



Business Requirements Document for the Child Support Enforcement System Replacement Project

Prepared for the

**State of New Mexico
Human Services Department
Child Support Services Division**

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Revision History

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V1.0	12/22/2023	Maximus	Initial Submission
V1.1	2/16/2024	Maximus	Updated instances of maintenance and operations (M&O) to operations and maintenance (O&M) for consistency

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1 Introduction

The requirements included in this document were developed during the initial planning phase of the Child Support Enforcement System Replacement (CESER) Project through a requirement elicitation effort by the Human Services Department (HSD). The team focused on the requirements describing the high-level functionality and capabilities needed from the child support replacement system. These requirements will assist in subsequent planning activities, including the Streamlined Feasibility Study Report, the Implementation Advanced Planning Document (IAPD), and Design, Development, and Implementation (DDI) Request for Proposal (RFP).

During the requirements elicitation process, the CESER project functional and technical teams worked with HSD stakeholders to develop a list of requirements to include in this Business Requirement Document (BRD). To accomplish this effort, a starter set of candidate requirements were developed based on the project team's High Level Analysis effort, other recent child support modernization projects and nationwide best practices, and the federal Office of Child Support (OCSS) Automated Systems for Child Support Enforcement: A Guide for States. This initial set of requirements was then reviewed by HSD SMEs, and then discussed during Requirement Elicitation Sessions. After sessions were concluded, the CESER project team updated the list of requirements based on the SME feedback and then shared the requirements for validation that all updates were made correctly. The result is the list of requirements provided in this document.

The resulting requirements are the high-level planning requirements that focus on what is needed to complete business for HSD, what is required for the certification of the system, and what is necessary to meet all State rules and regulations. During a subsequent phase in the CESER Project, detailed build-level requirements will be developed. Build level requirements are the most comprehensive type of requirements that describe the solution characteristics needed to meet the higher-level planning requirements included in this BRD, and provide the details required to build the solution.

2 Planning Requirements

The planning requirements fall into two (2) categories or sets: functional and non-functional. Non-Functional requirements are broken down into technical and transitional requirements. Functional and non-functional requirements are further defined as follows:

- **Functional:** What a product must do, or which features must exist, to meet user needs
- **Non-Functional:**
 - **Technical.** Having to do with technical environments or technical implementation issues
 - **Transitional.** Having to do with the development of the system or transition to a stable, operational state. For example, conversion, rollout, and training

The BRD is divided into three (3) sections: Functional, Technical, and Transitional.

3 Description of Requirement Tables Below

Each requirement contains seven attributes. These attributes are represented in each row of the requirement tables provided in this document. The requirement attributes included for each requirement are:

- **Req. ID:** This is the requirement ID as defined in the Requirements Management Plan.
- **Requirement:** This is the requirement statement which describes the requirement.
- **Fed. Cite.:** This is a reference to the federal cite from the OCSS Guide for States. Not all requirements have a federal cite. Some requirements are derived from the needs assessment, elicitation sessions, best practices, policy, and New Mexico statute.
- **Leg. Cite.:** This is a reference to related New Mexico legislative cites. Not all requirements have a legislative cite. Some requirements are derived from the needs assessment, elicitation sessions, best practices, policy, and the federal OCSS Guide for States.
- **Source:** This is the source of the requirement. At the time this document was initially developed the source of all requirements is the requirement elicitation effort. During subsequent planning activities additional requirements may be added, if so, the source of the added requirements should be noted.
- **Priority:** This column describes if the requirement is a must have or desired.
- **HHS 2020 Component:** This column identifies that the requirement may be related to an HHS 2020 Component, such as the Unified Portal, System Integrator, Electronic Content Management (ECM), Address Verification and Validation Services or software, Consolidated Call Center, or Data Services.

3.1 Functional Requirements

The functional planning requirements are organized by functional groupings similar to the federal business functional groupings found within the federal Office of Child Support Services (OCSS) Guide for States. Two (2) sections, Intergovernmental and Employer Management, were separated out to facilitate the discussion of those subjects with the appropriate stakeholders during requirement elicitation. Each functional area section below includes the requirements for that area. Sub-groupings are included in the functional requirement tables to describe the subject of the requirements within the section more granularly, e.g., Non-IV-A Services/Applications for the first section of the Case Initiation requirements.

3.1.1 Case Initiation

Table 1: Case Initiation Requirements

Req. ID	Requirement	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
Non-IV-A Services/Applications						
F.01.01	The system must automatically accept, maintain, and process information for non-IV-A services, including non-IV-A Title XIX, FPLS locate-only, and paternity-only limited services for intrastate non-IV-A cases.	A-1 A-4.a A-5	8.50.105.9 8.50.105.11	Requirement Elicitation	Must Have	Unified Portal System Integration Platform
F.01.02	The system must support an online application for services through the unified portal or mobile app, which allows participants to input all application data, including uploading supporting documents, time and date stamping the submission, and automatically links data and documents to the appropriate case without worker intervention.	A-1 A-4.a		Requirement Elicitation	Must Have	Unified Portal ECM System Integration Platform
F.01.03	The system must allow/accept e-Signatures for online applications.	A-1.a.3		Requirement Elicitation	Must Have	Unified Portal ECM
F.01.04	The system must support the application process by allowing for the creation of an inactive (skeletal) case to gather information and produce a barcoded application to track the return and expedite the processing of the paper application.			Requirement Elicitation	Must Have	
F.01.05	The system must automatically accept, process, track for completion, and maintain applications submitted in person, by fax, or by email, and manually entered or scanned into the system using, e.g., OCR/ICR or similar technology, and stored in the electronic content management system.	A-1		Requirement Elicitation	Must Have	ECM

Req. ID	Requirement	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.01.06	The system, upon manual or automated entry of a paper or online application for services, must automatically capture application data, time and date stamp the application receipt, and screen participants and cases in real-time for matching between the IV-D system and application, establish participant and case records where necessary, or link to existing participants and cases, refer the case to the next appropriate action, notify the worker of the case when worker intervention is needed, and submit the case to the FCR.	A-1 A-5 A-7 A-10.a D-1 D-3		Requirement Elicitation	Must Have	
Title IV-A, Title IV-E, and Title XIX Referrals						
F.01.07	The system must automatically accept and process referrals from the state’s Title IV-A Temporary Assistance for Needy Families (TANF) agency, Title IV-E (Foster Care) agency, and Title XIX (Medicaid) agency.	A-2 A-3 A-4	8.50.105.8 8.50.105.10 8.50.105.11 8.50.105.12 8.50.105.13 8.50.105.14 8.50.105.15	Requirement Elicitation	Must Have	System Integration Platform
F.01.08	The system must automatically accept, store, and maintain all federally required referral information including, but not limited to: demographic, informational, domestic violence, and program data elements.	A-2 A-3 A-4 A-5		Requirement Elicitation	Must Have	
F.01.09	The system must, through automated referral processing, screen participants and cases, automatically adding new cases and participants or linking to existing cases and participants, between the IV-D system and the Title IV-A (which includes Title XIX) and Title IV-E, including continuing to accept, maintain, and process any new relevant case and participant information.	A-2 A-3 A-4 D-4		Requirement Elicitation	Must Have	System Integration Platform
F.01.10	The system must direct near match referrals (e.g., if the name and address are consistent, but the SSN is slightly different) to a worker for review.			Requirement Elicitation	Must Have	

Req. ID	Requirement	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.01.11	The system must notify staff and provide a method for review and resolution of a stored pending application or referral that cannot be automatically processed by the system, allowing the worker to make manual updates to participants or case status (e.g., reopen case) to resolve the pending referral.	A-2.e.3 A-3.e.3 A-4.e.3 D-4.c.1		Requirement Elicitation	Must Have	
F.01.12	The system must automatically display potential participant and/or case matches for the worker's selection when reviewing a pending application or referral.	A-6.a A-7 A-8		Requirement Elicitation	Must Have	
F.01.13	The system must provide workers with search and filter capabilities with multiple selection criteria to aid in matching of participants and cases to existing participants and cases.			Requirement Elicitation	Must Have	
F.01.14	Immediately upon receipt of a referral from the Title IV-A, Title IV-E, or Title XIX agencies, the system must automatically determine whether the referral is appropriate and, if so, determine whether the referral requires a new case participant, new case (allowing for more than one NCP to be linked to the child for Title IV-E referrals), or change in case type and status; take the determined action; monitor and respond to changes in good cause; establish data that links the referring agency case and child support case for future updates; record and maintain referral information (e.g., the date the referral was received); maintain a history of program participation and activities; provide updated information to the Title IV-A, Title IV-E, and Title XIX programs on a timely basis when a change occurs or when IV-D has made a determination of noncooperation.	A-2 A-3 A-4 A-6.c D-2		Requirement Elicitation	Must Have	

Req. ID	Requirement	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.01.15	The system must automatically generate documentation to participants, as appropriate, following receipt of a referral, (e.g., information describing services and fees, rights, and responsibilities to IV-A and Title XIX recipients, capturing the date the information was provided in case history).	A-2.c A-4.c D-4.b.1		Requirement Elicitation	Must Have	ECM
F.01.16	The system must update child data based on the household composition and parentage information provided by the Title IV-A, Title IV-E, and Title XIX agencies (but prevent those agencies from updating paternity/parentage information after IV-D has validated or manipulated the child's paternity/parentage status).	A-2.d A-3.d A-4.d D-2		Requirement Elicitation	Must Have	
F.01.17	The system must automatically record in the case history key events associated with a health/medical insurance match and indicate when the only available insurance for a child is Medicaid or CHIP.	A-2.d CH.6 A-3.d CH.6 A-4.d CH.6 A-8.a NCP.9 A-8.a CP.9 A-8.a CH.9		Requirement Elicitation	Must Have	
Unique Identifiers/Case Identifiers						
F.01.18	The system must use unique participant and case identifiers and uniquely identify and edit various case types.	A-6		Requirement Elicitation	Must Have	
F.01.19	The system must automatically access a participant database to register new participants and to assign a unique person identifying number to the participant, not adding a new participant to the participant database if that participant already exists in the participant database, regardless of any existing participant role.	A-1 A-2 A-3 A-4 A-5 A-6 A-8		Requirement Elicitation	Must Have	

Req. ID	Requirement	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.01.20	The system must automatically screen referral or application participants to assess whether there is a match to existing participants, using strong matching criteria such as, but not limited to, participant identifier (ID) (including program participant ID), or a combination of name, preferred name(s), partial name, date of birth (DOB), MVD number, ASPEN number, address, city, and/or Social Security Number (SSN), using primary and secondary status indicators for the data elements, to provide the highest possible match, and avoid creation of duplicate participants.	A-1 A-2 A-3 A-4 A-5 A-6 A-8		Requirement Elicitation	Must Have	Unified Portal System Integration Platform
F.01.21	The system must automatically identify and link an individual listed on an application or referral to an existing participant ID, when a valid match is identified.	A-6.a A-7		Requirement Elicitation	Must Have	
F.01.22	The system must automatically check each automated application or referral against the database of case records to ensure the referral does not duplicate an existing case and reject any duplicate referrals.	A-1 A-2 A-3 A-4 A-5 A-6.a A-7		Requirement Elicitation	Must Have	
F.01.23	The system must automatically create a new case, with a unique number, when incoming data from an application or referral does not produce valid or potential matches to existing cases, and the case meets case creation criteria.	A-6.a A-7		Requirement Elicitation	Must Have	
F.01.24	The system must use and include, or accept, the case identifier when sending and receiving case or person transactions to the FCR, sending and receiving a transaction to another jurisdiction such as CSENet, sending and receiving an EFT/EDI transaction to another jurisdiction or employer, and when generating documents to intergovernmental agencies.	A-6.b A-8		Requirement Elicitation	Must Have	ECM

Req. ID	Requirement	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.01.25	The system must maintain and identify cases by the following, at a minimum: case types (e.g., IV-A, IV-E, Title XIX, non-IV-D, intergovernmental) including other system IDs (e.g., IV-A IDs, intergovernmental IDs); type of services requested (e.g., full, locate only, medical support only, and paternity/parentage establishment only), including who (CP, NCP, alleged parent) requested services and providing only those types of services applicable for the case; current, former, and never IV-A, IV-E, Title XIX assistance status; and order status (e.g., active, arrears only, no order, deactivated, closed, dismissed) for purposes of reporting and collection distribution.	A-6.c-e F-4.d		Requirement Elicitation	Must Have	
F.01.26	The system must automatically support configurable unique case sub-types (e.g., intergovernmental (responding/initiating), tribal (jurisdiction/non-jurisdiction), FPLS (locate only, parental kidnapping).	A-6.c-d		Requirement Elicitation	Must Have	
Case Record						
F.01.27	The system must establish an automated case record for each application/referral that includes data to allow the system to effectively monitor program time standards and provide a comprehensive and chronological case history of all actions taken, whether manual or automated.	A-1.b A-2.e A-3.e A-4.e A-5.b A-7 D-3		Requirement Elicitation	Must Have	
F.01.28	The system must accept and verify, based on pre-defined business rules, all available information from case referral, application, and other interface sources, and integrate all information received into available participant/case fields for worker access and to trigger processes.	A-1 A-2 A-3 A-4 A-5 A-9		Requirement Elicitation	Must Have	

Req. ID	Requirement	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.01.29	The system, based on pre-defined business rules, must automatically consolidate multiple referral sources into a single case.	A-1.b A-2.e A-3.e A-4.e A-5.b A-7		Requirement Elicitation	Must Have	
F.01.30	The system must perform initial edit/validation checks, (e.g., numeric and character checks) and cross-reference checks against stored reference data, to ensure the accuracy and completeness of data fields in order to maintain data integrity when data is received automatically through interfaces or entered manually.	A-8.a		Requirement Elicitation	Must Have	
F.01.31	The system must automatically request information from appropriate sources/interfaces during application/referral processing when required data is not provided.	A-7.c D-1		Requirement Elicitation	Must Have	
F.01.32	The system must provide case history information that is inclusive of all activity regardless of venue transfers.	A-7		Requirement Elicitation	Must Have	
F.01.33	The system must allow workers to filter and search the online history showing full case history information, using multiple selection criteria such as, but not limited to, NCP/CP name, case number, social security numbers, alias names, and date ranges.	A-7		Requirement Elicitation	Must Have	
F.01.34	The system must allow a worker to automatically summarize a participant or case history record for a specific date range, providing the record in a format that can be used in court.	A-7.a		Requirement Elicitation	Must Have	
F.01.35	The system must automatically identify, record, and maintain when both NCP and CP have applied for services for the same case (e.g., based on application dates, services requested).	A-7.a		Requirement Elicitation	Must Have	

Req. ID	Requirement	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.01.36	The system must track and maintain a record of the applicant for services to ensure it is clear when, e.g., an NCP on a case has requested services and wants to pay support.	A-7.a		Requirement Elicitation	Must Have	
F.01.37	The system must accommodate all family structures including, but not limited to, traditional, nonbinary, and children to parents in a same sex marriage.	A-7		Requirement Elicitation	Must Have	
F.01.38	The system must manage all participant data including, but not limited to, linking each single participant to multiple cases (possibly in a different role for each case), and linking two NCPs, or one NCP and one alleged parent, to a child in the custody of a non-parent.	A-3.c A-6.a		Requirement Elicitation	Must Have	
F.01.39	The system must automatically identify, record, and maintain cases when the CP/NCP is not a biological parent (e.g., third party caretaker, adoptive parent).	A-7		Requirement Elicitation	Must Have	
F.01.40	The system must automatically assess reopening a closed case when an incoming application or referral is received, reopen the case when appropriate, terminate the case initiation process when not appropriate, record the reason for reopening or declining to reopen, and take the next appropriate action.	A-7		Requirement Elicitation	Must Have	
Participant Data						
F.01.41	The system must automatically accept, identify, record, and maintain information, demographic data, and roles of case participants when processing applications and referrals.	A-1 A-2 A-3 A-4 A-5 A-7 A-8		Requirement Elicitation	Must Have	
F.01.42	The system must automatically identify if the CP is also the head-of-household from information contained in interface data.	A-8.CP		Requirement Elicitation	Must Have	

