (Yes/No)	L/M/H	Example of Where Previously Implemented
Communicate Client Contribution	IES_HH_CCO_001	N/A	N/A	The system must have the capability to communicate any contribution for which the client will be responsible	Functional	New	1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of applications received through common cross program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by	Components for IES_HH_CEE_001 and IBM FileNet, IBM Data Cap, Mulesoft, Quadient	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Manage Applicant and Client Communication	IES_HH_CCO_002	FRMRTM - 2013 FRMRTM - 399 FRMRTM - 96 FRMRTM - 865	1. The new system should create, store, and process standard notices automatically. 2. The new system should provide worker/staff with the ability to select an appropriate notification form, and	The system must have the capability to generate electronic and paper based letters, notices, correspondences, etc., in alternate formats, and consistent with	Functional	FRM	1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of applications received through common cross program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by	Components for IES_HH_CEE_001 and IBM FileNet, IBM Data Cap, Mulesoft, Quadient	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Perform Population and Client Outreach	IES_HH_CCO_003	N/A	N/A	The system must implement notifications/alerts per program policy and per the business process flows.	Functional	New	1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of applications received through common cross program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by	Components for IES_HH_CEE_001 and IBM FileNet, IBM Data Cap, Mulesoft, Quadient	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Document Applicant and Client Communication	IES_HH_CCO_004	N/A	N/A	The system must document and record communications between the client and the workers, providers, and agency staff and must provide the ability to do proof of delivery.	Functional	New	1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of applications received through common cross program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	Components for IES_HH_CEE_001 and IBM FileNet, IBM Data Cap, Mulesoft, Quadient	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]

NYS Business Function	IES REQ #	FRM Requirements Linkage	FRM Examples	IES Requirement Description	Requirement Type	Source	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement	Justification for Suggested Alternative	Bidder Narrative	Custom (Yes/No)	L/M/H	Example of Where Previously Implemented
HHS Client Assessment: This capability grouping includes the processes, activities, functions that are involved in assessing the eligibility of an applicant. Activities such as screening and assessment, expedited processing, managing immediate need, track an application from the time of submission to final determination.														
Intake Client	IES_HH_ASE_001	FRMRTM - 871 FRMRTM - 920 FRMRTM - 903 FRMRTM - 989	1. The new system should detect both accuracy and gaps in client information. 2. The new system should provide an automated checklist ensuring the worker has completed all	The system (both client and worker side) must ensure that all information required for programmatic and financial eligibility is received, validated, and verified in the	Functional	FRM	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
	IES_HH_ASE_002	FRMRTM - 85 FRMRTM - 37 FRMRTM - 441 FRMRTM - 137	1. The new system should provide all clients for all programs change reporting via these venues: Web Portal, Kiosk, IVR, etc. 2. The new system should provide clients with the	The system must provide the ability to capture and store applicant and client data received through all delivery channels (online, contact center, in person, mobile,	Functional	FRM	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
	IES_HH_ASE_003	N/A	N/A	The system must record and track a client's request to withdraw an application.	Functional	New	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
	IES_HH_ASE_004	N/A	N/A	The system must support the collection of all person and household data necessary to fulfill federal and state mandated reporting requirements, including the application of	Functional	New	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
	IES_HH_ASE_005	FRMRTM - 1118 FRMRTM - 265 FRMRTM - 1183	1. The new system should provide the ability to track and monitor cases that have been identified for expedited processing. 2. The new system should provide the ability to flag	The system must provide functionality to deny or withdraw an application, with a reason(s), indicator, effective date and notice based on user roles and program	Functional	FRM	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
Screening and Assessment	IES_HH_ASE_006	N/A	N/A	The system's Integrated Client Portal will have the capability for applicants to pre-screen to determine potential eligibility for HHS programs and services.	Functional	New	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
Manage Immediate Need	IES_HH_ASE_007	FRMRTM - 583	The system shall record and track Presenting Situations.	The system must record and track presenting situations. The system shall allow workers to record specifics surrounding the presenting situation.	Functional	FRM	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
	IES_HH_ASE_008	N/A	N/A	The system must provide the capability to authorize the replacement of benefits/services in addition to any special payments as result of disaster situations	Functional	New	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
Case Management: This capability grouping includes the processes, activities, functions that are involved in establishing a case, managing case information, updating case information, etc.														
Establish a Case	IES_HH_CSM_001	FRMRTM - 291	The new system must provide the ability to open a case with just one person without having to enter family members. This is true for a single person case.	The system must have the ability to create a unique case record or case composition for an individual, individuals, or household(s)	Functional	FRM	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
Manage Case Information	IES_HH_CSM_002	FRMRTM - 250	The new system should provide worker/staff with the ability to reactivate a closed services case, i.e., CT40 2970.	The system must have ability to reactivate a closed case.	Functional	FRM	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
	IES_HH_CSM_003	N/A	N/A	The system must have the ability to ~~link~~ (and un-link) multiple client cases	Functional	New	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
	IES_HH_CSM_004	FRMRTM - 630 FRMRTM - 636 FRMRTM - 633 FRMRTM - 539	1. The new system should provide the ability to automatically assign cases based upon specific criteria, such as these: alpha/numeric ranges, case type, individual/household geographical location, load	The system must support automated workflow management that matches work tasks (applications and cases) with the workers that can best do them. It should	Functional	FRM	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
	IES_HH_CSM_005	N/A	N/A	The system must provide the capability for designated staff to enter client/case actions, activities, and other information (i.e., notes) in a free form, GUI-based, text	Functional	New	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
	IES_HH_CSM_006	N/A	N/A	The system must not establish a limit for the number of budgets that worker/staff may store for potential future authorization.	Functional	New	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
	IES_HH_CSM_007	FRMRTM - 1097 FRMRTM - 1233 FRMRTM - 1246 FRMRTM - 1249	1. The new system must provide caseworkers and supervisors with the ability to capture all case-related notes. This is used throughout the process: Intake, Assessment & Services, Review & Update, and even	The system must have functionality that allows workers to create and view case notes and associate the notes to one or more entity.	Functional	FRM	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
	IES_HH_CSM_008	FRMRTM - 910 FRMRTM - 182	1. The new system should provide selected worker/staff the ability to over-ride and change payment lines. 2. The new system should have the ability to provide	The system must provide selected worker/staff with appropriate security permissions.	Functional	FRM	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
	IES_HH_CSM_009	New	New	The system must provide authorized workers the ability to override actions.	Functional	New	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
