



Office of Information Technology Services

REQUEST FOR INFORMATION

FOR THE

NEW YORK STATE INTEGRATED ELIGIBILITY SYSTEM FINANCIAL MANAGEMENT SYSTEM RFI # C000851

Issue Date: January 3, 2025

DESIGNATED CONTACT FOR INQUIRIES AND SUBMISSIONS

The designated contact for this RFI is **New York State Office of Information Technology (ITS), Vendor Sourcing and Management Organization (VSMO)**. All inquiries and responses related to this RFI must be submitted by electronic mail (e-mail) to the following address:

its.sm.ies-rfq@its.ny.gov

No other method of inquiries will be accepted. Administrative issues pertaining to sending/receiving e-mail through the designated mailbox may be reported at (518) 473-9341.

This RFI is posted on the New York State Office of Information Technology Services' Procurement website at <https://its.ny.gov/competitive-procurement-opportunities>.

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ATTACHMENTS

Attachment 1 – RFI Questions and Vendor Responses

Attachment 2 – Functional Requirements Matrix

Attachment 3 – Vendor Questions

REQUEST FOR INFORMATION # C000851 FINANCIAL MANAGEMENT SYSTEM

1.0 INTRODUCTION / PURPOSE OF REQUEST FOR INFORMATION (RFI)

The New York State (NYS, or the State) Office of Information Technology Services (ITS) is seeking responses to this **Request for Information (RFI) C000851 – Financial Management (FM) System** from the vendor community. This RFI will gather information for a potential future solicitation for the implementation and maintenance of one (or more) software applications that provide financial management, vendor management, and card management functionality to enhance, support, and integrate with the development of the **New York State Integrated Eligibility System (IES)**. This software also needs to integrate and interface with other capabilities, provide data exchange seamlessly, and enable strong financial and audit reporting.

The State is seeking information regarding vendor offerings to support the financial management functions of IES and required of the State's 58 Social Service Districts (or SSDs). The five (5) boroughs of New York City (NYC) comprise one SSD, while the remaining 57 SSDs correspond with the State's 57 counties and St. Regis Mohawk Tribe.

The IES Program is the entity charged with transforming and updating the systems that maintain the health and human services offered by the State. IES will enhance the well-being of New Yorkers by transforming health and human services (HHS) delivery through coordinated business practices, modernized technology, and strategic partnerships. It will provide a simple, seamless, no-wrong-door customer experience that will guide New Yorkers to access programs that can enhance their well-being and self-sufficiency. The IES will be a flexible, statewide solution that will support State and local workers, providing a sustainable, trusted, and efficient system that will improve the State and local SSDs ability to achieve their core missions.

New York State Health and Human Services programs are administered by the SSDs and supervised by the State. Districts fund administrative and some of program expenses in the first instance and then submit claims to the State for Federal/State reimbursement.

The IES Program is seeking information from the vendor community regarding the components, configurability, licensure, training, and maintenance of a financial management product to support all IES FM requirements that includes a seamless integration across the whole IES project capabilities (see Section 2.0). The IES Program expects to develop and implement a FM subsystem with capabilities in:

- Accounts Payable
- Accounts Receivable
- Benefit Card Management
- Vendor/Provider Management
- Claiming and Financial Reporting

A responsive vendor should offer information and outline vendor capabilities regarding their commercial off-the-shelf (COTS) solution(s) that are easily configurable to NYS needs.

ITS is the issuing agency for this RFI. The NYS ITS Chief Technology Officer, in partnership with the IES Program Office is issuing this RFI in collaboration with the State’s Department of Health (DOH), the Office of Temporary and Disability Assistance (OTDA), the Office of Children and Family Services (OCFS), the Division of Budget (DOB) and the Office of the Deputy Secretary for Health and Human Services. The IES Program Office will coordinate the review of the written responses and the scheduling of demonstrations.