Req. ID	Requirement	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.01.43	The system must automatically track families while allowing for the changing circumstances of child support cases, such as a child moving from the mother to a caretaker, to the father, to state care, and a repeat of this cycle.	A-8.NCP A-8.CP A-8.CH		Requirement Elicitation	Must Have	
F.01.44	The system must accept and maintain automated and manual entry of safety concerns (e.g., family violence, good cause, non-disclosure) for participants, display related indicators, and maintain a history in the participant/case record.	A-8.a-b		Requirement Elicitation	Must Have	
F.01.45	The system must support automatic and manual entry of safe address types e.g., NM Safe at Home address, or another state's safe address, for participants, display an indicator, and prevent overrides.	A-8.a-b		Requirement Elicitation	Must Have	
F.01.46	The system must require an SSN to be unique to a single participant and permit updates, when appropriate, whether the SSN is provided through automatic or manual update.	A-8.a		Requirement Elicitation	Must Have	
F.01.47	The system must automatically identify, record, and maintain employment information, including self-employment information, of a CP or NCP.	A-8.a		Requirement Elicitation	Must Have	
F.01.48	The system must identify duplicate participants and duplicate cases including, but not limited to, whenever a demographic data change results in identification of a duplicate participant.	A-8.a		Requirement Elicitation	Must Have	
F.01.49	The system must automatically merge duplicate participants and/or cases and be able to separate into unique participants or cases those that were merged inappropriately.	A-6.a A-8		Requirement Elicitation	Must Have	

Req. ID	Requirement	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.01.50	The system must allow workers to search and retrieve case members by criteria including, but not limited to, first name, last name, middle initial, DOB, SSN, and other system member IDs, in order to allow the user to e.g., determine if a previous record of the individual exists, if a previous case record exists, all cases associated with the member, or whether an order exists in any jurisdiction.	A-8		Requirement Elicitation	Must Have	
Non-IV-D Orders						
F.01.51	The system must accept information for non-IV-D orders through manual entry or automated entry and determine if a case meets all case criteria (e.g., no acceptance of spousal support only cases).	A-9		Requirement Elicitation	Must Have	
F.01.52	The system must record and update mandatory skeletal data elements on non-IV-D orders established or modified on or after October 1, 1998.	A-8 A-9		Requirement Elicitation	Must Have	
F.01.53	The system must automatically screen non-IV-D order participants against the IV-D system, automatically adding new participants and cases or linking them with existing participants and cases, including transferring, accepting, maintaining, and processing relevant case and participant information.			Requirement Elicitation	Must Have	
F.01.54	The system must maintain information on the CP, NCP, alleged parent, child(ren), family violence indicator, and other pertinent information, for inclusion with the SCR for transmission to the FCR.	A-9		Requirement Elicitation	Must Have	
F.01.55	The system must accept and process requests for deletion of non-IV-D orders on the SCR.	A-9		Requirement Elicitation	Must Have	

Req. ID	Requirement	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
Federal Case Registry (FCR)						
F.01.56	The system must automatically send and receive all case and participant information to and from the FCR via the FPLS network, making data received from the FCR available online to workers and notifying a worker when action is needed.	A-10		Requirement Elicitation	Must Have	
F.01.57	The system must transmit (through the network provided by the FPLS) and register to the FCR all new cases (IV-D) and orders (non-IV-D), including all participants associated with those cases and orders, and notify the FCR of changes or deletions to the information provided within five business days or sooner.	A-10.a-b, d-e		Requirement Elicitation	Must Have	
F.01.58	The system must automatically accept and process all administrative information received from the FCR including, but not limited to, routing system-related warnings and rejections to technical staff, and errors, warnings, and rejections related to corrective case actions to workers.	A-10.c		Requirement Elicitation	Must Have	
F.01.59	The system must automatically perform an FCR reconciliation, generating correcting transactions if data between the FCR and the child support systems is out of sync, including changes and deletions to the information provided to the FCR, and maintaining an audit trail for tracking the FCR status.	A-10		Requirement Elicitation	Must Have	
Case Initiation Monitoring						
F.01.60	The system must automatically monitor new cases to generate needed forms, letters, and appointments, to ensure compliance with, and documentation of, the time frames for case setup.	A-1.b A-2.e A-3.e A-4.e A-5.b D-4.a-b		Requirement Elicitation	Must Have	ECM

Req. ID	Requirement	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.01.61	The system must monitor and automatically refer a case to the next appropriate action, (e.g., locate, establishment, modification when a child is covered under an order in another case) or refer and notify the appropriate one or more workers and/or group (processing unit) based on, but not limited to, roles, abilities, and priorities, per pre-defined business rules, once a case record is established.	A-1.b.2-3 A-2.e.2-3 A-3.e.2-3 A-4.e.2-3 A-5.b.2-3 D-1.a-b		Requirement Elicitation	Must Have	

3.1.2 Establishment

Table 2: Establishment Requirements

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
Initiating Parentage Establishment						
F.02.01	The system must initiate actions to establish paternity/parentage.	C-1	8.50.107.8 8.50.107.9	Requirement Elicitation	Must Have	
F.02.02	The system must automatically accept, maintain, and process identifying information on voluntary acknowledgements of paternity/parentage, including voluntary acknowledgement or paternity/parentage rescission information.	C-1.b		Requirement Elicitation	Must Have	
F.02.03	The system must maintain and identify alleged parents through the life of the case and various associated actions.	C-3.e		Requirement Elicitation	Must Have	
F.02.04	The system must support various indicators for each participant (e.g., born out of wedlock, method of parentage established) and prevent invalid combinations.	C-1.a		Requirement Elicitation	Must Have	
Parentage Automated Updates and Documents						
F.02.05	The system must accommodate and support administrative and judicial establishment processes.	C-1.a		Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.02.06	The system must automatically match and receive, accept, and maintain parentage information (e.g., birth certificates, Acknowledgement of Parentage documents) from various sources, such as the Department of Health and Vital Records and take the next appropriate action.			Requirement Elicitation	Must Have	System Integration Platform ECM
F.02.07	The system must, based on information known or received, direct the worker to the appropriate establishment path.			Requirement Elicitation	Must Have	
F.02.08	The system must automatically generate completed administrative or judicial documents including, but not limited to, service of process, hearing scheduling, and results that are required to establish paternity/parentage.	C-1.c		Requirement Elicitation	Must Have	
F.02.09	The system must automatically support and generate documents required for genetic testing activities including, but not limited to, notifying case participants and vital records, scheduling, capturing genetic testing results, and judgment for genetic testing fees.	C-1.f	8.50.107.12	Requirement Elicitation	Must Have	
F.02.10	The system must automatically support and generate documents required for parentage establishment activities, including maintaining information on long arm jurisdiction, maintaining the case record, and monitoring the process.	C-1	8.50.107.11	Requirement Elicitation	Must Have	
F.02.11	The system must maintain data and status on IV-D cases where paternity/parentage establishment is handled outside of the IV-D agency.	C-1		Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.02.12	The system must support order establishment by automatically generating all required documents to establish an order of support, recording and maintaining details in the case record (e.g., method of document delivery, date of delivery, and type of documents delivered).	C-2.c		Requirement Elicitation	Must Have	
Service of Process						
F.02.13	The system must periodically flag cases to reinitiate service of process for those cases where previous attempts have failed, but adequate information exists to attempt service of process.	C-1.e C-2.d		Requirement Elicitation	Must Have	
F.02.14	The system must monitor service and hearing timelines, and based on business rules, notify the worker when a case should be reviewed.			Requirement Elicitation	Must Have	
F.02.15	The system must support automated and manual steps for service and initiate necessary actions to meet the state’s guidelines for diligent efforts for service of process.	C-1.d.e C-2 a.1 C-2.c.e		Requirement Elicitation	Must Have	
F.02.16	The system must automatically initiate actions and record and track the time from successful service of process to obligation establishment or other case disposition.	C-2		Requirement Elicitation	Must Have	
F.02.17	The system must automatically record, monitor, and track legal documents designated for all types of service of process, the initiation of the service process, and successful or unsuccessful service attempts.	C-1.e		Requirement Elicitation	Must Have	
Support Establishment						
F.02.18	When required, the system must automatically initiate actions to establish support once parentage has been legally determined including, but not limited to, parentage determined by default, voluntary acknowledgement, or genetic test result.	C-2	8.50.108.8	Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.02.19	The system must automatically identify those cases requiring support establishment including, but not limited to, document generation of an instructional guide of what information is required for the case to proceed to the hearing process, hearing scheduling, and time frames for completion.	C-2		Requirement Elicitation	Must Have	
F.02.20	The system must interface with all appropriate sources to obtain and verify information to support obligation establishment including, but not limited to, location, Medicaid or public health coverage status of the child(ren), income for the parties, cash medical information and employment.	C-3		Requirement Elicitation	Must Have	System Integration Platform
F.02.21	The system must perform guideline calculations, actions including, but not limited to, interface with the courts for the support order, and produce accompanying documents such as income withholding, and final order of support.	C-3		Requirement Elicitation	Must Have	
F.02.22	The system, when performing a guideline calculation, must associate all related cases to all case participants (CP and NCP) to include in the guideline calculations.			Requirement Elicitation	Must Have	ECM
F.02.23	The system must automatically identify which guideline worksheet to use, A, B, or Erickson.			Requirement Elicitation	Must Have	
F.02.24	The system must allow for easy updates of guidelines, maintain historical guideline versions of all guideline types, including the dates they were in effect, and allow authorized workers to select and complete a guideline from a prior period.			Requirement Elicitation	Must Have	ECM
F.02.25	The system must collect and analyze information about ability to pay.	C-3.a		Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.02.26	The system must use the jurisdiction's approved child support guidelines to automatically calculate the support obligation amount.	C-2	8.50.108.9	Requirement Elicitation	Must Have	
F.02.27	The system must maintain information on all court hearings including, but not limited to, outcome (e.g., order, continuance, dismissal), outcome reason, judge/hearing officer, worker(s) present, and date of hearing.	C-3.a		Requirement Elicitation	Must Have	
F.02.28	The system must maintain a court scheduling calendar that is filterable in multiple manners (e.g., by office, worker, date, date range, and judge/hearing officer).			Requirement Elicitation	Must Have	
F.02.29	The system must support a scheduling component to reflect judicial assignment(s) made by the court(s) (e.g., scheduling of multiple court rooms within a single court, updated court calendars when hearings are scheduled and rescheduled, court room location changes).	C-3.a		Requirement Elicitation	Must Have	
F.02.30	The system must support order entry and accept, time and date stamp the receipt, and maintain orders/obligations, including capturing all information provided in the order as discrete data.	C-3.a		Requirement Elicitation	Must Have	
F.02.31	The system must support the entry and maintenance of international orders including, but not limited to, exchange rate information, and specified order characteristics.			Requirement Elicitation	Must Have	
F.02.32	The system must allow the entry of multiple order types (e.g., non-monetary, administrative, judicial, tribal orders, foreign).	C-3.f		Requirement Elicitation	Must Have	
F.02.33	The system must maintain historical order information and provide the worker access to the historical information.	C-3.e		Requirement Elicitation	Must Have	
Appeal						

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.02.34	The system must support all appeals processes, including judicial or administrative.	D-3		Requirement Elicitation	Must Have	
Medical Support Establishment						
F.02.35	The system must accept, maintain, and process information concerning medical support services.	C-2 C-3.d C-4	8.50.107.13	Requirement Elicitation	Must Have	
F.02.36	The system must automatically identify IV-A, IV-E Foster Care, Title XIX, and non-IV-A Title XIX-only cases requiring medical support services.	C-4.a		Requirement Elicitation	Must Have	
F.02.37	The system must automatically generate the documents required to petition for the inclusion of medical support provisions in new or modified support orders.	C-4.a.c		Requirement Elicitation	Must Have	
F.02.38	The system must automatically generate notices to parties (e.g., CP, NCP, Dependent, Employer) that provide information about health insurance policies secured and/or terminated for dependent children.	C-4.d		Requirement Elicitation	Must Have	
F.02.39	The system must calculate medical support (e.g. reasonable cost of health care insurance, ordinary uninsured healthcare expenses, and cash medical support).	C-4.a.2		Requirement Elicitation	Must Have	
F.02.40	The system must calculate the reasonable cost of dependent(s) health care coverage, based on state guidelines and/or federal regulations and regional variations.	C-4.a.2		Requirement Elicitation	Must Have	
F.02.41	The system must allow users to manually generate and suppress the NMSN and the e-NMSN.	C-4.c		Requirement Elicitation	Must Have	
Data Reliability						
F.02.42	The system must maintain and monitor data about parentage and support (which includes child, medical, and spousal) obligations necessary for the financial module to calculate obligations, arrears, etc.	C-3		Requirement Elicitation	Must Have	
F.02.43	The system must identify and link multiple obligations.	C-3.f		Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.02.44	The system must identify orders as voluntary, administrative, or court ordered.	C-3.g		Requirement Elicitation	Must Have	
F.02.45	The system must record marriage, divorce, and legal separation data.	C-3.d.1		Requirement Elicitation	Must Have	
F.02.46	The system must identify court orders associated to multiple cases with the same participant.	C-3.f		Requirement Elicitation	Must Have	
F.02.47	The system must capture, track, and make reportable all the establishment data including, but not limited to: status of parentage, related time frames, who (e.g., state, court order for NCP, NCP voluntarily) paid for the testing, all genetic testing statuses associated with costs and payments, time from successful service of process to obligation establishment, whether genetic testing was submitted to voluntarily or based on court order, method of parentage and support establishment, case data on the application of the guidelines, deviations from the guidelines, and other required court order information.	C-1.b		Requirement Elicitation	Must Have	
Court Interface						
F.02.48	The system must provide all parentage information to the court for filings, as well as subsequent updates including genetic testing results and support order information.	C-1		Requirement Elicitation	Must Have	
F.02.49	The system must generate, record, monitor, maintain, and transmit requests for copies of court documents.	C-3.a		Requirement Elicitation	Must Have	
F.02.50	The system must record and maintain multiple docket number(s) with or without an order entry.	C-3.a		Requirement Elicitation	Must Have	
F.02.51	The system must record and maintain legal action disposition details.	C-3.e		Requirement Elicitation	Must Have	
F.02.52	The system must record and maintain the setup and history of all dockets, orders, and obligations on an individual case.	C-3.e		Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.02.53	The system must automatically capture all information related to obligations for the participants, through an interface with the court, if one exists, including, but not limited to: participant and order information; docket number and judicial officer assignment; any modifications to existing orders or new or subsequent orders for the same participants; updated court calendars for scheduled or rescheduled hearings; hearing results; and request for and receipt of electronic copies of orders and documents from the court.			Requirement Elicitation	Must Have	
Orders From Other Jurisdictions						
F.02.54	The system must accept and maintain court order information for a participant when an order exists that is not part of a NM case (e.g., the order is from another jurisdiction and that jurisdiction is enforcing the order).			Requirement Elicitation	Must Have	
F.02.55	The system must accept, identify, and maintain tribal court orders and assist workers in the enforcement of tribal orders.			Requirement Elicitation	Must Have	
F.02.56	The system must maintain current and historical data on intergovernmental jurisdictions including, but not limited to, emancipation, interest rate, and exchange rate in an easily identifiable and retrievable manner to assist in intergovernmental case management.			Requirement Elicitation	Must Have	
F.02.57	The system must identify and maintain intergovernmental order content including, but not limited to, obligations, interest rates, emancipation dates, and exchange rates and take the next appropriate action.			Requirement Elicitation	Must Have	