	IES_HH_CSM_010	New	New	The system must track instances of actions that are overridden	Functional	New	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
	IES_HH_CSM_011	FRMRTM - 11 FRMRTM - 568 FRMRTM - 567 FRMRTM - 718	1. The new system should provide notification support, complete with comments/documents/files/records [all case records] generation, designation and status/location tracking capability.	The system must provide alerts and notifications when data is available.	Functional	FRM	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
Find Case Information	IES_HH_CSM_012	FRMRTM - 808	The new system should auto merge of Archived data of closed case or individual level data providing full chronological view of case and individual history during application, recertification, audit or investigative	The system must have the ability to retrieve all historical activities and transactions associated with the case.	Functional	FRM	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
	IES_HH_CSM_013	N/A	N/A	The system must have the capability to search and find a person's record based on flexible search criteria (e.g., the entry of client/case identifiers, phone numbers,	Functional	New	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
	IES_HH_CSM_014	N/A	N/A	The system must display client/case eligibility, participation, authorization, payment and status by effective date/range at any time.	Functional	New	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
	IES_HH_CSM_015	N/A	N/A	The system must have the ability to track domestic violence waivers, and indicate whether waiver is full (no child support cooperation required) or partial (activity for	Functional	New	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
Change of Circumstances	IES_HH_CSM_016	FRMRTM - 1192 FRMRTM - 1206 FRMRTM - 1204 FRMRTM - 895	1. The new system needs the ability to communicate to all workers associated with a client if any changes in their family, address, income, et al have changed.	The system must provide capability to enter and update client eligibility and enrollment information	Functional	FRM	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
	IES_HH_CSM_017	N/A	N/A	The system must re-evaluate and/or recalculate eligibility, when required, based on triggering events (e.g., birthday, work requirements, etc.) and program rules	Functional	New	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
	IES_HH_CSM_018	N/A	N/A	The system must identify when an event has occurred that requires the reevaluation and/or recalculation of eligibility for a benefit or service.	Functional	New	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
Cross-Agency Case Coordination	IES_HH_CSM_019	FRMRTM - 200 FRMRTM - 205 FRMRTM - 323	1. The local districts need to improve the coordination between examiner & Managed Care when case is closed & reopened. Cases are closed. 2. Local districts need to improve internal	The system must allow a holistic view of the clients' benefits and services at the State level to support Federal and State reporting and outcome based metrics,	Functional	FRM	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above. Informatica ETL, Cognos, Tableau	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		

NYS Business Function	IES REQ #	FRM Requirements Linkage	FRM Examples	IES Requirement Description	Requirement Type	Source	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement	Justification for Suggested Alternative	Bidder Narrative	Custom (Yes/No)	L/M/H	Example of Where Previously Implemented
Close Case	IES_HH_CSM_020	FRMRTM - 251 FRMRTM - 352	1. The new system should provide the ability to auto-close FS cases out of compliance with the recertification process; it should be similar to District WMS NYC's.	The system must provide functionality to terminate ongoing eligibility with a reason(s), indicator, effective month and notice based on user roles and program	Functional	FRM	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
Cross District Coordination	IES_HH_CSM_021	FRMRTM - 1123 FRMRTM - 188 FRMRTM - 629 FRMRTM - 63	1. The system shall have the ability to transfer a case to different workers within a county and to other counties within the state. This would enable the state to establish a clear relationship of client to case no matter	The system must have the capability to transfer or re-assign applications and cases with a notification/trigger generated to the receiving district. TA/SNAP and	Functional	FRM	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
Tracking Requirements Compliance	IES_HH_CSM_022	N/A	N/A	The system must support functionality that captures client compliance as specified in program rule requirements and also monitors and reports on the status of the	Functional	New	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
Manage Sanctions	IES_HH_CSM_023	N/A	N/A	The system must track sanctions, disqualifications, good-cause reasons, and apply these to eligibility determinations according to program rules including	Functional	New	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
	IES_HH_CSM_024	N/A	N/A	The system must support good cause determination functionality.	Functional	New	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
	IES_HH_CSM_025	N/A	N/A	The system must provide the functionality to suspend a sanction pending good cause determination per program policy.	Functional	New	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
	IES_HH_CSM_026	N/A	N/A	The system must have the functionality to apply a sanction.	Functional	New	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
	IES_HH_CSM_027	N/A	N/A	The system must provide the functionality to lift/remove a sanction.	Functional	New	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
Care Coordination: This capability grouping includes the processes, activities, functions that are involved in establishing and following up with a care plan developed for a client.														
Develop Service Plan (goals, methods and outcomes)	IES_HH_CRE_001	FRMRTM - 502	The new system should contain functionality to perform, request, cancel, pend, and complete client assessments.	The system must support the development of a service plan based on an assessment of needs and provide flexibility based on district priorities and abilities.	Functional	FRM	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
Develop Discharge Planning	IES_HH_CRE_002	NA	NA	The system must have the capability to develop a discharge plan for a client/household that is transitioning, disenrolling and/or graduating to the	Functional	New	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
Authorize Service	IES_HH_CRE_003	NA	NA	The system must have the capability to authorize service plans and/or benefits for eligible individuals and households according to program rules.	Functional	New	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
Manage and Monitor Client Outcomes	IES_HH_CRE_004	NA	NA	The system must have the capability to monitor, evaluate and report on the progress of service plan implementation to ensure the outcomes outlined in the service	Functional	New	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
Service Arrangement, Referral Placement	IES_HH_CRE_005	NA	NA	The system must have the capability to document service agreements between the client, providers, and other stakeholders and also refer clients to different programs	Functional	New	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
Prevention	IES_HH_CRE_006	NA	NA	The system must support the delivery of preventive services to clients/ households	Functional	New	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
Conciliation for Employment Services	IES_HH_CRE_007	NA	NA	The system must support the functionality that monitors and reports if the client does not follow the activities outlined in the service plan	Functional	New	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
Agency Conferences	IES_HH_CRE_008	NA	NA	The system must support the functionality that documents the inputs and outcomes of Agency Conferences.	Functional	New	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
	IES_HH_CRE_009	NA	NA	The system must provide the ability to record and track agency conferences by individual and/or household.	Functional	New	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
HHS Client Information Management: This capability grouping includes the processes, activities, functions that are involved in managing client information such as establishing shared client information, managing client information, etc.														