This RFI is for planning purposes only and is not a request for competitive bids nor a request for proposals. Responses to this RFI will not be used as part of a vendor selection process nor will they result in the award of a contract for such services for any future bids. Any response to this RFI will be treated as information only. No entitlement to payment by ITS of direct or indirect costs or charges will arise because of submission of responses to this RFI or ITS’ use of information in those responses. Not responding to this RFI does not preclude participation in any future solicitation, if issued. Do not submit bids or proposals in response to this RFI. **NO AWARD WILL BE MADE THROUGH THE RFI PROCESS.**

1.1 CALENDAR OF EVENTS

Event	Date and Time
RFI Release Date	Friday, January 3, 2025
Vendor Question Submission Deadline	Friday, January 17, 2025 @ 4:00 PM EST
Issuance/Posting of Responses to Vendor Questions (Estimated)	Friday, January 24, 2025
RFI Response Due Date to ITS (as modified by ITS effective Friday, February 7, 2025)	Friday, February 28, 2025 @ 4:00 PM EST

1.2 CURRENT STATE

The SSDs are currently operating with, and primarily dependent upon, the Welfare Management System (WMS) (including separate Upstate and NYC versions). The system is outdated and difficult to adapt to changing requirements and therefore are dependent upon a high degree of manual and paper driven processes. As a result of the State-supervised, locally administered service delivery model there can be significant differences in business processes across SSDs. Business processes are staff-intensive and require multiple “touch points” or steps to complete. Additionally, the numerous and complex business rules associated with health and human services business processes are embedded within those legacy systems, making implementation of changes high risk, resource-intensive and time-consuming. In some cases, SSDs have developed their own systems and technology to supplement current system functionality, including workflow management systems, portals, and reporting technologies.

Financial management processes are supported by numerous systems as well as manual processes. Existing state financial management systems include Benefit Issuance Control System (BICS), Cash Management Subsystem (CAMS), Vendor Receivables (VR), Common Benefit Identification Card (CBIC), and NYC Benefits.

BICS is a fiscal accounting system that accepts selected WMS data authorized by SSD staff. BICS generates checks, vouchers, and Electronic Benefit Transfers (EBT) from the WMS authorization records. Expenditures are paid, adjusted, and accounted for in BICS. In addition to generating payments, BICS also produces associated rolls and reports, maintains the case record of assistance, and supports the reporting of claiming information. BICS receives information from multiple sources through interfaces and issues payments based on this information.

CAMS and VR are BICS subsystem for cash collection and accounting system designed to track overpayments and accept and apply funds paid to SSDs. The collections may represent refunds for prior assistance, repayment for prior administrative expenditures, or funds to be held in various trust accounts. CAMS provides an immediate on-line update of information posted related to cash receipts and to accounts receivable. The Accounts Receivable function in CAMS allows for the entry of overpayments and provides the ability to update the claims with recoupment and voluntary payment postings. It also differentiates between types of claims, allowing for prioritization of claim types and unique handling depending on claim type. Another functionality of CAMS is Cash Receipts. Cash Receipts provides the entry function for all monies received by the agency and allows for the generation of various reports related to the monies received.

The Common Benefit Identification Card (CBIC) system produces and maintains benefit cards for program applicants/recipients Statewide. CBIC cards allow access to Public Assistance (PA) cash, Supplemental Nutrition Assistance Program (SNAP), Home Energy Assistance Program (HEAP), and Medicaid benefits. CBIC cards may also be used to access other non-PA benefits, such as the summer electronic benefit transfer (SEBT) food benefits to children residing in households receiving SNAP or Medicaid. Each card is activated for benefits authorized for a specific case. CBIC uses the WMS databases for inquiries and is integrated with the DOH and outside vendors/providers including EBT, eMedNY, and other vendors/providers supporting CBIC card creation.

NYC Benefits (through NYC WMS) is responsible for the issuance of Public Assistance (PA) and Supplemental Nutrition Assistance Program (SNAP) benefits, and payment of shelter supplements for NYC WMS cases, as well as issuance of emergency benefits (auto eChecks and CBIC same-day benefits) and mass issuance of externally calculated single-issue benefits such as Home Energy Assistance Program (HEAP).

IES Program Overview

IES seeks to transform these systems:

- To enhance scalability and flexibility to respond to meet expanding programmatic changes (as may be imposed by legislation or litigation).
- To automate manual processes that have been developed over the years in response to Federal and State regulatory changes.
- To upgrade the existing mainframe-based technology on which the current system resides, given that the mainframe platform uses older software and technologies that no longer have the flexibility to adapt as quickly to needed changes.