3.1.3 Locate

Table 3: Locate Requirements

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
Interfaces						
F.03.01	The system must routinely match and identify based on role, all locate information including but not limited to, addresses, assets, insurance, and employment for participants, and record all data, except if previously rejected, along with the source identifier and date, except that previously reported asset information can be updated with new balances or addresses.	II.A B-1 D-2		Requirement Elicitation	Must Have	
F.03.02	The system must automatically interface with all available locate sources including, but not limited to, MVD, NMCD, DWFS, Stellarware for New Hire information, ASPEN, SSA, Bureau of Prisons, NM Game and Fish, CLEAR, Work Number, licensing and corporations, unemployment agencies, SVES, SDX, and Vital Records.			Requirement Elicitation	Must Have	
F.03.03	The system must recognize and prevent the creation of duplicative locate data.			Requirement Elicitation	Must Have	
F.03.04	The system must, when receiving accurate locate data that is known, such as a known address for a case participant from a new source, record and maintain that the newly provided data (date and source) was received without re-updating the data.			Requirement Elicitation	Must Have	
F.03.05	The system must use federal and state sources to acquire participant SSNs, verify SSNs with SSA, and protect it from update without proper authority once an SSN is verified by SSA.	A-10 B-1	8.50.106.8 8.50.106.11 8.50.106.14	Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.03.06	The system must provide IV-D staff members with online access to automated sources of NCP and CP employer and wage information maintained by the State, by either establishing an electronic link or by obtaining an extract of the database and placing it online.	B-1.h2	8.50.106.11	Requirement Elicitation	Must Have	
F.03.07	The system must automatically determine whether locate information received should be submitted for verification.	B-2.a	8.50.106.10	Requirement Elicitation	Must Have	
F.03.08	The system must provide reliable verification of the addresses that are provided by interfaces.	B-1		Requirement Elicitation	Must Have	Address Standardization and Validation
F.03.09	The system must provide an easily maintained table to allow designation of "trusted" locate sources and data, and recognize verified data elements, probable data elements, or other designations.	B-2a		Requirement Elicitation	Must Have	
F.03.10	The system must ensure all resubmission time frames are not "hard coded", but easily updatable.	B-3.a	8.50.106.9	Requirement Elicitation	Must Have	
F.03.11	The system must support configurable automatic initiation of periodic re-verification of participant/case locate information.	B-3.b		Requirement Elicitation	Must Have	
Locate Monitoring and Workflow						
F.03.12	The system must automatically record, maintain, and track locate activities to ensure compliance with program standards.	B-2 D-4.a		Requirement Elicitation	Must Have	
F.03.13	The system must automatically support the manual locate process, including initiating the manual locate workflow if locate information has not been received within a designated time frame.			Requirement Elicitation	Must have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.03.14	The system must provide a consolidated view of all current and previous locate information and provide the capability to search/sort information including, but not limited to, validation date and source of the information.	B-2.a		Requirement Elicitation	Must Have	
F.03.15	The system must automatically identify, record, process, and maintain all locate requests made and responses received.	B-2.a		Requirement Elicitation	Must Have	
F.03.16	The system must automatically establish a locate status (based on whether the participant has a valid address of any type or an employer), and must monitor cases in locate status, ensuring compliance with, and documentation of, the time frames for locate efforts.	B-2 D-4.a	8.50.106.9	Requirement Elicitation	Must Have	
F.03.17	The system must generate the necessary locate forms, letters, worklist items, and appointments dependent on location status, regardless of the current case functional category (such as case initiation, establishment, enforcement).	D-4.b		Requirement Elicitation	Must Have	ECM
F.03.18	The system must automatically use locate interfaces to locate CPs and NCPs when whereabouts are not known.	B-1 D-4		Requirement Elicitation	Must Have	
F.03.19	The system must automatically process new hire reporting information, protecting against redundant and erroneous responses, from the NDNH.	B-1.a B-1.d D-2	8.50.106.16	Requirement Elicitation	Must Have	
F.03.20	The system must automatically process new hire reporting information, protecting against redundant and erroneous responses, from the SDNH and provide on-line access to SDNH information for workers.	B-1.a, D-2		Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.03.21	The system must process other record types, such as wage data, unemployment data, and SSN verification, in addition to new hire as received from the FCR.	A-10 B-1.a B-1.d D-2		Requirement Elicitation	Must Have	
F.03.22	The system must automatically generate CSENet queries when receiving matching data from the FCR indicating that multiple parties are associated with a case from a jurisdiction not known to CSSD to be associated with the case.	D-4.b		Requirement Elicitation	Must Have	
F.03.23	The system must record the modification of locate information for all participants, and entities, including deceased persons.		8.50.106.13	Requirement Elicitation	Must Have	
F.03.24	The system must maintain a locate source hierarchy and provide a configurable ranking formula that will identify the highest probability of data quality.	B-2.a		Requirement Elicitation	Must Have	
F.03.25	The system must allow workers to view partial match locate information.			Requirement Elicitation	Must Have	
F.03.26	The system must automatically initiate appropriate workflow (i.e., re-initiating service of process), generate the necessary process forms, letters, worklist items, and appointments, as a result of receiving locate information for a participant.	D-1		Requirement Elicitation	Must Have	ECM
F.03.27	The system must restrict automated locate processes when appropriate (e.g., good cause, Safe at Home).			Requirement Elicitation	Must Have	
F.03.28	The system must support the use of locate source codes.			Requirement Elicitation	Must Have	
F.03.29	The system must accept, maintain, and display multiple addresses for a case participant (e.g., home, mailing, work location).			Requirement Elicitation	Must Have	
F.03.30	The system must support automated and manual steps for merging duplicate locate source records.			Requirement Elicitation	Must Have	
Follow-up Locate Attempts						
F.03.31	The system must automatically resubmit members to locate sources.	B-3 D-4.b		Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.03.32	The system must automatically search all automated sources as required and whenever key data elements have been added or changed.	B-3.a-b D-4.b		Requirement Elicitation	Must Have	
F.03.33	The system must automatically follow up when the system solicits information but does not receive a response within a program-determined reasonable amount of time.	B-1.c B-3.c D-1		Requirement Elicitation	Must Have	
F.03.34	The system must automatically record data received from automated interfaces in the case record, including unsolicited locate information from FPLS as proactive matches occur.	B-1.d-e D-2		Requirement Elicitation	Must Have	
F.03.35	The system must identify inaccurate information (e.g., address, employer) and initiate appropriate locate processing.	B-2.a		Requirement Elicitation	Must Have	
Federal Parent Locator Service (FPLS)						
F.03.36	The system must automatically submit requests for locate to the FPLS.	B-4 D-4.b	8.50.106.12	Requirement Elicitation	Must Have	
F.03.37	The system must automatically identify the appropriate data elements required for submission of a locate request(s) to FPLS.	B-2.c2		Requirement Elicitation	Must Have	
F.03.38	The system must automatically identify missing information when a FPLS locate request(s) is received.	B-2.c2		Requirement Elicitation	Must Have	
Quick Locate						
F.03.39	The system must automatically accept, search, and reply to incoming quick locate requests, either in paper form or via CSENet, without creating a IV-D case.	D-7.b	8.50.106.15	Requirement Elicitation	Must Have	
F.03.40	The system must automatically identify the appropriate data elements required for submission of a locate request(s) to Quick Locate.	B-2.c2		Requirement Elicitation	Must Have	
F.03.41	The system must accommodate and record all data necessary to send quick locate requests.	D-7.b		Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.03.42	The system must automatically identify missing information when a Quick Locate locate request(s) is received.	B-2.c2		Requirement Elicitation	Must Have	

3.1.4 Enforcement

Table 4: Enforcement Requirements

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
Enforcement Monitoring						
F.04.01	The system must automatically take actions to monitor support obligations (such as recording and maintaining the most recent payment and payment source and the date the NCP fails to make payments and including or excluding balances for enforcement based on type of arrears).	D-4 E-1.a E-1.a.2 E-6 E-10		Requirement Elicitation	Must Have	
F.04.02	The system must monitor all case accounts for circumstances and conditions requiring enforcement attention including, but not limited to, identifying when a case is in danger of missed payments or missed state and/or federal case management standards, assisting in determining controlling orders and continuing exclusive jurisdiction, monitoring multiple accounts for NCPs individually and as a group, and linking a frequency to the monetary or non-monetary order term being monitored since some conditions require daily, weekly, monthly, or variable attention.	E-1 E-1.a.1		Requirement Elicitation	Must Have	
F.04.03	The system must automatically initiate appropriate enforcement actions or requests, or allow authorized worker initiation of appropriate enforcement actions, ensuring due process is provided.			Requirement Elicitation	Must Have	
F.04.04	The system must support judicial and administrative enforcement actions.	E-1		Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.04.05	The system must continue to automatically monitor compliance with the order provisions after enforcement activities have been initiated, recognize the different sources of payments, record in the case history the success or failure of each remedy, and must initiate additional or re-initiate actions when appropriate.	E-1.b E-9		Requirement Elicitation	Must Have	
F.04.06	The system must automatically collect, process, and direct ability to pay information (e.g., initiating case closure, initiating review and adjustment, initiating a STEPUp! referral).			Requirement Elicitation	Must Have	
F.04.07	The system must allow a worker to easily review cases (such as utilizing summary screens and viewing enforcement actions by participant) to identify circumstances and conditions that impact future enforcement actions, including but not limited to, identifying participants that are incarcerated, recently unemployed, deceased, or with pending social security disability claims to assist with determination of ability to pay.			Requirement Elicitation	Must Have	
F.04.08	The system must record, maintain, and allow retrieval of current and historical delinquency calculation(s) information including, but not limited to, calculation date, requestor, order information, results, and notes.			Requirement Elicitation	Must Have	ECM
F.04.09	The system must allow for exclusions from specific enforcement remedies under certain circumstances, e.g., STEPUp! participation, bankruptcy filing, and record the establishment and removal of exclusions to the case chronology.	D-13 E-1		Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.04.10	The system must automatically initiate, restrict, or recall enforcement actions based on case type and status (such as former public assistance, non-IV-D, request for limited services); re-executing enforcement remedies according to the business rules of each remedy’s re-eligibility criteria.	D-1 E-1 E-9		Requirement Elicitation	Must Have	
F.04.11	The system must record, monitor, and initiate the next appropriate action when a case becomes non-enforceable.	E-1.b		Requirement Elicitation	Must Have	
F.04.12	The system must support judicial and administrative contest processes resulting from an enforcement remedy including, but not limited to, suspending actions as needed, tracking the process, recording results, and releasing suspended activities when appropriate.	E-1		Requirement Elicitation	Must Have	
F.04.13	The system must communicate (electronically or via paper) with the appropriate involved parties, including, but not limited to, bills based on configurable timeframes, delinquency notices, requests for updated employment information, suspension or termination documents, reminders, UIFSA standardized forms, and case closure notices.	D-7.b D-7.i E-2.o E-2.p E-3.e E-3.h.2.a E-4.d E-5 E-6.c E-7.c-d E-11.b-g E-13.b E-13.d E-14.b E-15.d E-16.a.2 E-17.c-d		Requirement Elicitation	Must Have	ECM
Income Withholding						

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.04.14	The system must automatically generate immediate and initiated income withholding orders as well as support income withholding activities according to federal and state policy within federal time limits.	D-4.b E-2 E-2.b E-2.d E-2.g	8.50.111.8 8.50.111.9 8.50.111.10 8.50.111.11 8.50.113.8	Requirement Elicitation	Must Have	ECM
F.04.15	The system must automatically generate immediate and initiated income withholding orders whenever a new income source is identified.			Requirement Elicitation	Must have	
F.04.16	The system must support and permit withholdings from multiple income sources, while not exceeding the amount allowed for monthly withholding.	E-2		Requirement Elicitation	Must Have	
F.04.17	The system must automatically amend or terminate income withholdings when case conditions require it and send appropriate forms when expected payments are not received.	D-4.b E-2.h		Requirement Elicitation	Must Have	ECM
F.04.18	The system must issue and transmit incremental and lump sum income withholding notices and terminations (e.g., e-IWO, paper IWO) to, and accept and maintain responses from (e.g., unified portal, mail), employers and agencies.			Requirement Elicitation	Must Have	ECM Unified Portal
F.04.19	The system must generate the income withholding form with appropriate variations required by the nature of the income source (e.g., employment, unemployment, worker’s comp, Qualified Domestic Relations Orders (QDROs)).	E-2		Requirement Elicitation	Must Have	ECM
F.04.20	The system must support income withholding notices being sent to DFAS in the case of military members (active, reserve, national guard, retired) and civilian personnel working for DoD or other federal agencies serviced by DFAS and to the U.S. Coast Guard Pay and Personnel Center if the obligor is Coast Guard (active, retired military, or civilian personnel).	D-4.b E-2.t E-2.u	8.50.113.8	Requirement Elicitation	Must Have	ECM

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.04.21	The system must automatically reactivate (i.e., re-open a closed employer for a participant) the income source for the participant when criteria are met, such as receiving money from an income source when returning to work for seasonal employment, or when returning to work for a temp agency.			Requirement Elicitation	Must Have	
F.04.22	The system must allow for the manual generation of an income withholding.			Requirement Elicitation	Must Have	ECM
Offset						
F.04.23	The system must automatically generate, monitor, and track all federal- and state-required documents and processes to enable state offset collections and ensure due process.	D-1 E-4		Requirement Elicitation	Must Have	ECM
F.04.24	The system must capture and maintain information about injured spouses and take the next appropriate action (e.g., splitting/holding funds upon receipt).			Requirement Elicitation	Must Have	
F.04.25	The system must capture and maintain information about community property and take the next appropriate action.			Requirement Elicitation	Must Have	
Federal Offset						
F.04.26	The system must support automated and manual steps for federal offset, and frequently monitor cases for submission to the federal offset program using the required case type, exclusion indicators, and arrearage balance criteria for selection, delinquency balance criteria for selection, maintaining information exchanges such as submittal, update, receipt acceptance, and removal, and submit referrals and updates as the criteria is met.	B-1.h.5 D-1 D-4.b.5 E-3 E-15.a.5	8.50.112.11	Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.04.27	The system must automatically generate, monitor, and track all required documents, pre-offset notices, and processes for federal offset collections, ensuring due process.	D-1 E-3		Requirement Elicitation	Must Have	ECM
F.04.28	The system must provide financial information regarding federal tax offsets to intergovernmental jurisdictions in accordance with IRS Safeguards.	E-3		Requirement Elicitation	Must Have	
State Offset						
F.04.29	The system must support automated and manual steps for state offset, and frequently monitor cases for submission to the state offset program using the required case type, exclusion indicators, and arrearage balance criteria for selection, delinquency balance criteria for selection, maintaining information exchanges such as submittal, update, receipt acceptance, and removal, and submit referrals and updates as the criteria is met.	D-1 D-4.b.5 E-4	8.50.111.12	Requirement Elicitation	Must Have	
F.04.30	The system must automatically generate, monitor, and track all required documents, pre-offset notices, and processes for state offset collections, ensuring due process.			Requirement Elicitation	Must Have	ECM
Liens						
F.04.31	The system must automatically identify, initiate, and monitor enforcement actions using liens.		8.50.111.14	Requirement Elicitation	Must Have	
F.04.32	The system must support automated and manual steps for all lien placement and removal.	D-4		Requirement Elicitation	Must Have	ECM

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.04.33	The system must support automated and manual steps to establish and remove liens from real and personal property, including recording and serving a lien in another jurisdiction. Automated steps may include searching property records, retrieving asset information, and recording and satisfying the lien electronically.	D-4 E-5.d		Requirement Elicitation	Must Have	
Bonds						
F.04.34	The system must automatically identify, initiate, and monitor enforcement actions using bonds.	E-5	8.50.111.15	Requirement Elicitation	Must Have	
F.04.35	The system must support automated and manual steps for all bond placement and removal.	E-5	8.50.111.15	Requirement Elicitation	Must Have	ECM
F.04.36	The system must use and monitor performance and security bonds and bail intercepts (sometimes called appearance bonds), generating the appropriate documents necessary to register and release the bonds.	E-5 F-2.h	8.50.111.15	Requirement Elicitation	Must Have	ECM
Unemployment Intercept						
F.04.37	The system must support Unemployment Compensation Intercept where action is appropriate under state guidelines.	E-6	8.50.110.10	Requirement Elicitation	Must Have	
F.04.38	The system must accept and maintain the addition or removal of Unemployment Compensation Intercept exclusions when criteria are met and take the next appropriate action.			Requirement Elicitation	Must Have	
F.04.39	The system must automatically identify case participants who are eligible for Unemployment Compensation intercept and generate withholding request(s) as required.	E-6		Requirement Elicitation	Must Have	ECM
F.04.40	The system must generate, record, and transmit withholding notice(s) to other jurisdictions' Unemployment Compensation offices.	E-6		Requirement Elicitation	Must Have	ECM