Establish Shared Client Information	IES_HH_CIM_001	FRMRTM - 680 FRMRTM - 2006 FRMRTM - 990 FRMRTM - 506 FRMRTM - 681 FRMRTM - 682 FRMRTM - 534 FRMRTM - 706 FRMRTM - 432 FRMRTM - 691	The new system should have a common client identifier which links demographic information as well as clients within external systems.	The system must have a common client identifier which links demographic information as well as clients from across external systems to establish shared client information and system must protect this information if it violates HIPAA, drug/ alcohol, HIV, or domestic violence confidentiality.	Functional	FRM	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of applications received through common cross program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	Components for IES_HH_CEE_001 MDM --> Informatica MDM Messaging and Routing --> Mulesoft	[redacted]	[redacted]	[redacted]	No		

NYS Business Function	IES REQ #	FRM Requirements Linkage	FRM Examples	IES Requirement Description	Requirement Type	Source	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement	Justification for Suggested Alternative	Bidder Narrative	Custom (Yes/No)	L/M/H	Example of Where Previously Implemented
Manage Shared Client Information	IES_HH_CIM_002	N/A	N/A	The system must maintain a history of shared client information and allow for updates.	Functional	New	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of applications received through common cross program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	Components for IES_HH_CEE_001 MDM --> Informatica MDM Messaging and Routing --> Mulesoft	See IES_HH_CIM_001 above	See IES_HH_CIM_001 above	[redacted]	No		[redacted] rolina Minnesota
Establish Agency Client Information	IES_HH_CIM_003	N/A	N/A	The system must establish program or agency specific identifiers, which link to the unique client identifier of the respective client.	Functional	New	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of applications received through common cross program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	Components for IES_HH_CEE_001 MDM --> Informatica MDM Messaging and Routing --> Mulesoft	See IES_HH_CIM_001 above	See IES_HH_CIM_001 above	[redacted]	No		[redacted]
Manage Agency Client Information	IES_HH_CIM_004	FRMRTM - 982	The new system should accommodate District specific case numbers.	The system must maintain a history of program, state and local agency unique client/case information.	Functional	FRM	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of applications received through common cross program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.2 Decrease the number of paper client notices and associated printing, mailing, and postage costs by 60% 7.2.1 Reduce the number of non-integrated systems	See IES_HH_CEE_001 above.	See IES_HH_CIM_001 above	See IES_HH_CIM_001 above	[redacted]	No		[redacted]
Find Client Information	IES_HH_CIM_005	FRMRTM - 390	1. The new system should record and track denied, withdrawn, closed or any other case transactions. 2. The new system should have the ability to enter, record and track, for reference and measurement, all	The system must have the capability to log all transactions in the system and capture an audit trail of all activities, including security audit logs (log system activity by	Functional	FRM	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CIM_001 above	See IES_HH_CIM_001 above	[redacted]	No		[redacted]
Issue Unique Client Identifier	IES_HH_CIM_006	N/A	N/A	The system must issue a unique common client identifier that may be linked to shared client information and program state and local agency unique client information	Functional	New	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	Components for IES_HH_CEE_001 MDM --> Informatica MDM Messaging and Routing --> Mulesoft	See IES_HH_CIM_001 above	See IES_HH_CIM_001 above	[redacted]	No		[redacted]
	IES_HH_CIM_007	N/A	N/A	The system support the creation of new identifier if a child is adopted, once the adoption is finalized the pre-adoption CIN should be closed and a new CIN should be established as if there child were a brand new client. The history of the adopted child does not follow them.	Functional	New	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.1.1 Increase % of applications received through common cross program front-end system by 33% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all	Components for IES_HH_CEE_001 MDM --> Informatica MDM Messaging and Routing --> Mulesoft	See IES_HH_CIM_001 above	See IES_HH_CIM_001 above	[redacted]	No		[redacted]
Benefits Management: This capability grouping includes the processes, activities, functions that are involved in issuing and authorizing benefits, modifying benefits, etc.														
Authorize Benefit	IES_HH_BNM_002	N/A	N/A	The system must provide the capability to manually and automatically authorize benefits and track activity around the authorization (e.g., who authorized it, date	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		[redacted]
Modify Benefit	IES_HH_BNM_003	N/A	N/A	The system must provide the capability to modify issued benefits (e.g. increase or decrease benefits)	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		[redacted]
Authorize Retroactive Benefit	IES_HH_BNM_004	FRMRTM - 743 FRMRTM - 744 FRMRTM - 745 FRMRTM - 748	1. The new system should be able to perform Temporary Assistance and Food Stamps calculation routines, which should allow for the calculation of partial month benefits/services, single issuance	The system must provide the capability to calculate, issue, and track retroactive benefits.	Functional	FRM	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		[redacted]
Void or Cancel Benefit	IES_HH_BNM_005	N/A	N/A	The system must provide the capability to void or cancel benefits due to the client no longer meeting program requirements.	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		[redacted]
Suspend Benefit	IES_HH_BNM_006	N/A	N/A	The system must provide the capability to suspend benefits in accordance with program rules.	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		[redacted]
Expunge Benefits	IES_HH_BNM_007	N/A	N/A	The system must have the capability to expunge benefits.	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		[redacted]

NYS Business Function	IES REQ #	FRM Requirements Linkage	FRM Examples	IES Requirement Description	Requirement Type	Source	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement	Justification for Suggested Alternative	Bidder Narrative	Custom (Yes/No)	L/M/H	Example of Where Previously Implemented
Restore Benefits	IES_HH_BNM_008	N/A	N/A	The system must have the capability to restore reduced or stopped benefits including expunged TA benefits based on program rules	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Replace Benefits	IES_HH_BNM_009	N/A	N/A	The system must have the capability to replace benefits that are lost	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Manage Separate Determinations	IES_HH_BNM_010	N/A	N/A	The system must have the functionality to manage separate determinations.	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Calculate Client Budget and Benefit Amount	IES_HH_BNM_011	N/A	N/A	The process by which an SSD determines: 1.An applicant's/client's financial eligibility for in scope programs, and 2.The amount of an applicant's/client's	Functional	EECM Scope Statement	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	Our solution's Case Management Accelerator is designed to support the process by which local offices determine eligibility and entitlements, including unique workflows and processing based on assigned location or office. Where necessary, unique workflows can be configured to support SSD requirements while maintaining consistency in program rules for NYS.	Yes	L	North Carolina Washington, DC South Carolina Minnesota
Health & Human Services Design: This capability grouping deals with the activities, functions, processes involved in health and human service design														
Manage Information on Benefits and Services	IES_HH_HSD_001	N/A	N/A	The system must have the capability to update, track, and review benefit rules and information in response to any changes in policy, regulation, legislation, or the result	Functional	New	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Support Disallowances Process	IES_HH_HSD_002	N/A	N/A	The system must have the capability to support the disallowances process to calculate whether cases meet Federal eligibility requirements.	Functional	New	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Establish Benefit and Services Provision Rules	IES_HH_HSD_003	FRMRTM - 804 FRMRTM - 830	1. Throughout the information gathering process, objectively and systematically apply program procedure/policy and business rules to both individuals and households, based on the effective dates of the	The system must have the capability to interpret and apply federal, state, or other applicable laws and rules to the provision of benefits.	Functional	New	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Initiate Accreditation Process to Vendors/Providers	IES_HH_HSD_004	N/A	N/A	The system must have the capability to document and manage accreditation requirements of service providers for all services delivered by partners.	Functional	New	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No	[redacted]	[redacted]
Manage Eligibility Criteria	IES_HH_HSD_005	N/A	N/A	The system must have the capability to document the rules, requirements and policies used to determine a potential client's eligibility for a program or benefit, including financial, clinical, or demographic criteria.	Functional	New	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 4.1.1 Reduce local district worker transaction time by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No	[redacted]	[redacted]
Manage Program Information	IES_HH_HSD_006	N/A	N/A	The system must have the capability to manage the information associated with a program's administration including program participation rates.	Functional	New	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No	[redacted]	[redacted]
Compliance & Risk Management: This capability grouping deals with the activities, functions, processes involved in establishing and resolving compliance incidents.														