These technologies and programs must be replaced and transformed to reflect newer technologies to more quickly and effectively meet the needs of all New Yorkers and the staff that work with and maintain the current systems.

1.3 FUTURE STATE

The IES will provide clients of the SSDs and both State and SSD staff workers with a seamless, integrated approach to services and benefits application and enrollment which will make initial application for, and renewing health and human services benefits faster and simpler. These programs include the Supplemental Nutrition Assistance Program (SNAP), Public Assistance (PA), Home Energy Assistance Program (HEAP), Child Support, Child Welfare Services, Child Care, Domestic Violence (DV), Adult Protective Services (APS), and Medicaid, amongst many others.

A key goal of the IES Program is to build a statewide system that provides consistent and standardized capabilities across all SSDs in support of their business processes. The solution will enhance the well-being of New Yorkers by transforming health and human services delivery through coordinated business practices, modernized technology, and strategic partnerships. The IES Solution will be a flexible, statewide solution that will enhance the user experience for New Yorkers, as well as support State and SSD workers, providing a sustainable, trusted, and efficient system that will improve the State's and SSD's ability to achieve their core missions. Additionally, the IES Program Solution will provide functionality that overlaps with and may replace processes supported by additional 15 state systems and over 500 local systems.

The solution must support federal Comprehensive Child Welfare Information System (CCWIS) guidelines and regulations. CCWIS is built upon a vision to revolutionize how child welfare professionals' access, document, and leverage vital information to enhance the quality of care and support provided to vulnerable children and families. The solution must have bi-directional interface capabilities between multiple systems to allow the exchange of data and advanced reporting capabilities to ensure proper payment and claiming for Title IV-B and Title IV-E funded programs.

The goal of the IES Financial Management solution is to develop and implement a subsystem of IES that will support statewide financial management capabilities that include accounts payable, accounts receivable, card management, vendor/provider management, and claiming and financial reporting to support a full payment lifecycle. The FM system will also need to transform business process to ensure the continuity of functionality, eliminating technology constraints, standardizes workflow, and optimizes vendor/provider management. Additionally, the SSDs must have access to data from the IES solution to support additional functionality not provided by IES. The solution needs to be user friendly, easily implemented, and scalable.

Develop a Modern System Without Loss of Functionality

- Develop a robust modern system that replicates existing rules and maintains data interfaces.
- Incorporate functionality of existing financial management systems into an integrated system.
- Provide scalability and adaptability to support current and future business and functional requirements.
- Ensure information security, integrity, confidentiality, and availability.

Eliminate Technology Constraints

- Enable bi-directional funds transfer between an applicant/recipient /vendor/provider account, state accounts and SSD accounts. Funds transfer should be completed directly, correctly, and seamlessly in support of a paperless processing environment.
- Provide transparency at all points in the payment and claiming process.
- Facilitate authorized business users to independently incorporate State and federally mandated policy and procedural changes.
- Enhance reporting capabilities to support Federal- and State-mandated reporting requirements.
- Replace manual processes with automated ones.

Deploy Statewide Solution

- Provide a Statewide solution to support payment/receivable authorizations, payment/receivable processing, payment disbursements, and payment/receivable tracking for all in scope programs, including Downstate and Upstate financial management systems.
- Develop processes to capture all payments and receivables to ensure accurate reconciliation, including payments/receivables that are not currently captured in a state system.
- Provide a Statewide solution to support Card Management, Vendor/Provider Management, and Claiming and Financial Reporting
- Mobile application (client-facing)

Standardize Workflow

- Optimize current workflows to provide standardization Statewide.
- Allow for district variations with internal controls, when needed (e.g., task-based vs. case-based processing).

Optimize Vendor/Provider Management

- Optimize vendor/ provider processes, including vendor/provider administration, vendor/provider data management, and vendor/provider information collecting, tracking, and consolidation.

2.0 FUNCTIONAL REQUIREMENTS AND CAPABILITIES

The IES Program is seeking information from the vendor community regarding the components, configurability, licensure, training, and maintenance of a financial management product to support all IES FM requirements that includes a seamless integration across the whole IES project capabilities. The FM components should include, but is not limited to the following system capabilities:

Accounts Payable – This capability addresses activities, functions, and processes related to managing accounts payable (i.e., issuing payments, managing payments, disbursing payments, and receiving payment data).