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.04.41	The system must generate an Intergovernmental transmittal to the appropriate jurisdiction whose unemployment office does not honor direct withholding notice(s).	E-6		Requirement Elicitation	Must Have	ECM
Credit Reporting						
F.04.42	The system must automatically, in the appropriate compliance format (presently Metro 2), submit, update, and cancel eligible amounts (liens, arrears, payment information) to participating credit reporting agencies on a monthly basis when conditions require.	D-4.b.6 E-7	8.50.112.9	Requirement Elicitation	Must Have	
F.04.43	The system must capture and display current and historical records of credit reporting data (e.g., the amount reported, the date reported).			Requirement Elicitation	Must Have	
F.04.44	The system must provide a process for supporting the review of cases that were reported to credit reporting agencies.			Requirement Elicitation	Must Have	
F.04.45	The system must provide notification to the delinquent NCP of the intent to report, the remedy, and appeal options.	E-7.c		Requirement Elicitation	Must Have	ECM
F.04.46	The system must comply with the Fair Credit Reporting Act and any other applicable provisions.	E-7		Requirement Elicitation	Must Have	
Reinitiating Actions						
F.04.47	The system must periodically reinitiate enforcement actions where previously actions were unsuccessful and enforcement attempts have failed.	E-9		Requirement Elicitation	Must Have	
F.04.48	The system must automatically reinitiate and record service-of-process for those cases where previous attempts have failed, but adequate information exists to attempt service-of-process and include an escalation process for cases where multiple attempts have been unsuccessful.	E-9.a		Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.04.49	The system must identify and reinitiate activities and relevant timeframe monitoring when an enforcement contest is complete.	E-9.a		Requirement Elicitation	Must Have	
Spousal Support						
F.04.50	The system must record and monitor spousal support obligations when a spousal support order has been established, the spouse or former spouse is living with the child(ren), and the support order established for the child(ren) is being enforced under the IV-D State program.	E-10.a.1 E-10.a.2 E-10.a.3	8.50.100.9B	Requirement Elicitation	Must Have	
F.04.51	The system must initiate necessary enforcement actions when a spousal support delinquency is identified.	E-10.b		Requirement Elicitation	Must Have	
F.04.52	The system must support the state's option to continue to support spousal support-only cases when the child support obligation has ended.	E-10.c		Requirement Elicitation	Desired	
National Medical Support Notice (NMSN) and Medical Enforcement						
F.04.53	The system must automatically monitor compliance with and support the enforcement of medical support provisions contained within support orders.	E-11		Requirement Elicitation	Must Have	
F.04.54	The system must contain a flexible component to recognize when sufficient coverage exists and take the next appropriate action, which may be ceasing accrual and collection of cash medical and/or recalling or not generating a NMSN while the child(ren) is covered by a public entity.			Requirement Elicitation	Must Have	
F.04.55	The system must identify when public entity coverage for the child(ren) has lapsed and take the next appropriate action (e.g., send a NMSN, generate a notice, notify a worker).			Requirement Elicitation	Must Have	
F.04.56	The system must accept, record, and maintain health care policy information.	E-11		Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.04.57	The system must electronically interface with the state Title XIX system to automatically exchange information required to enforce medical support provisions of the order.	E-11.a		Requirement Elicitation	Must Have	
F.04.58	The system must automatically generate, track, and monitor notices and actions necessary to support and enforce medical support activities including, but not limited to, specific notices to parties when there is no employer, when the CP is ordered to provide, or other circumstances when necessary.	D-4.b E-11 E-11.d-f		Requirement Elicitation	Must Have	ECM
F.04.59	The system must automatically generate, track, monitor, and follow-up on a NMSN sent to the employer for all orders requiring a NMSN within two business days after an employer enters information in the SDNH regarding someone ordered to provide health care coverage in a IV-D case, unless a court or administrative order calls for non-employer-based coverage.	D-4 E-11.b-c		Requirement Elicitation	Must Have	ECM
F.04.60	The system must provide the NMSN to the employer through the employer's preferred communication method (e.g., e-NMSN, paper, portal).	E-11		Requirement Elicitation	Must Have	Unified Portal ECM
F.04.61	The system must monitor for health insurance coverage lapses through periodic electronic data exchange with state Title XIX agencies and alert the worker to action when system monitoring indicates non-compliance with a medical support provision.	D-4 E-11.g-		Requirement Elicitation	Must Have	
F.04.62	The system must be able to accept information from Tricare (via DMDC), through the FCR, on eligible children coverage.	E-11.k		Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.04.63	The system must, at least once, request employers and other groups offering insurance to notify the IV-D agency of changes and/or lapses in health insurance coverage.	E-11.j		Requirement Elicitation	Must Have	
F.04.64	The system must be able to electronically issue and transmit national medical support notices and terminations (e.g., NMSN) to employers and agencies able to accept electronic data or forms.	E-11		Requirement Elicitation	Must Have	ECM
F.04.65	The system must support and monitor the application of reasonable costs of health insurance such as when employment changes.	E-11		Requirement Elicitation	Must Have	
F.04.66	The system must support the enforcement of approved non-covered medical expenses.			Requirement Elicitation	Must Have	
License Suspension and Non-Renewal						
F.04.67	The system must support procedures under which the state has (and uses in appropriate cases) authority to withhold or suspend, or to restrict the use of driver’s licenses, professional and occupational licenses, and recreational and sporting licenses of individuals owing overdue support or failing, after receiving appropriate notice, to comply with subpoenas or warrants relating to paternity/parentage or child support proceedings.	E-13	8.50.112.8	Requirement Elicitation	Must Have	
F.04.68	The system must support enforcement through licenses of participants, with or without a social security number or ITIN, who violate appropriately noticed terms of IV-D compliance.	D-4.b.5 E-13		Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.04.69	The system must have an automated interface with any available licensing agencies including, but not limited to, Game and Fish, MVD, and professional licensing agencies such as nursing, construction, legal, environment, and cannabis, that allow for the retrieval and storage of license information and generating the appropriate documents or electronic transactions to certify license suspension, advise the licensing agency about non-renewal, and reinstate when compliant.	B-1.a.4-5 D-4.b E-13.b E-13.d-e		Requirement Elicitation	Must Have	ECM
F.04.70	The system must capture, record, and make available and reportable all necessary license suspension and non-renewal information including, but not limited to, the date a Certificate of Compliance (COC) is used, the case number, first and last name, whether a lump sum payment was received, entity(s) that a COC was issued for, amount per entity, total entities and processing details.			Requirement Elicitation	Must Have	
F.04.71	The system must support manual and automated steps to reinstate a license, or all licenses.	E-13		Requirement Elicitation	Must Have	
Passport Denial						
F.04.72	The system must support automated and manual steps for submission to the federal tax refund offset program for passport denial by routinely monitoring cases using the required case type and arrearage balance criteria for selection, submittal, update, and removal, and maintaining the historical record of activity.	D-4.b.5 E-14	8.50.112.13	Requirement Elicitation	Must Have	
F.04.73	The system must accept and maintain the addition or removal of passport denial exclusions when criteria are met and take the next appropriate action.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.04.74	The system must timely generate and record in the case history the appropriate information related to the passport denial process and support worker actions that may be needed.	D-3 E-14		Requirement Elicitation	Must Have	
Financial Institution Data Match (FIDM)						
F.04.75	The system must support automated and manual steps for FIDM including, but not limited to, actively seeking, and matching financial institution account data from instate and interstate sources.	D-4.b E-15.a-b	8.50.114.8 8.50.114.9 8.50.114.10 8.50.114.11 8.50.114.12 8.50.114.13	Requirement Elicitation	Must Have	
F.04.76	The system must accept and maintain the addition or removal of FIDM exclusions when criteria are met and take the next appropriate action.			Requirement Elicitation	Must Have	
F.04.77	The system must identify eligible cases and generate appropriate documents or electronic transactions to place or remove a lien on an account when the case is eligible for an account seizure status.	D-4.b E-15.c-e		Requirement Elicitation	Must Have	ECM
Administrative Offset						
F.04.78	The system must support automated and manual steps for submission to the federal tax refund offset program for administrative offset by routinely monitoring cases using the required case type and arrearage balance criteria for selection, submittal, update, and removal.	E-16		Requirement Elicitation	Must Have	
F.04.79	The system must timely generate and record in the case history the appropriate information related to the administrative offset process and support worker actions that may be needed.	E-16		Requirement Elicitation	Must Have	
OCSS Insurance Match						
F.04.80	The system must send and receive information electronically about OCSS insurance matches.	E-17		Requirement Elicitation	Must Have	
F.04.81	The system must automatically process, update, and maintain returned insurance match information when criteria are met.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.04.82	The system must automatically identify cases that meet the state’s criteria for submitting for insurance match.	E-17		Requirement Elicitation	Must Have	
F.04.83	The system must automatically submit for electronic transmission of the federal tax refund offset file to OCSS, at a minimum: the obligor’s name, the obligor’s social security number, the obligor’s date of birth, the obligor’s address, the obligor’s state, the case ID, the case type, and the arrears balance.	E-17.a		Requirement Elicitation	Must Have	
F.04.84	The system must process data returned from OCSS.	E-17.b		Requirement Elicitation	Must Have	
F.04.85	The system must automatically generate documents required to impose a lien or notify a service provider to generate the notice.	E-17.c		Requirement Elicitation	Must Have	ECM
F.04.86	The system must automatically generate a notice to the NCP if required by state law.	E-17.d		Requirement Elicitation	Must Have	ECM
F.04.87	The system must automatically record in the case chronological file key events associated with the insurance match.	E-17.e		Requirement Elicitation	Must Have	
Other Enforcement Remedies						
F.04.88	The system must support automated and manual processes for the lottery/gaming intercept process.		8.50.112.14 8.50.112.15	Requirement Elicitation	Must Have	
F.04.89	The system must support the imposition, tracking, and status of bench warrants.			Requirement Elicitation	Must Have	
F.04.90	The system must support judicial enforcement actions including, but not limited to, generating, transmitting, and recording notifications, forms, and documents.		8.50.111.12	Requirement Elicitation	Must Have	ECM
F.04.91	The system must, based on business rules, automatically initiate referrals and track, monitor, and maintain participation and compliance data with alternative compliance programs, such as STEPUp!.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.04.92	The system must support the criminal non-support process.			Requirement Elicitation	Must Have	
F.04.93	The system must support automated and manual processes when the NCP has filed bankruptcy.			Requirement Elicitation	Must Have	
F.04.94	The system must support the withholding of workman's compensation claims and Social Security Administration (SSA) claims and initiate a trustee process action if required.			Requirement Elicitation	Must Have	
F.04.95	The system must record and provide notices for enforcement related hearing processes and initiate the next appropriate action.			Requirement Elicitation	Must Have	ECM
F.04.96	The system must, based on business rules, automatically initiate the arrears management program if no payment has been received in a pre-determined time frame.			Requirement Elicitation	Must Have	
F.04.97	The system must capture, track, and make reportable all enforcement data including, but not limited to: action taken, date taken, contest information, and outcome.			Requirement Elicitation	Must Have	

3.1.5 Case Management

Table 5: Case Management Requirements

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
Case Management Automated Updates and Notifications						
F.05.01	The system must automatically direct cases to the appropriate case activity.	D-1		Requirement Elicitation	Must Have	
F.05.02	The system must provide an automated workflow that directs workers to the right information to take actions.	D-1		Requirement Elicitation	Must Have	
F.05.03	The system must support a variety of worker roles to help identify CSSD users and direct workflow appropriately.			Requirement Elicitation	Must Have	
F.05.04	The system must implement an automated, dynamic, flexible, configurable, and intuitive workflow.	D-1 D-4		Requirement Elicitation	Must Have	
F.05.05	The system must support multiple concurrent case actions.	D-1		Requirement Elicitation	Must Have	
F.05.06	The system must support multiple concurrent workers. Assigned to a case	D-1		Requirement Elicitation	Must Have	
F.05.07	The system must move cases, with limited manual intervention, throughout the life of the case.	D-1 D-4		Requirement Elicitation	Must Have	
F.05.08	The system must allow for easy manual engagement when automated processes are unable to be completely executed or for manual overrides of a system selection based on role.	D-1 D-4		Requirement Elicitation	Must Have	
F.05.09	The system must automatically change type and/or status and/or indicators based on information received (e.g., sanction levels).			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.05.10	The system must automatically identify, record, capture, track, and make reportable all case management data, including but not limited to: the date a document is received, and order is entered, a case is moved into a specific function, the actions and dates taken within the function, whether the function was at the case or participant level, the results of such actions including time frames and appropriate dates, and the date of referral to the next appropriate function.	D-1		Requirement Elicitation	Must Have	ECM
F.05.11	The system must incorporate dynamic, adjustable, immediately implemented, caseload assignments and enable flexibility to move tasks based on business rules.	D-1.a		Requirement Elicitation	Must Have	
F.05.12	The system must automatically identify, record, and initiate the next appropriate action when a scanned document is added to a case (e.g., receipt of evidence documenting medical expenses, actions involving orders for custody of a child, Family Violence Orders of Protection).	D-1.b		Requirement Elicitation	Must Have	Unified Portal ECM
F.05.13	The system must automatically accept, record, process, and maintain case updates and provide information to other programs on a timely basis.	D-2		Requirement Elicitation	Must Have	Unified Portal System Integration Platform
F.05.14	The system must automatically update common data elements in all linked cases and participant records.	D-2		Requirement Elicitation	Must Have	
F.05.15	The system must automatically update and maintain in the automated case record all information, facts, events, and transactions necessary to describe a case and all actions taken in a case.	D-3		Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.05.16	The system must accept entry of information on actions taken by workers such as narrative entries, events, telephone calls, visits, and other manual actions.	D-3		Requirement Elicitation	Must Have	
F.05.17	The system must not accept edits to system-initiated actions and the state must establish time limits for editing records on manually initiated actions not to exceed the end of the business day during which the data was entered in the system.	D-3		Requirement Elicitation	Must Have	
F.05.18	The system must reflect modern relationship types regarding case roles, family relationships, contact types, and more.	D-3		Requirement Elicitation	Must Have	
F.05.19	The system must allow authorized workers to easily update case and participant data (e.g., case type, and member data).			Requirement Elicitation	Must Have	
F.05.20	The system must maintain a single case record and allow the worker to add searchable, filterable notes to the case record without navigating to another screen.	D-3.b		Requirement Elicitation	Must Have	
F.05.21	The system must allow the worker, when adding notes to the case record, to indicate if those notes are restricted (e.g., if the notes are legal products) and restrict the notes needed.			Requirement Elicitation	Must Have	
F.05.22	The system must provide for ease of use in the entry of data provided during all case process.	B-1.b.2 D-3.b		Requirement Elicitation	Must Have	
F.05.23	The system must automatically perform routing case functions, keep the worker informed of significant case events, monitor case activity, provide case status information, and ensure timely case action.	D-4		Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.05.24	The system must provide a daily, real-time, automated online worklist to each worker that easily permits a worker to act on the item, allowing the worker to navigate to the appropriate system function or screen to allow for the respective action or review to take place, and closing the item when the action is completed.	D-4		Requirement Elicitation	Must Have	
F.05.25	The system must include a tickler for every time frame to remind the worker that action must be taken within the prescribed time frame.	D-4		Requirement Elicitation	Must Have	
F.05.26	The system must automatically close the tickler when the action is complete.			Requirement Elicitation	Must Have	
F.05.27	The system must allow an authorized worker to close a tickler.			Requirement Elicitation	Must Have	
F.05.28	The system must automatically initiate follow-up action, (such as automatic document generation or, if necessary, worker intervention), to encourage a response from the other party.	D-4		Requirement Elicitation	Must Have	ECM
F.05.29	The system must automatically perform case monitoring to ensure that case actions are accomplished within required time frames.	D-4		Requirement Elicitation	Must Have	
F.05.30	The system must support real-time exchanges between IV-A and IV-D, recording the exchange, for the purpose of reporting non-cooperation statuses.			Requirement Elicitation	Must Have	System Integration Platform
F.05.31	The system must automatically track case management activities to ensure compliance with program performance standards.	D-4		Requirement Elicitation	Must Have	
F.05.32	The system must automatically maintain, track, and display special alerts (e.g., missing critical data elements, active warrants) associated with a case or participant.	D-4		Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.05.33	The system must allow for appropriate identification and processing of FTI, including indicating when FTI is present, and making FTI information available, or not, based on system worker role.	H-2.i		Requirement Elicitation	Must Have	
F.05.34	The system must maintain, group, and display current and historical data regarding all cases, participants, and functional areas of the case in an organized, searchable, and easily navigated manner, grouped together as events related to one another, for example, service of process linked to the person and document that was served.	D-4		Requirement Elicitation	Must Have	
F.05.35	The system must maintain case participant attorney data and automatically direct appropriate documents and correspondence to the attorney as needed.			Requirement Elicitation	Must Have	ECM
F.05.36	The system, when a case participant provides an appropriate authorization for the release of case information to a third party, must accept, maintain, and display the authorization, and take the next appropriate action.			Requirement Elicitation	Must Have	
F.05.37	The system must automatically send, track, record, and maintain outbound communications, noting if the communication failed (e.g., undeliverable email address, returned mail, failed text message, unsuccessful phone message), and take the next appropriate action.	D-1.c		Requirement Elicitation	Must Have	Unified Portal ECM
F.05.38	The system must allow an authorized worker to update/correct the TANF/Medicaid grant eligibility and TANF grant amounts of a case participant, triggering all necessary downstream processing such as case type change, balance adjustments, etc.			Requirement Elicitation	Must Have	
Review and Adjustment						