Establish Compliance Incident	IES_HH_CRM_001	FRMRTM - 1090	1. The new system should have the ability to support investigation workers check/investigate allegations by interfacing with various system's for evidence gathering.	The system must provide the capability to document information pertaining to the compliance incident.	Functional	FRM	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Manage Compliance Incident Information	IES_HH_CRM_002	FRMRTM - 1094 FRMRTM - 1096 FRMRTM - 1099 FRMRTM - 115	1. The new system's communication module should support the capture of information that might initiate an investigation. 2. The new system's investigation module should	The system must provide the capability to enter, verify, share and archive incident information and notify stakeholders when the incident information changes.	Functional	FRM	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50%	See IES_HH_CEE_001 above. IBM BAW, Oracle DB	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Identify Utilization Anomaly	IES_HH_CRM_003	FRMRTM - 1095	1. The new system's eligibility module should support the initiation of an investigation whenever the client's circumstances exceed certain tolerance levels or appear to be error prone.	The system must provide the capability to identify outliers that demonstrate suspicious utilization of program benefits.	Functional	FRM	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	See IES_HH_CEE_001 above. Informatica ETL, Cognos, Tableau			[redacted]	Yes	[redacted]	[redacted]
Identify Vendor/Provider Anomaly	IES_HH_CRM_004	FRMRTM - 1070	1. The new system should support vendor analysis of these: extant/existing report forms; communication records; valuation of old vs. new system communication features' usability. Weighed during such an evaluation period should be any report form's	The system must provide the capability to detect improper accounting or billing of services by providers, issues with credentials and certifications, etc.	Functional	FRM	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 7.2.1 Reduce the number of non-integrated systems	See IES_HH_CEE_001 above. IBM MQ, Mulesoft / OpenShift, Kafka, IBM BAW, Informatica ETL, Cognos, Tableau			[redacted]	Yes	[redacted]	[redacted]
Identify Enrollment Anomaly	IES_HH_CRM_005	N/A	N/A	The system must provide the capability to check enrollment status across programs and jurisdictions to determine if a client is already enrolled and is receiving benefits	Functional	New	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Determine Action to Resolve Compliance Incident	IES_HH_CRM_006	N/A	N/A	The system must provide the capability to document the decision and course of action taken to resolve compliance incident.	Functional	New	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No	[redacted]	[redacted]
Worker Fraud	IES_HH_CRM_007	N/A	N/A	The system must provide the capability to log all worker transaction history to assess, identify and report on worker fraud, IT security incidents and/or breach.	Functional	New	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50%	See IES_HH_CEE_001 above. IBM BAW, Informatica ETL, Cognos, Tableau			[redacted]	Yes	[redacted]	[redacted]
Contractor Audit Analysis Review	IES_HH_CRM_008	N/A	N/A	The system must support the audit of contractors supporting program and service delivery.	Functional	New	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Vendor/Provider Audit Analysis Review	IES_HH_CRM_009	N/A	N/A	The system must support the audit of vendors supporting program and service delivery.	Functional	New	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Vendor/Provider and Retail Compliance	IES_HH_CRM_010	FRMRTM - 995	The new system should provide workers with functionality that would allow them to monitor funds paid to third parties, e.g., rental payments or payments to utility providers, via an inquiry or a report.	The system must provide the capability to assess, identify and report provider fraud.	Functional	FRM	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50%	See IES_HH_CEE_001 above. INY.gov/OKTA, IES Portal(Liferay/Adobe/Angular/OpenShift), IES Common Services, Informatica ETL, Cognos, Tableau	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Client Fraud	IES_HH_CRM_011	N/A	N/A	The system must provide the capability to assess, identify and report client fraud.	Functional	New	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50%	See IES_HH_CEE_001 above. INY.gov/OKTA, IES Portal(Liferay/Adobe/Angular/OpenShift), IES Common Services, Informatica ETL, Cognos, Tableau			[redacted]	Yes	[redacted]	[redacted]
A-87 Audit	IES_HH_CRM_012	N/A	N/A	The system must provide the capability to support A-87 audits for administering programs that involve cost reimbursement contracts, grants, and other agreements	Functional	New	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50%	See IES_HH_CEE_001 above.			[redacted]	No	[redacted]	[redacted]
Federal and State Audit Support	IES_HH_CRM_013	N/A	N/A	The system must provide the capability to support Federal, State, and SSD audits.	Functional	New	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50%	See IES_HH_CEE_001 above. IBM BAW, Informatica ETL, Cognos, Tableau	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
SSD Program Reviews	IES_HH_CRM_014	N/A	N/A	The system must provide the capability to review the social service districts program delivery and compliance with federal and State regulations.	Functional	New	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50%	See IES_HH_CEE_001 above. Informatica ETL, Cognos, Tableau			[redacted]	Yes	[redacted]	[redacted]

NYS Business Function	IES REQ #	FRM Requirements Linkage	FRM Examples	IES Requirement Description	Requirement Type	Source	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement	Justification for Suggested Alternative	Bidder Narrative	Custom (Yes/No)	L/M/H	Example of Where Previously Implemented