- Receive/Verify Financial/Payment Data
- Support Invoice, Vouchers, and Rosters
- Issue Payments
- Pass Through Payments
- Excess Child Support Payments
- Manage Accounts Payable Information
- Manage Accounts Payable Disbursement

- Payment History
- Track Payment
- Perform Adjustments
- Reimbursement Adjustments
- Retroactive Claiming Adjustments
- Retroactive Payment Creation
- Generate 1099
- Trust Accounting
 - Representative Payee
- Contract Payments
- Contract Service Payment and associated service information
- Digital Banking – Payments, mobile application

The system must also support multiple payment channels including:

- Direct Deposit
- Automated Clearing House (ACH)
- Electronic Funds Transfer (EFT)
- Debit Cards
- Electronic Benefit Transfer (EBT)
- Checks

Accounts Receivable - This capability addresses activities, functions, and processes related to managing account receivables (i.e., overpayments, recoupments, repayments, recoveries, collections, and reconciling).

- Manage Accounts Receivable Information
 - Client Overpayments/Claims Establishment
 - Recoupment Processing
- Manage Benefit Recovery
 - Wage Garnishment
 - Direct Client Repayment
 - Manage Client Overpayments
 - Lottery Intercept
- Manage Cash Receipts
 - Repayment of Assistance
 - Refunds for Administrative Expenditures
 - Payments to be held in Trust Accounts
 - Tracking against the original issuance
- Manage Vendor/Provider Overpayments
 - Intercept from Vendors
- Trusts
- Automatic Generation of Vendor and Client Overpayments
- Real-Time Tracking

The system must support multiple repayment methods:

- Electronic Funds Transfer (EFT)
- Credit/Debit Cards
- Checks/Money Orders

- Cash
- Digital Banking

Card Management – This capability addresses activities, functions, and processes related to managing benefit cards, issuance, inquiry, and interfaces.

- Inquiry
 - Card History
 - Case Management
 - Case Inquiry
- Initiate Card Issuance/Management to the Card Vendor
- Issue Vault Card
- Receive Card Activation Notifications
- Receive Card Transaction Updates
- Monitor Card requests and support interfaces
- Audit and Monitoring Cards
- Support existing interfaces

(Note: This Card Management scope is limited to EBT only. Currently supported by legacy CBIC.)

Vendor/Provider Management – This capability addresses activities, functions, and processes related to managing the business/financial data of vendors/providers statewide.

- Vendor/Provider Portal
- Vendor/Provider Registration – Vendor/Provider Self Registration
- Enroll – Worker enrolls the vendor Attendance tracking of Vendor/Provider
- Available Slot tracking
- Find Vendor/Provider Information
- Merger, Acquisition, and Splitting
- Commodity Type
- Manage Information Sharing with Partners
- Vendor/Provider Management
- Vendor/Provider Financial Data
- Vendor/Provider Communication
- Notices/Correspondence with Vendors

Claiming and Financial Reporting – This capability addresses activities, functions, and processes related to associating payment and receivable transactions to funding sources. This includes, but is not limited to, identifying, compiling, and preparing each district's monthly reports for expenditures eligible for Federal and/or State reimbursement claiming, and in support of federal requirements associated with sub-recipient monitoring. In addition, it should also be able to support audits to demonstrate full compliance with federal and state statutory and regulatory requirements regarding both claiming and payments.

- Monthly composite reports and other data needed to interface to the Automated Claiming System (ACS) as referenced in the Fiscal Reference Manual.
- Daily Reconciliation: The system should reconcile daily transactions and ensure accurate matching between payments received and disbursed at the district level.
- Discrepancy Resolution: Ability to identify and address discrepancies between expected and actual payments through automated or manual interventions.

- Integration with Financial Institutions: Seamless integration with multiple banking systems to reconcile payments and ensure accuracy.

3.0 TECHNICAL REQUIREMENTS

General State Infrastructure Requirements

Note: IES places emphasis on the flexibility and customization of the solution. The ability to modify business rules, workflows, and reports easily, potentially through low-code/no-code platforms is of high priority to the State.