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.05.39	The system must automatically support the review and adjustment of ongoing support obligations, providing worker information to conduct the review (e.g., current, and historic wage information, pre-existing obligation information, guideline calculations).	D-5		Requirement Elicitation	Must Have	
F.05.40	The system must automatically identify and initiate cases for review and adjustment that meet pre-defined criteria, or meet a threshold based on ability to pay assessments (automatically calculated by the system), or mandates.	D-5		Requirement Elicitation	Must Have	
F.05.41	The system must support the process to review and/or modify an order, when appropriate.	D-5		Requirement Elicitation	Must Have	
F.05.42	The system must automatically initiate and support the mandatory review of an order after learning that the NCP is incarcerated, or released from incarceration, with or without a specific request.	D-5		Requirement Elicitation	Must Have	
F.05.43	The system must automatically initiate and support the review of an order after learning that the NCP has filed for bankruptcy, with or without a specific request.	D-5		Requirement Elicitation	Must Have	
F.05.44	The system must automatically support the non-mandatory review of an order (e.g., when an appropriate request is made by a case participant, when circumstances warrant a review).	D-5		Requirement Elicitation	Must Have	
F.05.45	The system must automatically support the mandatory review of an order.	D-5		Requirement Elicitation	Must Have	
F.05.46	The system must support the withdraw of a non-mandatory review of an order.	D-5		Requirement Elicitation	Must Have	
F.05.47	The system must generate all documents, forms, and letters necessary to complete the review and adjustment process.	D-5		Requirement Elicitation	Must Have	ECM

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.05.48	The system must identify and process cases when appropriate in which the order does not include health insurance or medical coverage (e.g., Medicaid).	C-4.c D-5.e		Requirement Elicitation	Must Have	
F.05.49	The system must perform and capture all necessary guideline calculations.	C-3 D-5		Requirement Elicitation	Must Have	
F.05.50	The system must capture and maintain a request for review from a participant including, but not limited to, the method and date the request was made.	D-5		Requirement Elicitation	Must Have	
F.05.51	The system must filter requests for review based on eligibility criteria (e.g., locate status, change in circumstance, guideline, last review date) and take the next appropriate action.			Requirement Elicitation	Must Have	
F.05.52	The system must, based on business rules, automatically generate documents (e.g., financial information and verification requests, forms based on case type and preliminary review assessment) when a participant requests a review.			Requirement Elicitation	Must Have	ECM
Case Closure						
F.05.53	The system must support the case closure process through functionality including, but not limited to, maintaining a case closure status, automatically determining when to initiate the case closure process (e.g., child is emancipated and all balances are paid, statute of limitations has expired, long-term locate) or create a worklist item to the worker to review the case and automatically initiating case closure or preventing automated closure, generating closure notices, and restricting case actions while in pending closure and after closure.	D-6		Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.05.54	The system must identify actions necessary for case closure (e.g., terminating income withholding, lien removal, license restriction removal, FIDM, closing intergovernmental cases with other jurisdictions, held money distribution, pending legal actions, offsets) and automatically take the necessary actions to resolve the action or alert the worker when case closure is in process.			Requirement Elicitation	Must Have	
F.05.55	The system must automatically generate all notices to support case closure including, but not limited to, notifying the service recipient regarding the intent to close the case, the intergovernmental agency regarding the basis for closure, and parties that the case closed.	D-6 D-14		Requirement Elicitation	Must Have	
Obligation Termination						
F.05.56	The system must automatically assess the emancipation age of child(ren) covered under an order of any jurisdiction and initiate the next appropriate action (e.g., send the CP a letter before the child turns 18 requesting proof of enrollment, contact the initiating state to request status information for ending the obligation).			Requirement Elicitation	Must Have	
F.05.57	The system must automatically stop collecting debts under appropriate circumstances, such as once the obligation has reached a zero balance.			Requirement Elicitation	Must Have	
F.05.58	The system must automate the process to terminate ongoing support when the obligation has ceased; including, but not limited to, emancipation and termination of parental rights, and take the next appropriate action (e.g., refer to worker for court action, process for case closure).			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.05.59	The system must automatically generate all documents, forms, and letters necessary and take appropriate action when a case participant is deceased.			Requirement Elicitation	Must Have	ECM
Restricted Actions						
F.05.60	The system must support all contested processes including, but not limited to, administrative reviews, fair hearing requests, and judicial appeals, and take the next appropriate action.	D-5		Requirement Elicitation	Must Have	
F.05.61	The system must automatically identify IV-D cases where the NCP receives TANF, Supplemental Security Income (SSI), or SSI and Social Security Disability Income (SSDI) and restrict specified automated actions.	D-13		Requirement Elicitation	Must Have	Unified Portal
F.05.62	The system, based on business rules, must automatically restrict case actions (e.g., when someone has requested a waiver, certain enforcement remedies when someone has filed bankruptcy, when an intergovernmental initiating case has been created, when an NCP is receiving SSI, and when orders are registered in other jurisdictions) and record the restriction/exemption in the case record.	D-13		Requirement Elicitation	Must Have	Unified Portal
F.05.63	The system, based on business rules, must automatically reinstate restricted actions (e.g., when a bankruptcy is resolved and when an NCP receiving SSI becomes employed) and record the removal in the case record.	D-13		Requirement Elicitation	Must Have	Unified Portal
Former Assistance						
F.05.64	The system must automatically generate notices to former assistance families.	D-14		Requirement Elicitation	Must Have	
Data						

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.05.65	The system must provide a comprehensive, user-friendly list of values for workers and portal users to select data requiring descriptive designation.			Requirement Elicitation	Must Have	
F.05.66	The system must use defined address standardization formatting, such as USPS standards, for all domestic and international addresses.			Requirement Elicitation	Must Have	Address Standardization and Validation
F.05.67	The system must not display coded database value(s), or it must allow for easy identification of value(s).			Requirement Elicitation	Must Have	
F.05.68	The system must maintain data, including reference data received from interface partners, portal users, or entered manually by a worker, in a single location in the database to avoid duplication of data, and must provide data validation (for data provided through interfaces or entered manually) by rejecting unacceptable values (using consistent documented standards for data validation and defined values from parameter tables which are maintained on a field-by-field basis) and referring to workers as appropriate.			Requirement Elicitation	Must Have	Unified Portal System Integration Platform
F.05.69	The system must provide clear explanations and information in system messages (e.g., warning, error, exception) for the worker or portal user to follow to resolve unacceptable values in fields that must adhere to special conditions. Terse, brief, or coded messages are not acceptable.			Requirement Elicitation	Must Have	
F.05.70	The system must integrate all data currently held in ancillary systems to a modernized framework meeting all child support state and federal requirements.	II.A		Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.05.71	The system must automatically, based on incoming data provided by customers and partners or manually entered by the worker, validate the data and take the next appropriate action.			Requirement Elicitation	Must Have	Unified Portal
F.05.72	The system must bridge new modern data exchanges to seek opportunities outside of the child support program to promote economic stability through human services for participants.	Fed Reg. 81:244		Requirement Elicitation	Must Have	Unified Portal
F.05.73	The system must allow the worker to filter, sort, and search data including, but not limited to, events, narratives, search results, payments, pending referrals, CSENet communications, and alerts.			Requirement Elicitation	Must Have	
F.05.74	The system must include functionality which allows workers to easily view, and/or retrieve and reactivate archived information.	A-7.b D-6.e		Requirement Elicitation	Must Have	
F.05.75	The system must identify and record when an external attorney is representing any participant(s) of a case.			Requirement Elicitation	Must Have	
Navigation						
F.05.76	The system must provide screen help functionality including, but not limited to, a brief and clear summary of screen functionality on every screen, tool tips to assist workers with specific data elements, and support on-line access to child support policy and training materials.			Requirement Elicitation	Must Have	
F.05.77	The system must include help functionality, either context specific, searchable, or through an index of specific terms that is easily updateable.			Requirement Elicitation	Must Have	
F.05.78	The system must provide intuitive navigation and limit the number of clicks required for workers to reach screens.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.05.79	The system must display identifying information across screens to help workers identify where they are within the system.			Requirement Elicitation	Must Have	
F.05.80	The system must allow the worker to access all features of the system with a single sign-on.			Requirement Elicitation	Must Have	
F.05.81	The system must support increased staff efficiency and reduce training required with simplified user interfaces and standardized processes allowing staff to focus more on tasks which require person decision making, and customer/partner interaction.			Requirement Elicitation	Must Have	
F.05.82	The system must account for timeout functionality for non-activity.			Requirement Elicitation	Must Have	
F.05.83	The system must automatically provide availability to all features within the single sign-on system on a consistent, recorded, and communicated basis.			Requirement Elicitation	Must Have	
F.05.84	The system must have the ability to make the system unavailable to specific workers when necessary.	H-2		Requirement Elicitation	Must Have	
F.05.85	The system must have the ability to limit and/or prohibit worker access to a case(s) or participant(s), including all associated electronic content.			Requirement Elicitation	Must Have	
F.05.86	The system must include robust search capabilities.			Requirement Elicitation	Must Have	
Configuration and Customization						
F.05.87	The system must automatically assign cases by worker, team, unit, office, multi-office, and region based on policies, procedures, and decisions made by the program.			Requirement Elicitation	Must Have	
F.05.88	The system must support reassignment of a single case or groups of cases between offices or within a single office through automated and manual means, while always preventing case assignment to a worker with a conflict of interest.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.05.89	The system must allow supervisors to assign case-specific tasks to other workers without changing the case assignment.			Requirement Elicitation	Must Have	
F.05.90	The system must allow select staff to update system parameters for any elements that may change but does not require software changes to implement (interest rate amounts, debt type priorities, etc.).			Requirement Elicitation	Must Have	
F.05.91	The system must allow for flexible configuration that allows offices to customize processes to meet their individual mandates.			Requirement Elicitation	Must Have	
Electronic Content Management - Document Generation						
F.05.92	The system must provide electronic content management which includes document generation (both batch and case level) and image retention.	II.B.1		Requirement Elicitation	Must Have	ECM
F.05.93	The system must provide electronic content management which includes the maintenance of document/packet templates within the system, allows authorized workers to easily update documents and package content, which maintain document specific information including, but not limited to, data mapping, regeneration information, whether the document should be resent if returned, customizable options, signature requirements, authority permissions, address type information and more.	II.B.1		Requirement Elicitation	Must Have	ECM
F.05.94	The system must automatically generate documents pre-populated with known data elements and support the addition and suppression of information added to documents at worker discretion and/or based on configurable business rules (e.g., family violence, non-disclosure, legal disclaimer) during document creation.			Requirement Elicitation	Must Have	ECM
F.05.95	The system must support saving and resuming partially completed documents.			Requirement Elicitation	Must Have	ECM

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.05.96	The system must support document generation and translation from English to another language, and vice versa.			Requirement Elicitation	Must Have	ECM
F.05.97	The system must generate documents in the preferred language of the recipient, when possible.			Requirement Elicitation	Must Have	ECM
F.05.98	The system must provide electronic content management which includes form/document/packet based rules for printing and system processing.	II.B.1		Requirement Elicitation	Must Have	ECM
F.05.99	The system must send and maintain documents to participants and partners.			Requirement Elicitation	Must Have	ECM Unified Portal
F.05.100	The system must receive and maintain documents from participants and partners and take the next appropriate action.			Requirement Elicitation	Must Have	ECM Unified Portal
F.05.101	The system must support the input of various electronic signature types onto documents/forms.			Requirement Elicitation	Must Have	ECM Unified Portal
F.05.102	The system must automatically add a barcode or similar technology to printed documents generated in the system for return processing.			Requirement Elicitation	Must Have	ECM
F.05.103	The system must generate, record, monitor, and transmit notices to appropriate partners including, but not limited to, the IV-A agency.			Requirement Elicitation	Must have	ECM System Integration Platform
F.05.104	The system must electronically transmit documents to the appropriate court(s) and automatically receive documents from the court(s).			Requirement Elicitation	Must Have	ECM
Electronic Content Management – Document Retention						
F.05.105	The electronic content management system must read, capture, retain, index, re-index, and print images of varying sizes and formats generated from the program and received by the program.			Requirement Elicitation	Must Have	ECM

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.05.106	The system, based on rules, must automatically pre-populate for order entry approval, and retain images of documents created and completed in the system.			Requirement Elicitation	Must Have	ECM
F.05.107	The electronic content management system must provide automatic and manual indexing for all images for easy retrieval and for use in workflows.			Requirement Elicitation	Must Have	ECM
F.05.108	The electronic content management system must support easy search and retrieval of appropriate document images by authorized workers.			Requirement Elicitation	Must Have	ECM
F.05.109	The system must allow for batch or individual document scanning or uploading processes, including indexing documents.			Requirement Elicitation	Must Have	ECM
F.05.110	The system must automatically capture, and report, worker and system data associated with document management.			Requirement Elicitation	Must Have	ECM
Calendar Rules						
F.05.111	The system must provide an integrable, customizable, modifiable, and printable calendar for workers that supports automated and manual scheduling, monitoring, and updating of appointments, meetings, and hearings.	II.B.3		Requirement Elicitation	Must Have	
F.05.112	The system must maintain and provide to authorized workers a display of attendee(s) waiting list both for walk-ins and scheduled appointments including, but not limited to, check-in and check-out times, attendee and worker name, assigned room, other attendees, and meeting purpose.			Requirement Elicitation	Must Have	
Tools						
F.05.113	The system must serve as the State Case Registry for the New Mexico Title IV-D Program.		NM Stat 27-1-8 (2020)	Requirement Elicitation	Must Have	System Integration Platform

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.05.114	The system must have a dashboard display including, but not limited to, case events, intergovernmental status, enforcement history, and arrears status.			Requirement Elicitation	Must Have	
F.05.115	The system must provide online links to help tools (e.g., policy, training, rules, statutes).			Requirement Elicitation	Must Have	
F.05.116	The system must support improved data access to workers/management staff and support real-time performance tracking, advanced analytics, and data-driven decision making.			Requirement Elicitation	Must Have	
F.05.117	The system must provide standard word processing tools.			Requirement Elicitation	Must Have	
Archive and Purge						
F.05.118	The system must support archival and purge of data including, but not limited to, case, financial transactions, documents, and associated data based on predefined archival and purge rules.			Requirement Elicitation	Must Have	ECM
F.05.119	The system must allow authorized workers to access active and archived documents, forms, and templates within the document library.			Requirement Elicitation	Must Have	ECM