Risk Identification and Mitigation	IES_HH_CRM_015	N/A	N/A	The system must provide the capability to perform risk identification and develop mitigation strategies.	Functional	New	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50%	See IES_HH_CEE_001 above. INY.gov/OKTA, IES Portal(Liferay/Adobe/Angular/OpenShift), IES Common Services, Informatica ETL, Cognos, Tableau			[redacted]	Yes		
Scheduling, Monitoring, and Reporting Attendance	IES_HH_CRM_016	N/A	N/A	The system must provide the capability to validate attendance based on program requirements. Examples include, but are not limited to child care, work activities,	Functional	New	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
Program Time Limit Tracking and Reporting	IES_HH_CRM_017	N/A	N/A	The system must provide the capability to track time limit assistance (60 months Federal cash and 24 months for State cash) for family assistance and Safety Net.	Functional	New	1.2.1 Decrease in the average duration on PA by 10% through enhanced access to other appropriate benefits and services 1.2.2 Decrease in PA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
Required SSD Plans	IES_HH_CRM_018	N/A	N/A	Support the ability for districts to submit plans to OTDA for review/approval, notification, of approval/denial and retention of plans and supporting documents as plans are currently completed and submitted externally from existing systems.	Functional	EECM Scope Statement	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 8.1.1 Reduce time spent on reports, reviews and audits by 10%	See IES_HH_CEE_001 above.			[redacted]	No		
Audit Review	IES_HH_CRM_019	N/A	N/A	Support audits of system level functions and user actions based on: •NYS ITS Security Standards •Other applicable NYS and federal	Functional	EECM Scope Statement	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 8.1.1 Reduce time spent on reports, reviews and audits by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		
Contract Review	IES_HH_CRM_020	N/A	N/A	Support the review of contracts to ensure compliance with all applicable terms and conditions.	Functional	EECM Scope Statement	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 8.1.1 Reduce time spent on reports, reviews and audits by 10%	See IES_HH_CEE_001 above. INY.gov/OKTA, IES Portal(Liferay/Adobe/Angular/OpenShift), IES Common Services			[redacted]	Yes		
Security Incident	IES_HH_CRM_021	N/A	N/A	Any allegation or suspicion held by or brought to the attention of an Employee involving inappropriate or unauthorized access to, or disclosure of, Protected	Functional	EECM Scope Statement	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50%	See IES_HH_CEE_001 above. INY.gov/OKTA, IES Portal(Liferay/Adobe/Angular/OpenShift), IES Common Services			[redacted]	Yes		
Breach	IES_HH_CRM_022	N/A	N/A	Breach of the security of the system" as defined in New York State Information and Security Breach Notification Act (General Business Law Section 899-aa; State	Functional	EECM Scope Statement	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50%	See IES_HH_CEE_001 above. INY.gov/OKTA, IES Portal(Liferay/Adobe/Angular/OpenShift), IES Common Services			[redacted]	Yes		
Service Operations: This capability grouping deals with the activities, functions, processes involved in delivering service to client(s)														
Manage Wait List/Appointment Queues	IES_HH_SOP_001	N/A	N/A	The system must provide the capability to inform workers when clients and/or providers are added to waitlists when services and/or funds are not immediately	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
Manage Case Workload	IES_HH_SOP_002	FRMRTM - 1017 FRMRTM - 1242 FRMRTM - 282 FRMRTM - 350	1. The new system should support management activities for supervisors, giving supervisors the ability to assign workloads, reassign cases, review cases, tag worker's cases requiring a review when deemed	The system must provide the capability to perform case workflow and task workflow depending on the district preference.	Functional	FRM	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above. Informatica ETL, Cognos, Tableau	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
Manage Workflow	IES_HH_SOP_003	FRMRTM - 976 FRMRTM - 978 FRMRTM - 617	1. The new system should have workflow functionality and should define whether workers/staff are authorized to issue benefits/services without prior supervisory review, or whether they should seek review and	The new system must provide the ability to configure case-based and task-based Workflow, and require internal controls.	Functional	FRM	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	Components listed for IES_HH_CEE_001 and Business Process Managements Services --> IBM BAW, IBM ODM. Mulesoft for enterprise workflows between the Case Management accelerator and other IES systems	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
Manage Litigation Hold Requirements	IES_HH_SOP_004	N/A	N/A	The system must be able to support extenuating preservation rules to support litigation hold requirements and have the ability to create exceptions to purge rules	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above. IBM BAW, Oracle DB	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
Manage Data Freeze Requirements	IES_HH_SOP_005	N/A	N/A	The system must have the capability to identify and manage scenarios under which data must be preserved and kept from being updated.	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above. IBM BAW, Oracle DB	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
Mass Adjustment/Mass Reauthorization	IES_HH_SOP_006	FRMRTM - 144 FRMRTM - 64 FRMRTM - 767 FRMRTM - 769	1. The new system should provide the ability to perform large-scale case changes as required. 2. The new system must be flexible using a rules based engine in accepting, managing, controlling, and	The system must provide the ability to perform large-scale case changes as required.	Functional	FRM	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
FOIL & PPPL Request: This capability grouping deals with the activities, functions, processes involved in supporting FOIL and PPPL requests.														