- **Hosting:** Any COTS application identified as a potential solution should be hosted on ITS' data center (on-premise, hybrid, or cloud-based).
 - **Note: Modified by ITS effective Friday, February 7, 2025**
- **Ease of Customization:** The system ideally would offer low-code/no-code features, allowing non-technical users to create and modify workflows, business rules, forms, and reports without the need for extensive coding expertise. In addition, changes made to flows, rules, processing, etc., in these ways need to be captured and auditable.
- **Mobile Application:** Statewide
- **Rapid Prototyping and Implementation:** Ability to quickly implement new features or changes through drag-and-drop interfaces and visual workflow editors.
- **Flexible Workflow Design:** The system should allow administrators to modify payment processing and reconciliation workflows with ease, adapting to changes in federal, state or local laws, policy or regulations and legal and reporting requirements.
- **Configurable Business Rules:** The system should provide easy modification of key business rules, such as but not limited to accounts payable, vendor/provider management, accounts receivable, card management, claiming and financial reporting, payment schedules, arrears calculations, and disbursement workflows, without requiring significant code changes.
- **Modular Architecture:** A modular design where individual components (e.g., payments management, compliance tracking) can be updated or expanded independently without disrupting the overall system.
- **Version Control:** Implement version control for tracking changes made to configurations and workflows, allowing easy rollbacks, if necessary.
- **API-First Design:** The solution should have an API-first approach to ensure seamless integration with new and existing interfaces with downstream and upstream systems.
- **Security Standards:** Compliance with industry-standard security protocols, including:
 - Encryption of data in transit and at rest.
 - Payment Card Industry Data Security Standard (PCI DSS) compliance for payment processing.

- Disaster Recovery and Business Continuity: Ensure built-in disaster recovery mechanisms and business continuity plans, with minimal downtime during system failures or maintenance.
- Solution will comply with all [NYS ITS Policies and Standards](#); and FedRAMP: <https://www.fedramp.gov/baselines/>.
https://its.ny.gov/system/files/documents/2022/10/nys-s13-001_secure_system_development_life_cycle.pdf
- Environment and/or application capable of logging events in accordance with the [Logging Standard](#) (security/transactions) for auditing or reporting purposes.

3.1 CURRENT AGENCIES / END USERS

The State has a state-supervised, locally administered service and benefit delivery system. Fifty-eight (58) SSDs, across sixty-two (62) counties, administer the services and benefits of a wide variety of health and human services programs supporting New Yorkers in need of assistance. The State agencies responsible for the supervision of health and human services programs include OTDA, OCFS, and DOH.

Office of Temporary and Disability Assistance (OTDA)

OTDA administers a wide variety of health and human services programs. Major programs include, but not limited to:

- Supplemental Nutrition Assistance Program (SNAP)
- Public Assistance (PA)/Temporary Assistance (TA), Family Assistance (FA), Emergency Assistance to Families (EAF), Safety Net Assistance (SNA), Emergency Assistance to Adults (EAA), Emergency Safety-Net Assistance (ESNA), Public Assistance Shelter Payments (PASS)
- Home Energy Assistance Program (HEAP)
- Employment and Advancement Services (EAS)
- Child Support

Office of Child and Family Services (OCFS)

OCFS is responsible for the supervision and oversight of the services listed below, which are provided through the fifty-eight (58) SSDs (including New York City's Administration for Children Services, or (NYCACS) and over 350 voluntary authorized agencies (VAs)). These entities form a network that provides for the safety and well-being of children, families, and vulnerable adults. OCFS is also responsible for direct care services to youth in the juvenile justice system. Major Programs include, but are not limited to:

- Child Protective/Preventive
- Foster Care
- Adoption
- Kinship Guardianship Assistance Program (KinGAP)
- Independent Living
- Child Care Assistance
- Adult Protective

- Domestic Violence

Department of Health (DOH)

DOH administers a broad spectrum of health programs. Major programs include, but are not limited to:

- Medicaid
- Children’s Health Insurance Program (CHIP)
- Essential Plan
- Tax Credits and Qualified Health Plans
- Special Supplemental Nutrition Program for Women, Infants and Children (WIC)

Social Service Districts (SSDs)

In responding to this RFI, it is important for respondents to understand, consider and recognize the significance and the implications of the state-supervised and locally administered operational model to support health and human service delivery and program administration. The five boroughs of New York City comprise one SSD, while the remaining 57 SSDs correspond with the State’s other counties and the St. Regis Mohawk Tribe.