3.1.6 Intergovernmental

Table 6: Intergovernmental Requirements

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
Intergovernmental Referrals						
F.06.01	The system must accept automatic referrals from other states, territories, countries, or tribes.	A-6.c.7-8	8.50.105.8 8.50.105.11 8.50.105.15	Requirement Elicitation	Must Have	ECM
F.06.02	The system must accept manual referrals from other states, territories, countries, or tribes.			Requirement Elicitation	Must Have	ECM
F.06.03	The system must automatically, or through staff determination, add a new case and participants or change an existing case based on a CSENet EDE referral from another child support agency through a UIFSA transmittal.	A-6 D-7.b.1 D-8.12		Requirement Elicitation	Must Have	
F.06.04	The system must maintain and identify cases by intergovernmental activity status (e.g., in-state, initiating, enforcement-only, modification-only, responding).	D-7.c-g		Requirement Elicitation	Must Have	
F.06.05	The system must automatically recognize and process a case when neither party resides in-state but requests services from New Mexico and trigger a notification to the worker to review.	A-7		Requirement Elicitation	Must Have	
F.06.06	The system must, when automatically processing referrals from intergovernmental agencies, screen participants and cases, automatically adding new participants and cases, or linking them with existing participants and cases, including transferring, accepting, maintaining, and processing relevant case and participant information.	A-1 A-5 A-7		Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.06.07	The system must identify when the CP in a responding intergovernmental case is an intergovernmental agency (e.g., IV-E intergovernmental referral) and appropriately link the CP with the correct agency, protecting against redundant agency/CP creation.			Requirement Elicitation	Must Have	
F.06.08	The system must identify the jurisdiction of the order and location of the order.			Requirement Elicitation	Must Have	
F.06.09	The system must accept, identify, maintain, and display a judicially determined controlling order(s) and take the next appropriate action (e.g., notify the worker if different children are covered by different controlling orders).			Requirement Elicitation	Must Have	
F.06.10	The system must record, monitor, and maintain multiple orders from multiple intergovernmental jurisdictions for the same case.			Requirement Elicitation	Must Have	
F.06.11	The system must automatically process an annual intergovernmental caseload reconciliation (ICR) file with OCSS and generate correcting transactions when match records are returned from OCSS, making automated updates when possible and referring to a worker when automated processing cannot be completed.	A-6		Requirement Elicitation	Must Have	
F.06.12	The system must clearly identify intergovernmental case statuses, types, and sub-types.			Requirement Elicitation	Must Have	
F.06.13	The system must allow multiple intergovernmental cases with the same participants in different jurisdictions, maintaining each jurisdiction's individual debts (TANF, Non-TANF, other).			Requirement Elicitation	Must Have	
Intergovernmental Cases						
F.06.14	The system must provide for management of all intergovernmental cases and actions.	D-7 D-8 D-9		Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.06.15	The system must provide caseworker direct information (e.g., worker ID, first and last name, office, direct phone number and extension, fax number, email address) to the OCSS Child Support Portal to upload/map to the QUICK application.			Requirement Elicitation	Must Have	
F.06.16	The system must support an interstate administrator’s ability to turn off/turn on specific CSENet data exchange functions to the corresponding intergovernmental jurisdiction.			Requirement Elicitation	Must Have	
F.06.17	The system must record, maintain, and display all CSENet communications in the case record.			Requirement Elicitation	Must Have	
F.06.18	The system must direct CSENet errors to the appropriate worker or IT staff.			Requirement Elicitation	Must Have	
F.06.19	The system must provide specialized interstate/tribal/international configurable workflows based on case activities (e.g., review and adjust, spousal support, medical support, administrative enforcement).	D-7		Requirement Elicitation	Must Have	
F.06.20	The system must maintain information of the other jurisdiction, which may be international, in an intergovernmental case including, but not limited to, what documentation is required for each type of action, the other jurisdiction’s locator codes, case number, worker name, agency number, agency address, and contact email address, phone number, emails, fax numbers.	D-7		Requirement Elicitation	Must Have	
F.06.21	The system must maintain intergovernmental locator codes in an easily searchable manner.			Requirement Elicitation	Must Have	
F.06.22	The system must provide for management of all intergovernmental cases including, but not limited to, data mapping, generation of all documents, inclusion of required supporting documents with packages, central registry processing, case monitoring, and communication with all appropriate parties.	D-7		Requirement Elicitation	Must Have	ECM

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.06.23	The system must generate the intergovernmental forms that include information regarding whether a child was born to unmarried parents and whether parentage was established in another jurisdiction.	C-1.i		Requirement Elicitation	Must Have	ECM
F.06.24	The system must automatically update, display, and maintain history of all initiating or responding actions on Intergovernmental cases.	D-7		Requirement Elicitation	Must Have	
F.06.25	The system must be developed to make full use of available child support portal applications to support intergovernmental case information sharing including, but not limited to, EDE, IRG, and QUICK, accepting and recording information and activities, and taking the next appropriate action.	B-1 D-7 I-1 I-2 I-3		Requirement Elicitation	Must Have	
F.06.26	The system must receive, record, track, and respond to limited service requests, creating a IV-D case when appropriate based on business rules (e.g., for assistance with service of process) or creating a skeletal case (when a IV-D case is not appropriate (e.g., locate only requests).	D-7		Requirement Elicitation	Must Have	
F.06.27	The system must automate the federal UIFSA process, including all forms and notices to the parties.			Requirement Elicitation	Must Have	
F.06.28	The system must support limited service requests from other jurisdictions that cannot be handled by the system by, but not limited to, providing workflow alerts, recording, and displaying cases, dates, timelines, and outcomes, and supporting recovery of costs and fees.			Requirement Elicitation	Must Have	
F.06.29	The system must automate the Hague Convention process including all forms and notices to the parties.	D-7		Requirement Elicitation	Must Have	
F.06.30	The system must support manual processes for intergovernmental requests with countries that are ratified by, but not part of, the Hague Convention.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.06.31	The system must automatically track and record dates of actions to ensure that all state, tribal, and federal time frames are met.	D-8		Requirement Elicitation	Must Have	
F.06.32	The system must automatically forward cases for necessary action to State and Federal Parent Locator Services or to the appropriate agency for processing.	D-8		Requirement Elicitation	Must Have	
F.06.33	The system must notify the worker if the requested information is not received within a period that allows for follow-up action and compliance with applicable program standards.	D-8.c D-11.c D-12.a.2		Requirement Elicitation	Must Have	
F.06.34	Within 30 calendar days of receipt of a request for additional information from the responding agency, the system must automatically either provide the requested information or the date the information will be provided, as appropriate.	D-9		Requirement Elicitation	Must Have	
F.06.35	When a notice concerning review and adjustment of an order is received from an Intergovernmental jurisdiction, the system must take the next appropriate action.	D-9		Requirement Elicitation	Must Have	
F.06.36	The system must support the change of payee and redirection of support payments upon request of the IV-D agency in another jurisdiction, generating the appropriate notification to the employer.	E-2.4		Requirement Elicitation	Must Have	
F.06.37	The system must suppress the automated sending of an income withholding request directly to an income source in another jurisdiction if that jurisdiction already has an intergovernmental case open.	E-2.v		Requirement Elicitation	Must Have	ECM
Tribal Cases						
F.06.38	The system must provide for management of all tribal IV-D cases and actions.	D-10 D-11 D-12		Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.06.39	The system must support demarcation of tribal and HSD cases, creating separate user roles, separate user profiles and allowing access only to authorized cases in the system, protecting against access by the other.			Requirement Elicitation	Must Have	
F.06.40	The system must maintain tribal guidelines in the system, allowing for all the functionality NM guidelines offer (e.g., creating and maintaining in the system, recording, updating, and maintaining versions).			Requirement Elicitation	Must Have	
F.06.41	The system must provide the capability to adjust workflows to meet tribal specific policy needs (e.g., 20 days to process case initiation).			Requirement Elicitation	Must Have	
F.06.42	The system must provide tribal application processing through the unified portal.			Requirement Elicitation	Must Have	Unified Portal
F.06.43	The system must provide customizable forms from the system with tribal letterhead/headers.			Requirement Elicitation	Must Have	ECM
F.06.44	The system must provide customization of tribal order entry and maintenance.			Requirement Elicitation	Must Have	
F.06.45	The system must identify tribal cases and restrict actions as needed.			Requirement Elicitation	Must Have	
F.06.46	The system must provide the worker the Tribal Questionnaire, accept the workers entries, and maintain the information in the case record.			Requirement Elicitation	Must Have	
F.06.47	The system must automatically accept and process automated case referrals from the tribal IV-D system if the tribal IV-D agency is automated.	D-10		Requirement Elicitation	Must Have	
F.06.48	The system must automatically provide program information describing services and fees, rights and responsibilities, cost recovery, and distribution policies to recipients, and the date the information was provided must be recorded in the comprehensive, chronological case history.	D-10		Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.06.49	The system must maintain, process, and accept all actions, including the transfer of the case to another jurisdiction and note in the automated case record.	D-11 D-12		Requirement Elicitation	Must Have	
F.06.50	The system must automatically notify a worker if another jurisdiction notifies NM the intergovernmental case has been closed.			Requirement Elicitation	Must Have	
F.06.51	The system must automatically capture, track, and make reportable all intergovernmental data including, but not limited to, action taken, date taken, communication exchanged, and outcome.			Requirement Elicitation	Must Have	
Administrative Enforcement of Interstate						
F.06.52	The system must be capable of identifying cases that meet the state’s criteria for matching of other state’s financial institutions or other entities where assets may be found.	E-12.a		Requirement Elicitation	Must Have	
F.06.53	The system must support automated and manual steps for the processing of AEI.	D-4 E-12		Requirement Elicitation	Must Have	
F.06.54	The system must automatically accept and process AEI requests (e.g., seizing accounts for another jurisdiction).	E-12		Requirement Elicitation	Must Have	
F.06.55	The system must automatically initiate AEI requests to other jurisdictions when conditions support the request.	D-4 E-12		Requirement Elicitation	Must Have	

3.1.7 Employer Management

NOTE: Employer content is included throughout various sections of requirements. This section, Employer Management, is intended to address the functionality of maintaining employer records and the handling of employer initiated contacts.

Table 7: Employer Management Requirements

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
Employer Management						
F.07.01	The system must establish and maintain a single, easily searchable income source table with unduplicated entries of income source information (e.g., employer, Social Security, unemployment, workers compensation, self-employment, 401K, retirement) , including but not limited to, employer FEIN, health insurance information, multiple addresses such as payroll office, administrative offices, health plan administrators, contact information including name, phone, and email address, and interface with various appropriate employer-data sources.	A-8 E-11		Requirement Elicitation	Must Have	Unified Portal
F.07.02	The system must automatically identify and create a new pending income source record for approval by a worker when an existing match is not found, assigning each employer a unique identification number.			Requirement Elicitation	Must Have	
F.07.03	The system must support automated and manual steps for merging duplicate income source ID records into a main source ID record to help manage/control duplication of information and mailings.			Requirement Elicitation	Must Have	
F.07.04	The system must allow income sources to be associated with participants and accommodate linking employment status information to all the participant’s cases.	A-8 E-11		Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.07.05	The system must allow multiple income sources associated per participant, identifying, and preventing duplicates from being created, viewing all participants associated with an employer or other income source, and maintaining a searchable history of each participant's identified employers and other income sources.			Requirement Elicitation	Must Have	
F.07.06	The system must support a child support web portal with the employer community and other partners providing services including, but not limited to, uploading documents, updating demographic information, reporting change of employment, verification of new employment, and health care information.	I-1 I-4		Requirement Elicitation	Must Have	Unified Portal ECM
F.07.07	The system must maintain a history of employer data that contains dates the information is valid (begin and end dates), verification sources, the date of the verification, the date the employer information was provided and added to the participant's information, and the source of the information.			Requirement Elicitation	Must Have	
F.07.08	The system must contain a rules hierarchy based on business needs to minimize the creation of duplicate employers.			Requirement Elicitation	Must Have	
F.07.09	The system must maintain and display current and historical employer information including, but not limited to, mergers, acquisitions, and closures.			Requirement Elicitation	Must Have	
F.07.10	The system must automatically associate employer receipts to the appropriate collections file.			Requirement Elicitation	Must Have	
F.07.11	The system must allow the worker to search employer data using filters (e.g., name, address, FEIN).			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.07.12	The system must allow authorized workers to create new and/or edit existing employer records.			Requirement Elicitation	Must Have	
F.07.13	The system must record and display income source communications (e.g., contact history and conversation history).			Requirement Elicitation	Must Have	
F.07.14	The system must capture, track, and make reportable all employer data, including but not limited to: contact made, action taken, date of action taken, payments made, cases linked to, communication exchanged, and outcome.			Requirement Elicitation	Must Have	
F.07.15	The system must allow flexible online payment options for the employer community.			Requirement Elicitation	Must Have	Unified Portal
F.07.16	The system must maintain the employer’s preferred communication method and automatically communicate with the employer through their preferred communication method when possible.			Requirement Elicitation	Must Have	Unified Portal
F.07.17	The system must identify, and support employer enforcement activities related to employer non-compliance (e.g., send an employer verification if payments have lapsed for a designated period of time, provide workflow management for legal activities related to employer non-compliance).			Requirement Elicitation	Must Have	

3.1.8 Customer Service

Table 8: Customer Service Requirements

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
System Automated Processes						

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.08.01	The system must support child support customer service in accordance with the OCSS Guide to States Objectives I-1 through I-4, all applicable US Code, CFRs, Action Transmittals (AT), and any other relevant regulations and instructions issued by OCSS.	I-1 I-2 I-3 I-4		Requirement Elicitation	Must Have	
F.08.02	The system must support child support customer service in accordance with New Mexico Administrative Code Title 8, Chapter 50, and any other relevant regulations and legislation issued by New Mexico.		NM Adm Code Title 8.50	Requirement Elicitation	Must Have	
F.08.03	The system must provide and receive data to support the child support component of the unified portal.	I-1		Requirement Elicitation	Must Have	Unified Portal
F.08.04	The system must provide data to support call center functionality, in real-time if possible.			Requirement Elicitation	Must Have	Consolidated Customer Service Center
F.08.05	The system must provide web-based calling and transcribing functionality and record all related data.			Requirement Elicitation	Desired	
F.08.06	The system must provide data to support a NM child support mobile application for participants and employers.			Requirement Elicitation	Desired	
F.08.07	The system must maintain, accept, and process real-time data for review by the workers when fielding customer inquiries.	D-3 I-1		Requirement Elicitation	Must Have	Consolidated Customer Service Center
F.08.08	The system must provide data to support an Interactive Voice Response (IVR) system for the purpose of providing appropriate information to case participants, such as, but not limited to, payment information, comprehensive program information, and appointments, capturing related data.	I-1		Requirement Elicitation	Must Have	Consolidated Customer Service Center

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.08.09	The system must capture and support the constituent complaint process, tracking required time frames.			Requirement Elicitation	Must Have	
F.08.10	The system must display data from other systems to enable the worker to provide a first contact resolution while fielding customer inquiries.	B-1 J-1		Requirement Elicitation	Must Have	Unified Portal
F.08.11	The system must accept, record, identify, and maintain information from various communication channels including the categorization of a participant or partner interaction (e.g., type of inquiry, communication channel, status (resolved, pending partial, follow-up)) and take the next appropriate action.			Requirement Elicitation	Must Have	Consolidated Customer Service Center
F.08.12	The system must support kiosks that provide various onsite options including, but not limited to, check-in, payments, and receipt printing.			Requirement Elicitation	Must Have	
F.08.13	The system must capture, track, and make reportable all customer service data including, but not limited to, phone calls, information sought, action taken, contact dates, and outcomes.			Requirement Elicitation	Must Have	
Customer Service Tools						
F.08.14	The system must support real-time modern communication mechanisms including, but not limited to, texting, chat, and email and maintain exchanges in the case record.			Requirement Elicitation	Must Have	
F.08.15	The system must provide for multiple notification types e.g., informational, actions to various workers and groups.			Requirement Elicitation	Must Have	
F.08.16	The system must support translation of communications as well as support resources to expand and improve language assistance services for customers with hearing impairment and limited English proficiency (LEP).			Requirement Elicitation	Must Have	
F.08.17	The system must accept, record, maintain, and utilize participant and partner preferred communication methods and languages.	I-1		Requirement Elicitation	Must Have	Unified Portal