Support FOIL and PPPL requests	IES_HH_FIL_001	N/A	N/A	The system must have the capability to support Freedom of Information Law (FOIL) requests and Personal Privacy Protection Law (PPPL) responses.	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above. Informatica ETL, Cognos, Tableau			[redacted]	Yes		
Vendor/Provider Eligibility & Enrollment: This capability grouping deals with the activities, functions, processes related to provider registration and maintenance of the provider management														
Vendor/Provider Registration- Intake	IES_HH_PEE_001	FRMRTM - 1207 FRMRTM - 203 FMT-094	1. The new system should provide the ability to complete a provider enrollment form from the field via an electronic tool. 2. The new system should have automated client	The system must allow providers to register with the State to deliver programs and services, and update their respective information as needed.	Functional	FRM	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
	IES_HH_PEE_002	FRMRTM - 1207 FRMRTM - 203	1. The new system should provide the ability to complete a provider enrollment form from the field via an electronic tool. 2. The new system should have automated client	The system must allow providers to register with a Local Social Service District to deliver programs and services, and update their respective information as	Functional	FRM	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
	IES_HH_PEE_003	FMT-044	N/A	The system must provide the ability to send automated requests for supporting documentation to new provider	Functional	FMT	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
	IES_HH_PEE_007	N/A	N/A	The system must have the capability to withdraw a provider's registration request at the provider's request and record the reason, date/time, and requestor.	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
Determine Provider Eligibility	IES_HH_PEE_008	N/A	N/A	The system must support functionality to determine provider eligibility.	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
Enroll Provider	IES_HH_PEE_009	N/A	N/A	The system must support functionality to enroll a provider/organization as an approved provider for the program/service.	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
	IES_HH_PEE_011	FMT-050	N/A	The system must provide the ability to take action on new provider information and/or changes to existing provider information, including but not limited to: approve,	Functional	FMT	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
Inquire Provider Enrollment	IES_HH_PEE_013	N/A	N/A	The system must provide the capability to inquire if the provider is already enrolled to provide for other programs and services.	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
Dis-enroll Provider	IES_HH_PEE_014	N/A	N/A	The system must provide the capability to dis-enroll the provider if the provider is determined to be ineligible according to program rules	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
Terminate Provider	IES_HH_PEE_015	N/A	N/A	The system must provide the capability to close the provider's record.	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		

NYS Business Function	IES REQ #	FRM Requirements Linkage	FRM Examples	IES Requirement Description	Requirement Type	Source	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement	Justification for Suggested Alternative	Bidder Narrative	Custom (Yes/No)	L/M/H	Example of Where Previously Implemented
	IES_HH_PEE_016			The system must provide the capability to enter disqualification information into a closed or terminated case.	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
	IES_HH_PEE_017	N/A	N/A	The system must inform clients and providers regarding the termination of their provider based on the reason and give an effective date.	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
Manage Provider Grievance and Appeal	IES_HH_PEE_018	N/A	N/A	The system must support the process through which providers submit grievances (based on program) and also the activities involved in addressing those grievances.	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
Monitor License/Credentials	IES_HH_PEE_019	N/A	N/A	The system must record and track accredited providers.	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
	IES_HH_PEE_020	N/A	N/A	The system must track provider failure to renew licenses or contracts and generate an alert to designated staff according to program rules.	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
	IES_HH_PEE_021	N/A	N/A	The system must support licensing and certification/ recertification processes, including tracking of violations, incidents, and revocations for provider.	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
Support self assessment	IES_HH_PEE_022	N/A	1. Authorized Agency users should be able to manually enter the assessment scores. 2. Authorized Agency users should be able to review the assessment results and generate the score report	The system must have the capability to review the assessment results and enter and generate assessment score.	Functional	Child Care Requirement	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above. Informatica ETL, Cognos, Tableau	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
Support budget capacity	IES_HH_PEE_023	N/A	1. The system should not allow the budget capacity of a Care Setting to exceed the license capacity. 2. The system should capture and store total and breakdown of target capacity for a Provider by level of	The system must have the capability to capture and store total and breakdown of target capacity for a provider by level of care.	Functional	Child Care Requirement	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
Provider Communication & Outreach: This capability grouping deals with the activities, functions, processes related to inbound and outbound communication to providers and from providers.														
Manage Provider Communications	IES_HH_PCO_001	N/A	N/A	The system must have the capability to send outbound communication and receive in bound communication from current and prospective providers.	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above. Quadient, IBM BAW	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
Perform Population Outreach	IES_HH_PCO_002	N/A	N/A	The system must support population outreach by providing information and materials about the services provided by different providers. For instance, day care	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above. Quadient, IBM BAW	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
Perform Provider Outreach	IES_HH_PCO_003	N/A	N/A	The system must support provider outreach capability that informs providers of program related information.	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above. Quadient, IBM BAW	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
Provider Information Management: This capability grouping deals with the activities, functions, processes related to establishing and managing provider information														
Manage Provider Information	IES_HH_PIM_002	N/A	N/A	The system must record and track any provider restrictions or limitations, e.g., age ranges, maximum number of children, areas served, eligibility requirements,	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
	IES_HH_PIM_003	N/A	N/A	The system must provide the functionality to establish a list of SSD landlords and allow them to update their profile and flag when they have apartment availability.	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
Available Slot Tracking	IES_HH_PIM_006	N/A	N/A	The system must provide information relative to slot availability with respect to each provider (e.g., child care for eligible families, employment activities, etc.)	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
Enrollment Acceptance and Participation Communication	IES_HH_PIM_007	N/A	N/A	The system must provide access to providers to submit information regarding client enrollment acceptance and participation in programs and associated activities (e.g., employment and	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system)	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
	IES_HH_PIM_008	N/A	N/A	The system must provide functionality that reports on providers performance assessment matrix.	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50%	Informatica ETL, Cognos, Tableau			[redacted]	Yes		
Global Information System	IES_HH_PIM_009	N/A	N/A	The system must integrate with GIS that informs clients about providers in their area that provide programs and services. For instance, child care in the area.	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	Components for IES_HH_CEE_001 and Data Warehousing Services --> ESRI/GIS			[redacted]	Yes		
Business Partner Information Sharing: This capability grouping deals with the activities, functions, processes related to managing information sharing with partners														
Manage Information Sharing with Partners	IES_HH_BPS_001	N/A	N/A	The system must provide functionality to send to and receive data from business partners (e.g. Lexis Nexis, Talx, etc.) in accordance to the data sharing agreement,	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above. IBM MQ, Mulesoft, Kafka, IBM ODM, IBM BAW	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