There are significant differences in business processes across SSDs. There are variations in self-service capabilities, processes, workflows, and the level of automation currently used to deliver benefits and services.

Some SSDs rely heavily on State-provided tools and technologies (e.g., myWorkspace, Imaging and Enterprise Document Repository [I/EDR]); others have created their own front-end systems to perform transactions. Many SSDs have implemented mission critical automated solutions for intake, authorizations, workflow management, and case management. These systems may utilize data from the WMS, BICS, and CAMS and will require planning from the State and its third-party contractors to ensure that either the IES Solution performs this functionality, or SSDs are able to seamlessly consume data from the IES Solution to perform these same functions. The IES Solution must be flexible enough to support workflows that are currently supported by locally developed solutions that work efficiently for SSDs.

3.2 CURRENT CONTENT VOLUMES CALENDAR YEAR 2024 (CY 24)

Projections regarding the scale of individuals served through the current use and utilization of the various legacy and local financial management applications annually (and as of the release of this solicitation):

- New York State agency and SSD staff: approximately 35,000 to 50,000 (critical end-users)
- New York State applicants and recipients of benefits approximately 3.6 million (served)

4.0 VENDOR SUBMISSION OF RESPONSE TO RFI

4.1 GENERAL REQUIREMENTS FOR SUBMISSION

A vendor responding to this RFI must submit a complete RFI response, which consists of providing the requested information within the following documents, and submitting them electronically to ITS via electronic mail (e-mail):

Attachment 1: RFI Questions and Vendor Responses (Microsoft Word document); and
Attachment 2: RFI Functional Requirements Matrix (Microsoft Excel document)

Note: Respondents must provide feedback and complete all worksheets within **Attachment 2: RFI Functional Requirement Matrix**, which includes five (5) separate tabs that address required functionality of the proposed solution, as follows:

- **Tab 1** – Accounts Payable
- **Tab 2** – Accounts Receivable
- **Tab 3** – Card Management
- **Tab 4** – Vendor/Provider Management
- **Tab 5** – Claiming, Financial Reporting and Analytics

Responses are to be entered within the yellow cells found within each document, and the original formatting of the documents must be maintained. Respondents should answer all questions. If a question cannot be answered, provide a brief explanation as to why the question cannot be answered (e.g., N/A outside the scope of available business offering). Please do not leave blanks.

Completed documents should be saved electronically using the naming convention, **RFI C000851 Response - [Vendor Name]_[document name]**, and be submitted by electronic mail (e-mail), as instructed in section 5.2 (below). ITS reserves the right to have follow-up communications with individual vendors who responded to the RFI, to get clarification on a vendor's response.

Respondents may also submit any existing material or material prepared specifically in response to the RFI, which they believe may be of interest or use to the State. Responses that make extensive use of color photographs or illustrations, or that include separate brochures or marketing materials and overly elaborate embellishments, are discouraged.

If any of the information in the vendor response is considered confidential, proprietary or a trade secret, it must be clearly indicated on the appropriate page of the vendor response. Release of such materials is governed by the NYS Freedom of Information Law (FOIL), which in pertinent part requires the requester to provide specific justification as to why disclosure of information in the response would cause substantial injury to the competitive position of the vendor.

A complete RFI Response must be submitted in electronic format by e-mail and received by ITS Vendor Sourcing and Management Organization, Tier 2 Agency Contract Team no later than the *RFI Response Due Date to ITS*, specified in Section 1.1 Calendar of Events.

4.2 ELECTRONIC SUBMISSIONS

All inquiries and responses regarding this RFI are to be submitted electronically by e-mail to its.sm.ies-rfq@its.ny.gov, with the subject line as “**RFI C000851 – IES Financial Management Response – (Vendor's Name)**”. No hard copies of responses will be accepted.

4.3 MULTIPLE SUBMISSIONS

Vendors may submit more than one submission for the purpose of offering alternative possibilities, but each response must be complete.

5.0 DESIGNATED CONTACT / WRITTEN INQUIRIES AND COMMUNICATIONS

5.1 DESIGNATED CONTACT

The designated contact for this RFI is ITS Vendor Sourcing & Management Organization, Tier 2 Agency Contracts Team, at its.sm.ies-rfq@its.ny.gov.