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.08.18	The system must support outbound communications including, but not limited to, targeting communication based on predefined list(s), group(s), action(s), or manual request(s) delivering communications in varying ways (e.g., email, text), allowing for generic return information where appropriate, providing autoreply when needed, and recording the activity in the participant/case record.			Requirement Elicitation	Must Have	Unified Portal
F.08.19	The system must support customer service by providing screens which consolidate key data elements into a single location and provide links to other screens where information updates are needed, to respond efficiently to customer inquiries and allow the worker to easily update the case record via these screens.			Requirement Elicitation	Must Have	
F.08.20	The system must support customer service by providing basic (e.g., name, case ID, participant phone number) and advanced (e.g., partial name, partial case ID of any jurisdiction, email address) search capabilities of case records.			Requirement Elicitation	Must Have	
F.08.21	The system must provide the customer with easy-to-understand case essential information including, but not limited to, financial payment histories and related financial documents as well as other information from the child support program.			Requirement Elicitation	Must Have	
F.08.22	The system must provide access for a worker to view customer portal screens as a customer would see them, to facilitate responding to customer inquiries.			Requirement Elicitation	Must Have	Unified Portal
F.08.23	The system must analyze the effectiveness of outbound communications.			Requirement Elicitation	Must Have	
Flexibility Modernization Supporting Customer Service						

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.08.24	The system must support an environment that transforms the child support program from an enforcement culture to a service culture centered on helping families, providing more holistic customer services based on customer/case circumstances.	Fed Reg. 81:244		Requirement Elicitation	Must Have	
F.08.25	The system must support referring customers to services available through other state and community resources.	Fed Reg. 81:244		Requirement Elicitation	Must Have	Unified Portal System Integration Platform
F.08.26	The system must support providing holistic customer service that connects the participant and the family to an array of resources based on their needs.	Fed Reg. 81:244		Requirement Elicitation	Must Have	Unified Portal System Integration Platform
F.08.27	The system must support cross functional technologies to enable workers to securely share information with counterparts across the state to expedite the resolution of customer inquiries.			Requirement Elicitation	Must Have	System Integration Platform
F.08.28	The system must incorporate technological advances and evidence-based standards that support good customer service, cost-effective management practices including, but not limited to, metrics on use and impacts of the participant and partner self-service portals.			Requirement Elicitation	Must Have	Unified Portal
F.08.29	The system must support early intervention with NCPs and providing extended services such as work force development to continue child support services.	Fed Reg. 81:244		Requirement Elicitation	Must Have	Unified Portal
F.08.30	The system must support family centered processes promoting early intervention, fatherhood initiatives, work force development referrals, etc.	Fed. Reg. 81:244		Requirement Elicitation	Must Have	

3.1.9 Financial Management

Table 9: Financial Management Requirements

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
Billing Notices and Suppression						
F.09.01	The system must automatically bill cases with obligations, with the exception of those cases with income withholding in force.	F-1		Requirement Elicitation	Must Have	
F.09.02	The system must automatically generate billing notices to non-custodial parents including a statement of account containing the correct amount of current and past-due support.	F-1.a		Requirement Elicitation	Must Have	ECM Unified Portal
F.09.03	The system must automatically generate, record, and transmit billing statements containing payment identifier(s) compliant with payment processing requirements (e.g., lockbox payment identifiers) and the terms of the order.	F-1.d		Requirement Elicitation	Must Have	ECM
F.09.04	The system must automatically record and maintain all billing statement history and activities.	F-1.a		Requirement Elicitation	Must Have	ECM
F.09.05	The system must provide for supervisor-authorized review/approval either prior to or following billing suppression.	F-1.c		Requirement Elicitation	Must Have	
Collections						
F.09.06	The system must automatically process receipts from the SDU and all other sources as identified including, but not limited to, collections from employer income withholding, non-custodial parent (NCP), other state IV-D agency, Internal Revenue Service (IRS), NM Taxation and Revenue Department (TRD), Department of Workforce Solutions (DWS), NM Treasurer’s Office - Unclaimed Property Division, financial institutions, private collection agencies, and CP (e.g., for recoupment).	F-2	8.50.125.8A 8.50.125.9	Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.09.07	The system must identify, record, and maintain income source payment information (e.g., employer name and ID, NCP payment, UI intercept) at the receipt level.			Requirement Elicitation	Must Have	
F.09.08	The system must allow workers to receipt in-office collections for automatic processing by the SDU, provide online verification and edits during entry to reduce human error, allow a receipt to be issued to an in-person payer, and automatically maintain a log of all in-office collections on a daily basis.	F-2		Requirement Elicitation	Must Have	ECM
F.09.09	The system must automatically process receipts from all sources as identified by participant ID, case ID, SSN, ITIN, or other approved ID.	F-2.a		Requirement Elicitation	Must Have	
F.09.10	The system must automatically process unidentified payments, and provide support including providing potential matches (e.g., based on full last name, partial name, full or partial case ID, full or partial participant ID, full or partial SSN), and search/filtering capabilities to identify where the funds should be allocated and distributed.	F-2.e F-5.e F-7.e		Requirement Elicitation	Must Have	
F.09.11	The system must automatically link receipt records to images and/or associated data that accompanies collection(s) and must allow authorized workers to view collection source images without logging into a separate system, e.g., a bank site.	F-2		Requirement Elicitation	Must Have	ECM
F.09.12	The system must automatically record, identify, and track collections associated with enforcement remedies including, but not limited to, bonds, liens, FIDM, lump sum payments, etc.	F-2 F-3		Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.09.13	The system must automatically process all payments uniquely identified and generate documents required to support the deposit of payments/collections to financial institutions.	F-2.c		Requirement Elicitation	Must Have	ECM
F.09.14	The system must automatically process EFT/EDI transactions received from employers who choose to submit income withholdings electronically, and EFT/EDI transactions from other entities, such as intergovernmental agencies and participants.	F-3		Requirement Elicitation	Must Have	
Accounting and Reconciliation						
F.09.15	The system's accounting process must be uniform statewide, accept and maintain all financial information, and perform all calculations relevant to the child support program.	F-4		Requirement Elicitation	Must Have	
F.09.16	The system must provide daily voucher files to the State Accounting System (SHARE) in the appropriate format.			Requirement Elicitation	Must Have	
F.09.17	The system must support the OCSS CAP reconciliation process.			Requirement Elicitation	Must Have	
F.09.18	The system must automatically maintain an audit trail for all financial transactions.	F-4.a		Requirement Elicitation	Must Have	
F.09.19	The system must provide a visualization display, such as a screen, which compiles account information that allows workers to efficiently research financial accounts and transactions in order to determine, e.g., recoupment status, how balances were derived, how the system applied funds, whether a payment or refund went out, why money was held.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.09.20	The system must automatically provide a statement of account, which a worker can view and/or print for any case, active or closed, regardless of office assignment, for all financial transactions for the life of a case including, but not limited to, separate accounting balances of accounts, collections of support, arrears, fees, adjustments, and held funds, which a worker can use for auditing purposes or for court actions.			Requirement Elicitation	Must Have	ECM
F.09.21	The system must automatically, on demand, generate a complete financial record for a CP or NCP participant for one or for multiple cases.			Requirement Elicitation	Must Have	ECM
F.09.22	The system must automatically maintain a payment history on each payment including, but not limited to, the amount of the collection, date of collection, method of payment, date of receipt in the SDU, date of distribution, amount of disbursement, date of disbursement, and the recipient.	F-2.f		Requirement Elicitation	Must Have	
F.09.23	The system must automatically, on demand, generate a receipt or statement (at least annually) for individuals who request it for support paid through unemployment compensation.	E-6.e		Requirement Elicitation	Must Have	ECM
F.09.24	The system must provide, through the unified portal and/or mobile application, services such as, but not limited to, the ability to make payments (e.g., debit card, credit card payments), to make EFT, direct deposit, or debit card requests, to retrieve billing notices, payment histories, and statements of account.	F-2 I-1		Requirement Elicitation	Must Have	Unified Portal

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.09.25	The system must include functionality to allow a payer, when making a payment through the portal and/or mobile application, to indicate their intent for the payment (e.g., a purge payment, a lump sum for a specified case), and take the next appropriate action based on state laws and federal distribution rules.			Requirement Elicitation	Must Have	Unified Portal ECM
F.09.26	The system must automatically calculate and maintain account balances for financial activities such as, but not limited to, obligations upon order entry, including variations (e.g., abatements, periodic, graduated), obligation addition/modification, arrearages, assistance amounts (assigned, unassigned, current, former, never assistance, unreimbursed public assistance), fees, interest, amounts owed to intergovernmental agencies, account charging, collections, retroactive receipts, adjustments, and recoupments.	F-4		Requirement Elicitation	Must Have	
F.09.27	The system automatically accepts and processes IV-A, IV-E, Title XIX maintenance information (referral and grant information) for the purpose of maintaining the obligation balances and distributing collections for recovery.	F-5		Requirement Elicitation	Must Have	
F.09.28	The system must automatically perform daily account charging for obligations based on configurable dates and frequencies in accordance with court/administrative orders.			Requirement Elicitation	Must Have	
F.09.29	The system must have an automated process to initiate a financial correction for a misapplied payment, tax reversal, nonsufficient fund (NSF) check, or stop payment on a check, prepare a recoupment, if necessary, and generate all related documents required for this process.	F-2.d		Requirement Elicitation	Must Have	ECM

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.09.30	The system must automatically set up recoupment accounts for the CP when, e.g., there is an over-distribution of funds or due to an NCP collection returned for non-sufficient funds, automatically calculate and establish the recoupment amount in the system based on state policy, generate and send the appropriate document(s), and automatically apply recoupment payments received.	F-2.d	8.50.125.10E	Requirement Elicitation	Must Have	ECM
F.09.31	The system must support automatic and manual processes for assessing a recoupment status when a case type changes.			Requirement Elicitation	Must Have	
F.09.32	The system must have an automated process to handle the reconciliation of all checks including, but not limited to, tracking through to cashed, reissued, and/or redirecting if necessary.			Requirement Elicitation	Must Have	
F.09.33	The system must have an automatic process for voiding, or voiding and reissuing checks, capturing the reason for the action.			Requirement Elicitation	Must Have	
F.09.34	The system must have automatic controls in place to safeguard Federal Tax Information (FTI) including, but not limited to, the payment histories provided to customers.			Requirement Elicitation	Must Have	
F.09.35	The system must include automated access to legacy data, such as, but not limited to, payment records, for which the source of a collection, distribution, and disbursement information can be determined.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.09.36	The system must automatically track, process, and support the resolution of unclaimed funds (uncashed child support, e.g., stale dated checks, bad address holds) in accordance with escheatment time frames (configurable per state policy), generate the Notice of Abandonment of Unclaimed Support, and provide for fund transfer of held distributions to be escheated to the state’s abandoned property management according to state law.		8.50.132.8 8.50.132.9 8.50.132.10	Requirement Elicitation	Must Have	ECM
F.09.37	The system must automatically process a file from the NM State Treasurer’s Office, Unclaimed Property Division, and automatically perform adjustments to the appropriate accounts.			Requirement Elicitation	Must Have	
F.09.38	The system must support automated and manual adjustments to financial accounts and collections, and supervisor approval where needed per state policy.	F-2.d		Requirement Elicitation	Must Have	
F.09.39	The system must automatically provide a preview of the expected result of an adjustment when a worker is performing a manual adjustment.			Requirement Elicitation	Must Have	
F.09.40	The system must support automatic reconciliation with collection sources such as, but not limited to, the lockbox and ACH reconciliation.			Requirement Elicitation	Must Have	
F.09.41	The system must support automatic reconciliation of accounts including, but not limited to, state bank accounts, incoming and outgoing funds, held funds, cash, cashed payments, voided payments, stale-dated funds, and unclaimed funds.	F-2.b		Requirement Elicitation	Must Have	
Allocation/Distribution						

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.09.42	The system must automatically distribute all support and arrears collections in accordance with federal (PRWORA, DRA), state, and tribal mandates.	F-4.b F-5.a	8.50.109.16 8.50.125.11 A-H 8.50.125.12 A-C 8.50.125.14 8.50.125.15 8.50.125.16 8.50.125.17 8.50.125.18 8.50.125.19 A-B	Requirement Elicitation	Must Have	
F.09.43	The system must automatically perform allocation and distribution of child support collections including, but not limited to, IV-A assignment, allocation across multiple cases, and distribution to current support, spousal support, medical support, support arrears, public assistance arrears, interest, and fees, in accordance with the current federal, state, and tribal hierarchies.	F-4.b F-5		Requirement Elicitation	Must Have	
F.09.44	The system must automatically identify and process retroactive collections received, or when an unidentified collection is identified at a later date, ensuring that allocation and distribution occurs per the retroactive date, and account balances are adjusted accordingly.	F-5.e		Requirement Elicitation	Must Have	
F.09.45	The system must support New Mexico specific passthrough processes and automatically calculate the disregard/pass through amount for a qualifying recipient from collections on current support per state policy.		8.50.125.13 8.102.520.9	Requirement Elicitation	Must Have	
F.09.46	The system must automatically accommodate allocation and distribution rules based on each tribe's unique distribution hierarchy.	F-5		Requirement Elicitation	Must Have	
F.09.47	The system must support easily updated and configurable (i.e., low technical effort) distribution and passthrough rules.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
Disbursement						
F.09.48	The system must automatically disburse funds in compliance with federal, state, and tribal mandates.	F-2.k F-5 F-7.e		Requirement Elicitation	Must Have	
F.09.49	The system must within two business days after receipt from an employer, other source of income, or individual payment automatically distribute and disburse all payments, if sufficient information identifying the payee is provided.	F-2.k F-7.e		Requirement Elicitation	Must Have	
F.09.50	The system must automatically support the daily disbursement of child support payments to the CP or other caretaker using Electronic Funds Transfer/Electronic Data Interchange (EFT/EDI) via direct deposit or a pre-paid debit card authorized by the IV-D agency, maintaining, and displaying the delivery method.	F-2.m F-3	8.50.125.8B	Requirement Elicitation	Must Have	
F.09.51	The system must automatically support the daily disbursement of child support payments to another intergovernmental agency using Electronic Funds Transfer/Electronic Data Exchange (EFT/EDI) or by check.			Requirement Elicitation	Must Have	
F.09.52	The system must automatically provide for daily fund transfer of recovery collections to the IV-A, IV-E, and Title XIX agencies.	F-5.a		Requirement Elicitation	Must Have	
F.09.53	The system must automatically identify when a refund is appropriate (e.g., overpayment, closing case), and support a process for disbursing refunds to participants, referring to a worker for review if appropriate, and sending the refund through the appropriate manner (e.g., EFT, check, refund to card), providing tracking to determine if the refund has been redeemed.	F-5		Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.09.54	The system must automatically receive, record, and report on disbursement(s)/warrant(s) statuses from NM Department of Finance and Administration (DFA) and take the next appropriate action when necessary.			Requirement Elicitation	Must Have	
F.09.55	The system must automatically receive, record, and maintain information regarding lost/destroyed/forged warrants, and take the next appropriate action.		8.15.125.20	Requirement Elicitation	Must Have	
Held Collections Management						
F.09.56	The system must have an automated process for the handling of collections that did not meet clearance for automated financial allocation, distribution, or disbursement processing including, but not limited to, unidentified payments; held or suspended monies at participant, case, docket, or obligation level; lump sum collections, tax offsets (whether due to injured spouse or other reason, based on state policy), future obligations, etc.	F-2 F-4 F-7.e		Requirement Elicitation	Must Have	
F.09.57	The system must automatically assign values for held collection categories such as, but not limited to, special handling for allocation, CP bad address, CP deceased, disputed arrears, NCP bad address, future obligation, held by court order, NSF check history, potential refund to NCP, unidentified, excess tax offset collection, joint tax return, less than minimum amount (e.g., \$1), foster care (IV-E, Non IV-E recovery), Public assistance (IV-A recovery), stop payment, stale dated, payee incarcerated, administrative hold, designated payment, missing special court order instruction, miscellaneous.	F-2 F-4		Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.09.58	The system must support held collection management processing including, but not limited to, providing workflow, directing tasks to the appropriate worker/unit based on the held collection category.			Requirement Elicitation	Must Have	
F.09.59	The system must have an automated process to release held funds once a condition has been met including, but not limited to, verified address for payment distribution, updated bank account information, updated order information, date reached for tax offset hold, account charging has occurred for funds on hold for a future obligation.	F-2 F-4		Requirement Elicitation	Must Have	
F.09.60	The system must have a worker-friendly automated suspense report, or visualization display, such as a screen, which provides the financial worker with a detailed explanation as to why the payment has been placed on hold and allows the worker to easily resolve issues.	F-2 F-4		Requirement Elicitation	Must Have	
F.09.61	The system must accommodate automatic and manual suspense processes for holding and releasing funds per pre-defined business rules.	F-2 F-4		Requirement Elicitation	Must Have	
F.09.62	The system must automatically notify workers, based on pre-defined business rules, of held money that cannot be automatically processed such as, but not limited to, disbursements being held that exceed a specific dollar amount, or due to bad address.			Requirement Elicitation	Must Have	
F.09.63	The system must display, in a readily identifiable manner, held collections.			Requirement Elicitation	Must Have	
F.09.64	The system must automatically provide a preview of the expected result of releasing held funds when a worker is performing a manual process to release held money.			Requirement Elicitation	Must Have	
Interest and Fees						