	IES_HH_BPS_002	N/A	N/A	The system should have the functionality to collect information obtained by external organizations, with the client's consent, and to share information with external	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above. IBM MQ, Mulesoft, Kafka, IBM Filenet	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
SNAP: This capability grouping deals with the activities, functions, processes that are unique to the SNAP program														
Periodic Mailers	IES_HH_SNP_001	FRMRTM - 126 FRMRTM - 1273 FRMRTM - 1276 FRMRTM - 960	1. The new system needs to be able to capture status of recerts process packet mailed out , packet received from client , recerts packet not received back , failure-to-recertify notification to client, and no	The system must support triggers to generate communications to program recipients during the recertification period.	Functional	FRM	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above. Quadient, IBM BAW	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
Expedited Processing	IES_HH_SNP_002	N/A	N/A	The system must provide the ability to track and monitor cases that have been identified for expedited and emergency processing and send alerts to users.	Functional	New	1.1.1 Increase the % of eligible people receiving SNAP benefits by 10% 1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
HEAP: This capability grouping deals with the activities, functions, processes that is unique to the HEAP program														
Authorize and Reauthorize Energy Assistance Benefit	IES_HH_LHP_001	N/A	N/A	The system must have capability to make payments to the vendor/client for heating costs and/or provide services to the client through utility/non utility vendors.	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		
HEAP Auto Pay	IES_HH_LHP_002	FRMRTM - 169 FRMRTM - 254 FRMRTM - 283	1. The new system should provide the ability to allow for the setting up and execution of scheduled recurring payments (i.e. rent) to be authorized one time for a given time period (for example yearly) rather than done every month. 2. The new system should provide the ability to allow online payments for bill payments to providers for	The system must have the capability to do mass authorizations for recipients eligible for HEAP based on budget criteria for autopay, and create an exception list.	Functional	FRM	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system) 5.1.1 Decrease the number of local systems in the State by 50% 6.1.1 Decrease the number of paper payments and associated	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes		

NYS Business Function	IES REQ #	FRM Requirements Linkage	FRM Examples	IES Requirement Description	Requirement Type	Source	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement	Justification for Suggested Alternative	Bidder Narrative	Custom (Yes/No)	L/M/H	Example of Where Previously Implemented
Monitor HEAP Program Expenditures	IES_HH_LHP_003	N/A	N/A	The system must be able to monitor HEAP program expenditures to trigger program closure.	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
HEAP Closure	IES_HH_LHP_004	N/A	N/A	The system must be able to trigger the closure of the program for a HEAP year based on the defined period and expenditure which should be configurable	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
HEAP Related Components and Programs	IES_HH_LHP_005	N/A	N/A	Support HEAP related component programs such as the Cooling Assistance Component, Clean and Tune, and the Low-Income Household Water Assistance	Functional	EECM Scope Statement	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Emergency Resolution Process	IES_HH_LHP_006	N/A	N/A	Support the ability to expedite processing in cases such as: households experiencing a crisis emergency must be resolved in 48 hours from time of application. Households	Functional	EECM Scope Statement	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Child Care: This capability grouping deals with the activities, functions, processes that is unique to the Child Care program														
Provide Child Day Care Assistance	IES_HH_CHC_001	FRMRTM - 1193 FRMRTM - 1203 FRMRTM - 1211 FRMRTM - 130	1. The new system should provide the ability to initiate Child Care eligibility, utilizing these interactive tools: IVR, web portal, kiosk, tablets. 2. The new system should provide the ability to track	The system must provide information relative to available child care for eligible families	Functional	FRM	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Provide Education Information and Referrals	IES_HH_CHC_002	N/A	N/A	The system must support functionality that assists families in locating child care to meet their need and also provide information to the community about quality	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
State Supplement Program (SSP): This capability grouping deals with the activities, functions, processes that is unique to the state supplement program (SSP)														
Support State Supplement Program (SSP) Change of Circumstance	IES_HH_SSP_001	N/A	N/A	The system must provide multi-program alerts to caseworkers triggered by a client's change in circumstance.	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Child Support: This capability grouping deals with the activities, functions, processes that is unique to the Child Support program														
Referrals	IES_HH_CHS_001	N/A	N/A	The system shall have the capability to provide clients with referrals to request child support services	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Data sharing for the continuation of current exchanges	IES_HH_CHS_002	N/A	N/A	The system must provide functionality to send to and receive data from other programs and agencies in accordance to the data sharing agreement, litigation, and	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40%	Components listed for IES_HH_CEE_001 and MuleSoft, ITS Managed File Transfer, IBM MQ, IBM ODM, IBM BAW	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Support Mass Re-budgeting (MRB) for Child Support Pass Through Payments	IES_HH_CHS_003	N/A	N/A	Support MRBs for child support desk reviews, pass throughs, and excess support benefits. These special jobs authorize child support payments in cases	Functional	EECM Scope Statement	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Services (OCFS) Payments: This capability grouping deals with the activities, functions, processes that is unique to service payment authorization														
Eligibility Claiming (IV-E, EAF, Title XX, Federal, State, Local)	IES_HH_SPA_001	N/A	N/A	The system must support IVE funding eligibility determination and redetermination of services and individual children. System must reconcile data contributing to eligibility.	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40% 3.2.1 Increase the number of available cross program referrals by 33% 4.1.1 Reduce local district worker transaction time by 10%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
	IES_HH_SPA_002	N/A	N/A	The system must have capability to validate the accuracy of a reimbursement claims for services payments, and allocate payments to funding streams (e.g., IV-E,	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
	IES_HH_SPA_003	N/A	N/A	The system must have the capability to capture federal, State, and local funding eligibility for services.	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
	IES_HH_SPA_004	N/A	N/A	The system must have the capability to support federal, State, and local claiming for eligible services and eligible children.	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Issue Services (Foster Care, Adoption, Child Care, KinGap, APS, etc.)	IES_HH_SPA_005	N/A	N/A	The system must have the capability to authorize OCFS services for Foster Care, Adoption, Child Care, FAR, KinGap, APS, etc.	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40%	See IES_HH_CEE_001 above. BM ODM, IBM BAW	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Authorize and Issue Service and Payments	IES_HH_SPA_006	N/A	N/A	The system must have capability that authorize services and initiate the payment process associated with services payments	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40%	See IES_HH_CEE_001 above. BM ODM, IBM BAW, IES Common Services	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
APS Provision	IES_HH_APS_001	FRMRTM - 10 FRMRTM - 1217 FRMRTM - 1223 FRMRTM - 253	1. The new system needs the ability to manage APS Contractor Status and activities. 2. The new system must provide the ability to identify and capture the various types of Adult Protective	The system must have capability to authorize services to impaired adults based on their circumstances and referrals.	Functional	FRM	2.2.1 Increase client satisfaction with the application process by 20% 3.1.1 Decrease the # of duplicative client records across all programs by 40%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
PA Safety Net/FA: This capability grouping deals with the activities, functions, processes that is unique to the TA, FA, and Safety Net programs.														
