

Specifications

- A.1. The Contractor shall provide all goods or services and deliverables as required, described, and detailed below and shall meet all service and delivery timelines as specified by this Contract.
- A.2. The Contractor shall provide online access to the Contractor's system that permits the State to verify the employment status or income of consumers/recipients for the purpose of determining eligibility for receipt of public assistance, prevention and/or identification of overpayments associated with the receipt of public assistance, or to verify a consumer's employment and/or income for the purpose of child support obligations and enforcement.
- a. State programs requiring access include but not limited to:
 - i. Families First (FF) program, the State's Temporary Assistance to Needy Families (TANF) program;
 - ii. Supplemental Nutrition Assistance Program (SNAP);
 - iii. Child Care Certificate Program, the State's Child Care Subsidy program;
 - iv. Child Support Program; and
 - v. Vocational Rehabilitation (VR) Services Program.
 - b. The database will be accessed by a variety of offices within the State, including but not limited to the following:
 - i. Division of Family Assistance, including local county offices statewide;
 - ii. Division of Child Support, including the local Judicial Districts statewide;
 - iii. Division of Program Integrity and Finance, including the Investigations unit;
 - iv. Division of Child Care & Community Services Division, including Child Care Certificate Program local offices;
 - v. Division of Quality Improvement and Strategic Solutions;
 - vi. Division of Appeals and Hearing; and
 - vii. Division of Rehabilitation Services.
- A.3. The Contractor shall provide access to current and historical employment and/or income data available to the Contractor by employers that includes the consumer's employer name and employment status. The income verification shall include: the consumer's employer address, employment dates, where available, position title, medical and dental coverage information, where available, pay rate, up to three (3) years of YTD gross income details, and up to three (3) years of pay period detail.
- a. The Contractor shall provide automated services to request employment and/or income verification data internet (web-based solution). The Contractor shall provide the option to use the social security number or employer number to verify employment. The Contractor shall provide up to date, easy to read income verification data to the State. The Contractor shall deliver the requested data immediately.
 - b. The Contractor's automated income and employment verification system shall not require any additional software and/or computer programs. The Contractor shall ensure that State employees are able to access the database from their State devices.
 - i. The Contractor shall provide a platform regulated by the Fair Credit Reporting Act (FCRA); therefore, is required by Federal law to have procedures in place to address

accuracy issues for the employment verification information provided as a result of Internet verification.

- ii. Without limiting any other provision of this Contract, the Contractor shall provide customer support services to the State, including at least:
 - 1. A phone number by which the State may report technical problems;
 - 2. Technical support Monday through Friday from 9:00 a.m. to 5:00 p.m. Central Standard Time, excluding State holidays;
 - 3. Electronic technical support twenty-four (24) hours per day, seven (7) days per week, including without limitation the capability to report problems to the Contractor online, browse a database containing common problems and technical questions and answers, and the ability to order fixes electronically.
- iii. At such time as the State may direct in writing, the Contractor shall provide training for a group of State employees selected by the State to familiarize them with the Contractor's system, including at least five (5) one-day training sessions for approximately five hundred (500) State employees each. Unless the State directs otherwise in writing, the Contractor shall conduct all training using real-time virtual meeting tools that permit two-way interaction between the Contractor and the State employees.

c. The Contractor shall be able to retrieve historical employment verification records and shall provide history for up to thirty-six (36) months per employer. Employment history will be available for any period of time. The Contractor shall maintain employment records for an employer for the life of the Contract.

A.4. The Contractor shall ensure security of data by requiring a unique identifier (including requiring a username and password) to obtain access to data. The Contractor shall provide the State with a contact person to communicate with and support the State's users for database issues, User ID issues, and password changes. The Contractor shall assign each State worker a User ID and password and shall notify each State worker of their customized information. Examples of administrative access include without limitation assignment of user access including user ID, passwords and maintenance of passwords.

A.5. In order to monitor accessibility and to continually assess the effectiveness of the services, Contractor shall provide the State with monthly usage reports for each program office during the term of this Contract at such times and in such form and substance as the State may direct in writing.

a. At a minimum, usage reports shall contain the following data elements:

- i. specific program;
- ii. user name and user ID number;
- iii. user county (including district, if applicable);
- iv. number of submissions (number of Social Security Account Numbers ("SSANs") submitted);
- v. number of "hits" (database search which successfully returns data - number of employers associated with the Specific SSAN submitted);
- vi. number of transactions or "billable hits" selection of successfully returns data; and
- vii. usage types, including specific program areas such as Appeals: Child Support, SNAP, TANF, SNAP and TANF, TANF; Child Care Certificate: SNAP, TANF, SNAP and TANF, Child support only, Investigations-Child Support, SNAP, TANF, SNAP

and TANF; Quality Improvement and Strategic Solutions (QISS) SNAP, TANF, SNAP and TANF; SNAP only; State Office: Child Support, SNAP, TANF, SNAP and TANF, TANF; TANF Only; and Vocational Rehabilitation (VR) Only.