5.2 INQUIRIES FROM VENDORS

Vendors should submit all RFI inquiries, questions, or comments to its.sm.ies-rfq@its.ny.gov, using **Attachment 3 – Vendor Questions Form**, by 4:00 PM EST (Eastern Standard Time) on **January 17, 2025**, the due date in the Calendar of Events. **No other method of inquiries will be accepted.**

Administrative issues pertaining to sending/receiving email through the designated mailbox may be reported at (518) 473-9341.

5.3 COMMUNICATIONS FROM NYS TO VENDORS

ITS has established a procurement website for the purpose of disseminating information relating to this RFI, and vendors are encouraged to monitor the site. The website URL is <https://its.ny.gov/competitive-procurement-opportunities>.

5.4 FREEDOM OF INFORMATION LAW

Disclosure of information related to this RFI shall be permitted consistent with the laws of the State of New York and specifically Article 6 of the New York State Public Officers Law, the Freedom of Information Law (“FOIL”). ITS shall take reasonable steps to protect from public disclosure any records or portions thereof relating to this RFI that are exempt from disclosure under FOIL. Information constituting trade secrets or critical infrastructure information for purposes of FOIL must be clearly marked and identified as such by the Contractor upon submission. Requests for exemption of the entire contents of Vendor’s response to this RFI, and any other documentation, from disclosure have generally not been found to be meritorious and are discouraged. If the Vendor intends to request an exemption from disclosure under FOIL for trade secret materials or critical infrastructure information, the Vendor shall at the time of submission, request the exemption in writing and provide an explanation of (i) why the disclosure of the identified information would cause substantial injury to the competitive position of the Vendor, or (ii) why the information constitutes critical infrastructure information which should be exempted from disclosure pursuant to § 87(2) of FOIL. Acceptance of the identified information by ITS does not constitute a determination that the information is exempt from disclosure under FOIL. Determinations as to whether the materials or information may be withheld from disclosure will be made in accordance with FOIL at the time a request for such information is received by ITS.

5.5 GLOSSARY

Common Abbreviations

ACS:	Automated Claiming System
API:	Application Programming Interface
APS:	Adult Protective Services
BICS:	Benefits Issuance Control System
CAMS:	Cash Management Subsystem
CBIC:	Common Benefit Identification Card
CCWIS:	Comprehensive Child Welfare Information System
CHIP:	Children’s Health Insurance Program
COTS:	Commercial, Off-The-Shelf
DOH:	New York State Department of Health
DV:	Domestic Violence
EAA:	Emergency Assistance to Adults
EAF:	Emergency Assistance to Families
EAS:	Employment and Advancement Services
EBT:	Electronic Benefit Transfers
ESNA:	Emergency Safety Net Assistance
FA:	Family Assistance
FedRAMP:	Federal Risk and Authorization Management Program
FOIL:	Freedom of Information Law
EAS:	Employment and Advancement Services
I/EDR:	Imaging Enterprise Document Repository
IES:	Integrated Eligibility System
ITS:	New York State Office of Information Technology Services
IV-E:	Title IV-E of the Social Security Act
KinGAP:	Kinship Guardianship Assistance Program
NYC:	New York City
NYC ACS:	NYC Administration for Children’s Services
OCFS:	New York State Office of Children and Family Services
OTDA:	New York State Office of Temporary and Disability Assistance
PA:	Public Assistance
PaaS:	Platform as a Service
PCI DSS:	Payment Card Industry Data Security Standard
RFI:	Request for Information (<i>except in the case of Table 1-2 where RFI: Resource File Integration</i>)
SaaS:	Software as a Service
SNAP:	Supplemental Nutrition Assistance Program
SNA:	Safety Net Assistance
SSD:	Social Services District
TA:	Temporary Assistance
WIC:	Special Supplemental Nutrition Program for Women, Infants and Children
WMS:	Welfare Management System

6.0 NO AWARD

ITS will not make an award for the potential future services described in this RFI. ITS is conducting this RFI solely for the purpose of gathering information to determine the feasibility, reliability, and potential implementation and maintenance of a COTS financial management system to support the NYS IES.