Extend Beyond Federal Cash Benefit	IES_HH_TA_001	N/A	N/A	The system must have the capability that allows a case worker to extend the beneficiaries cash benefit beyond the federal allowance with an appropriate time	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
	IES_HH_TA_002	N/A	N/A	The system must have the capability to perform the Auto Conversion process of Family Assistance cases meeting the State's 60 month time limit.	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Fuel/Utility Reconciliation	IES_HH_TA_003	N/A	N/A	The system should perform the fuel/utility reconciliation process on Temporary assistance cases based on program rules.	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Child Care in Lieu of Public Assistance (CILOPA) Recertification	IES_HH_TA_004	FRMRTM - 1201	The new system should provide the ability to perform the annual Child Care in lieu of Public Assistance (CILOPA) recertification process.	The system must provide the ability to perform the annual Child Care in lieu of Public Assistance (CILOPA) recertification process.	Functional	FRM	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Domestic Violence Program Waivers	IES_HH_TA_005	N/A	N/A	Support the management and evaluation of eligibility factors used when determining PA program requirements that can be waived if the applicant is a victim of domestic	Functional	EECM Scope Statement	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Child Support Related Functionality	IES_HH_TA_006	N/A	N/A	Facilitate desk review, excess support, and pass-through for the Child Support function.	Functional	EECM Scope Statement	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	Yes	[redacted]	[redacted]
Provision of Case Management and Services to Support Employment (SNAP E&T and PA): This capability grouping deals with the activities, functions, processes involved in supporting employment services, support employment activities, assessment of employability, etc.														

NYS Business Function	IES REQ #	FRM Requirements Linkage	FRM Examples	IES Requirement Description	Requirement Type	Source	KPI Mapping *Note: KPIs identified herein are not meant to be interpreted as implied warranties and acceptance criteria for system*	IES Technology Framework Component Name(s)	Suggested Alternative if IES Technology Framework Component Cannot be used to meet requirement	Justification for Suggested Alternative	Bidder Narrative	Custom (Yes/No)	L/M/H	Example of Where Previously Implemented
Support Employment Services	IES_HH_ESS_001	FRMRTM - 103 FRMRTM - 129 FRMRTM - 2032 FRMRTM - 2033	1. The new system should support data collection for activities associate with Welfare to employment program. 2. The system must capture services provided to	The system must capture information about a client's/an applicant's employment and employability.	Functional	FRM	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		[redacted]
Support Employment and/or employment activity enrollment	IES_HH_ESS_002	N/A	N/A	The system must provide the capability to enroll client/applicant in employment and/or employment activity.	Functional	New	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		[redacted]
Recommendation of Employment and/or Employment Activity	IES_HH_ESS_005	N/A	N/A	The system must provide capability to make employment and/or employment activity recommendations. Recommendations should take into	Functional	New	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		[redacted]
Develop Employment Plan	IES_HH_ESS_006	FRMRTM - 2036 FRMRTM - 2037 FRMRTM - 2047 FRMRTM - 2050	N/A	The system must support functionality required to develop an employment plan which will consider federal/state participation requirements.	Functional	FRM	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		[redacted]
Monitor Employability Status	IES_HH_ESS_008	N/A	N/A	The system must have the capability for tracking and updating employability status.	Functional	New	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]tus.	No		[redacted]
Manage employment participation and Compliance	IES_HH_ESS_009	FRMRTM - 2114 FRMRTM - 2057 FRMRTM - 2058 FRMRTM - 2059	1. The system must provide the ability to enter more than one employability status. 2. The system must provide a cumulative total of hours in which a client/customer is enrolled in employment	The system must support functionality for monitoring compliance which considers federal/state participation requirements.	Functional	FRM	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		[redacted]
Manage employment non compliance process	IES_HH_ESS_010	N/A	N/A	The system must have the capability to manage the employment non-compliance processes including the pre-conciliation process, agency conference, good cause	Functional	New	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		[redacted]
Conciliation for Employment Services	IES_HH_ESS_011	FRMRTM - 2084 FRMRTM - 2109	1. The system must display a clock down date for case closures that impact participation in employment services. When an case is closing (e.g. TA, FS) the employment must be able to end current enrollments	The system must have capability to issue conciliation notification (LDSS-4230) to public assistance recipients and applicants that are assigned to employment activities,	Functional	FRM	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		[redacted]
Identify and Track Able Bodied Adults without Dependents	IES_HH_ESS_012	N/A	N/A	The system shall have the capability to identify "Able Bodied Adults without Dependents (ABAWD), be able to track their status and provide a lookback in	Functional	New	1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		[redacted]
Manage Work Participation Exemption Time Limits	IES_HH_ESS_013	N/A	N/A	Manage work participation exemption time limits for sanctions and exemptions and caretaking a child under the age of one (1).	Functional	EECM Scope Statement	4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25% (from their respective satisfaction using the old system)	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		[redacted]
Employment Assessment	IES_HH_ESS_014	N/A	N/A	A series of questions/interviews to ascertain the proper work activities and work support needed.			1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		[redacted]
Employability Determination	IES_HH_ESS_015	N/A	N/A	Involves interviewing the client to assess if they are able to be employed.			1.2.1 Decrease in the average duration on TA by 10% 1.2.2 Decrease TA recidivism rate by 10% 2.2.1 Increase client satisfaction with the application process by 20%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		[redacted]
Emergency Assistance: This capability grouping deals with the activities, functions, processes involved in providing emergency assistance														
Emergency Assistance to Adults (EAA)	IES_HH_EMA_001	N/A	N/A	The system must support functionality that provides emergency assistance for individuals and couples who have been determined eligible or are receiving SSI	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		[redacted]
Emergency Assistance to Needy Families (EAF)	IES_HH_EMA_002	N/A	N/A	The system must support functionality that provides emergency assistance to meet the temporary needs of pregnant women and families with at least one child under	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		[redacted]
Emergency Safety Net Assistance (ESNA)	IES_HH_EMA_003	N/A	N/A	The system must support functionality that provides emergency assistance to single adults and childless couples.	Functional	New	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		[redacted]
Issue Disaster Benefits	IES_HH_EMA_004	N/A	N/A	This capability provides temporary food, heating, or monetary assistance for households affected by a disaster.	Functional	EECM Scope Statement	2.2.1 Increase client satisfaction with the application process by 20% 4.1.1 Reduce local district worker transaction time by 10% 4.2.1 Increase worker satisfaction using the new system by 25%	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		[redacted]
	IES_HH_EMA_005	N/A	N/A	The system must have capability that provides disaster benefits for HHS programs, including but not limited to SNAP.		EECM Scope Statement		See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		[redacted]
	IES_HH_EMA_006	N/A	N/A	System must have the flexibility to execute disaster specific eligibility criteria and benefits for a specific period of time and location, as well as track such actions.		EECM Scope Statement		See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	See IES_HH_CEE_001 above.	[redacted]	No		[redacted]