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.09.65	The system must support processing of interest and fees, including the automatic calculation of interest for in-state, intergovernmental, or another jurisdiction’s cases, and must automatically apply collections for interest and fees in accordance with federal, state, and tribal mandates.	F-2 F-4 F-5	8.50.125.10 A-D	Requirement Elicitation	Must Have	
F.09.66	The system must provide the flexibility to support multiple interest rates on a case, both set and based on prime, for configurable date ranges.			Requirement Elicitation	Must Have	
F.09.67	The system must accommodate the recording, automatically and manually, of fees by specific types such as, but not limited to, applications, wage withholding, genetic testing, locate, filing, witness, service of process, court costs, support establishment, modification, enforcement, tax intercept (IRS, TRD), and other, and must automatically apply collections associated with the payment of fees per federal, state, and tribal hierarchies.	F-2 F-4 F-5		Requirement Elicitation	Must Have	
F.09.68	The system must automatically identify, calculate, and deduct cost recovery fees from collections prior to the disbursement to the CP, automatically producing any associated notices.	F-2 F-4.i		Requirement Elicitation	Must Have	ECM
F.09.69	The system must automatically fully credit an NCP’s obligation(s) when another state or jurisdiction retains a processing fee and remits the remaining balance.	F-5.b		Requirement Elicitation	Must Have	
F.09.70	The system must support flexible adjustment of the statewide CP fee only for never assistance cases when support collections exceed the threshold amount, automatically imposing the fee when appropriate.	F-2.l.1 F-4.h.10		Requirement Elicitation	Must Have	
TANF Notifications						

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.09.71	The system must automatically produce a quarterly notice of assigned support collections for IV-A and former IV-A custodial parents who continue to receive child support services and have outstanding arrearages that have been assigned to the state, when a collection is received, in compliance with federal mandates.	F-2 F-6.a		Requirement Elicitation	Must Have	ECM
F.09.72	The system must automatically notify the IV-A agency about collections received for IV-A recipients.	F-6		Requirement Elicitation	Must Have	

3.1.10 Reporting

Table 10: Reporting Requirements

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
OCSS-34 Reporting						
F.10.01	The system must maintain data necessary to complete the OCSS-34 report monthly and quarterly, which must reconcile with other sources reporting collections, disbursements, and held monies.	G-1.b G-5.b-c		Requirement Elicitation	Must Have	
F.10.02	The system must generate and maintain the OCSS-34 report as required, and the report must be available to designated workers and include the ability to "drill down" to the case, person, activity, and financial transaction level from among a group of cases, persons, activities, or financial transactions meeting a set of criteria.	G-1.b G-5.b-c		Requirement Elicitation	Must Have	
OCSS-157 Reporting						
F.10.03	The system must maintain data necessary to complete the OCSS-157 report in a manner which ensures the report totals will reconcile with other sources reporting collections, disbursements, and held monies.	G-1.a G-5.b-c		Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.10.04	The system must generate and maintain the OCSS-157 report as required, and the report must be available for all levels of the child support program (worker-specific to statewide) and include the ability to "drill down" to the case, person, activity, and financial transaction level from among a group of cases, persons, activities, or financial transactions meeting a set of criteria.	G-1.a G-5.b-c		Requirement Elicitation	Must Have	
OCSS-75 Reporting						
F.10.05	The system must maintain data necessary to complete the OCSS-75 report in a manner which ensures the report totals will reconcile with other sources.	G-1.d		Requirement Elicitation	Must Have	
F.10.06	The system must generate and maintain the OCSS-75 report as required, and the report must be available for all levels of the child support program (worker-specific to statewide) and include the ability to "drill down" to the case, person, activity, and financial transaction level from among a group of cases, persons, activities, or financial transactions meeting a set of criteria.	G-1.d G-5.b-c		Requirement Elicitation	Must Have	
OCSS-396 Reporting						
F.10.07	The system must maintain the online data necessary to prorate IV-D and non-IV-D shares of reported program costs and generate and maintain a report, automatically or on demand, based on the data.	G-1.c G-5.b-c		Requirement Elicitation	Must Have	
F.10.08	The system must interface with SHARE to collect data for the OCSS-396 report, maintain the data provided, and prepare the report from the data obtained.			Requirement Elicitation	Must Have	System Integration Platform
Self-Assessment Reporting						

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.10.09	The system must contain all the system processing data required by 45 CFR 308 to support the self-assessment report both annual and periodic.	G-5.b		Requirement Elicitation	Must Have	
F.10.10	The system must accommodate statewide or office level selection and aggregate the system data associated with the selected sample cases for a defined time frame.			Requirement Elicitation	Must Have	
F.10.11	The system must compile and maintain the extracted data and evaluate or support the evaluation of the data according to the federal self-assessment criteria.	G-1.d G-5.b		Requirement Elicitation	Must Have	
F.10.12	The system must generate and report the required content for the federal self-assessment report.	G-1.d		Requirement Elicitation	Must Have	
F.10.13	The system must record and maintain the contents and results of each self-assessment review.	G-4.b		Requirement Elicitation	Must Have	
Federal Audits						
F.10.14	The system must record and maintain the contents and results of each internal review.			Requirement Elicitation	Must Have	
F.10.15	The system must support the expeditious review and analysis of all data that is maintained, generated, and reported by the system.	G-5		Requirement Elicitation	Must Have	
F.10.16	The system must produce and maintain reports designed to sample the universe of cases for data reliability audits and to support quality control reviews, using system-retained data including all information necessary to meet federal audit standards, and include the ability to "drill down" to the case, person, activity, and financial transaction level from among a group of cases, persons, activities, or financial transactions meeting a set of criteria.	G-3		Requirement Elicitation	Must Have	
F.10.17	The system must provide error/edit reports for invalid interface data.	G-3.a		Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.10.18	The system must establish and maintain an audit history for the federal reports to link each row and column entry with the data comprising the reported total and must automatically save versions (snapshots) of designated generated reports to provide historical reporting.	G-1 G-5.b-c		Requirement Elicitation	Must Have	
F.10.19	The system must permit online, read-only access to data in the system for select outside entities (e.g., federal auditors) that have a legitimate purpose to view the data, conforming to the data access restrictions set forth in federal and state confidentiality and security standards.	G-5.a		Requirement Elicitation	Must Have	
F.10.20	The system must maintain and generate an online automated event history of all case processing activities performed by, or occurring in the system, recording both the “what” and “when” of the event, with the capability to “drill down” to the case, person, activity, and financial transaction level from among a group of cases, persons, activities, or financial transactions meeting a set of criteria.	G-5.b-c		Requirement Elicitation	Must Have	
F.10.21	The system must allow reports to establish an audit history to link each reported element to the raw data comprising the reported element.	G-3.b		Requirement Elicitation	Must Have	
F.10.22	The system must record, maintain, display, and download/print disbursement(s) payment(s) records in accordance with federal and state audit and reporting criteria.	G-1.d		Requirement Elicitation	Must Have	
F.10.23	The system must provide traceability of details and audit data for each row and column entry for all Federal reports.	G-1.d		Requirement Elicitation	Must Have	
Management Reporting						

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.10.24	The system must provide standard management reports developed for data analysis, such as longitudinal report analysis (trends), and workload management on demand.	G-4		Requirement Elicitation	Must Have	
F.10.25	The system must have the ability to support Reporting for child support in accordance with directives, goals, and other relevant instructions issued by New Mexico's Legislation Finance Committee (LFC) and Department of Finance Administration (DFA).	G-3.b1		Requirement Elicitation	Must Have	
F.10.26	The system must provide data needed for monitoring, analyzing, and evaluating performance and effectiveness on demand including, but not limited to, calculating performance targets for an upcoming time period, tracking actual performance levels against those targets, and comparing the effectiveness of administrative enforcement actions, the effectiveness of order characteristics, and the demographic make-up of the caseload.	G-3.b G-4.b		Requirement Elicitation	Must Have	
F.10.27	Management reports must be available on demand for all levels of the child support program (worker-specific to statewide) in compliance with state and federal confidentiality and security standards and include the ability to "drill down" to the case, person, activity, time frames and financial transaction level from among a group of cases, persons, activities, or financial transactions meeting a set of criteria.	G-4.a		Requirement Elicitation	Must Have	
F.10.28	The system must support ad hoc reporting, including requests for new reports, worker-customized ad hoc reports with predefined parameters of predefined datasets, and the ability to create customizable views of existing reports.	G-4.c		Requirement Elicitation	Must Have	
Case Management Reporting						

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.10.29	The system must provide an automated daily online report or worklist for each caseworker to assist in case management and processing.	D-4 G-2		Requirement Elicitation	Must Have	
F.10.30	The system must maintain an online, on-demand case management report, in compliance with state and federal confidentiality and security standards, with daily and monthly processing for all major functional areas processed on the system, filterable by case types and statuses.	G-4 H-2		Requirement Elicitation	Must Have	
F.10.31	The system must provide online electronic operational reports and worklists of cases requiring review or action.	D-4 G-2		Requirement Elicitation	Must Have	
Financial Account Management Reporting						
F.10.32	The system must generate reports required to ensure and maintain the accuracy of data and to summarize account activities.	F-4 G-3		Requirement Elicitation	Must Have	
F.10.33	The system must maintain an online accounting management report with daily, monthly, and Federal Fiscal Year (FFY) totals for collections, categorized by current disposition of collection, scalable from worker-level to statewide, and all layers in between.	F-4 G-3.c		Requirement Elicitation	Must Have	
F.10.34	The system must establish an audit history to link each collection or disbursement data point on the report.	G-1.d		Requirement Elicitation	Must Have	
General						
F.10.35	The system must maintain and make available real-time and point-in-time data for all reporting.			Requirement Elicitation	Must Have	
F.10.36	The system must provide configurable report writing capabilities for all reports, including federal, dynamic, and traditional.	G-1.d		Requirement Elicitation	Must Have	
F.10.37	The system must provide configurable time frames to execute and generate reports.	G-2.a2		Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.10.38	The system must include compliance with time frames in dashboards (or similar visual) containing different views for staff members with different responsibilities, including supervisors and managers.	G-4.a		Requirement Elicitation	Must Have	
F.10.39	The system must support an unlimited number of report users.	G-2.a2		Requirement Elicitation	Must Have	
F.10.40	The system must maintain report criteria used to generate all Federal Reports.	G-1.d		Requirement Elicitation	Must Have	
F.10.41	The system must include a combination of report mediums, dynamic reports presented in dashboard (or similar visual) medium, and traditional row and column (or similar visual).			Requirement Elicitation	Must Have	
F.10.42	The system must provide access to worklist related reports within a worker's work management location within the system.			Requirement Elicitation	Must Have	
F.10.43	The system must automatically customize the view of the report to the worker role.			Requirement Elicitation	Must Have	
F.10.44	The system must provide access to all reports within a system integrated reporting tool.			Requirement Elicitation	Must Have	
F.10.45	The system must provide on demand report generation and comparison tool capabilities for external data source reconciliation, including the ability to auto generate an ad hoc report based on selected attributes in a variety of formats and the ability to upload and compare data from various data sources in a variety of formats with the option to choose criteria for the comparison.			Requirement Elicitation	Must Have	
F.10.46	The system must provide the ability for workers/supervisors to run reports on demand.	G-5		Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.10.47	The system must provide on demand access to reporting that allows for worker querying of cases for specific terms or case conditions, making data available for all levels of the child support program (worker-specific to statewide) in compliance with state and federal confidentiality and security standards.	G-5		Requirement Elicitation	Must Have	
F.10.48	The system must provide reporting capabilities including, but not limited to, real-time and non-real-time reporting, analytics, advanced analytics, and dashboards (or similar visual).	G-5		Requirement Elicitation	Must Have	
F.10.49	The reporting tool must be able to export select reports to common formats.	G-5		Requirement Elicitation	Must Have	
F.10.50	The system's reporting capability must be integrated with the system's role-based security, making specific reports and analysis available based on worker role, and to restrict specific data from specific workers, and conform to other data access restrictions set forth in federal and state confidentiality and security standards.	G-5 H-2.c		Requirement Elicitation	Must Have	
F.10.51	The system must support on-demand drill-down reports and ad hoc reports on pre-analyzed data sets.	G-4		Requirement Elicitation	Must Have	
F.10.52	The system must allow ad hoc queries to be saved and rerun.	G-5		Requirement Elicitation	Must Have	
F.10.53	The system must track and record all actions on the system, manual or automatic, for the purpose of reporting.			Requirement Elicitation	Must Have	
F.10.54	The system must make available all data for reporting.			Requirement Elicitation	Must Have	
F.10.55	The system must have the ability to incorporate automated data mining.	G-5.a		Requirement Elicitation	Must Have	
F.10.56	The system must store executed reports in an organized report library that applies access controls.	G-5.a		Requirement Elicitation	Must Have	
Analytics						

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
F.10.57	The system must provide forecasting capability, (e.g., project anticipated collections for a county for the month, forecast potential drops in collections, anticipate performance measures).	G-3.b		Requirement Elicitation	Must Have	
F.10.58	The system must provide results and decision based analytics.	G-3.b		Requirement Elicitation	Must Have	
F.10.59	The system must provide reports about trends based on data within the system.			Requirement Elicitation	Must Have	
F.10.60	The system must provide an analytics (descriptive, diagnostic, predictive, prescriptive) engine (e.g., caseload stratification, tracking a control group over time, what-if scenarios).	G-5.b		Requirement Elicitation	Must Have	
Data Services						
F.10.61	The system must support a data warehouse solution.	G-3.a		Requirement Elicitation	Must Have	Data Services
F.10.62	The system must update the data lake with the changes to data elements identified as needed.			Requirement Elicitation	Must Have	Data Services

3.2 Technical Requirements

The technical planning requirements are organized by technical area. Each technical area section below includes the requirements for that area.

3.2.1 Architecture

Table 11: Architecture Requirements

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
Architecture						
T.01.01	The system’s core technologies and programming languages must be based upon widely available toolsets and technologies. Widely available shall mean a) it receives regular updates, minimally one update per year, b) it is currently taught in college curricula, and c) it has current vendor support, robust “community” support, or both.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
T.01.02	The system must support real-time notifications (e.g., for workflow task assignment) for logged-in users.			Requirement Elicitation	Must Have	
T.01.03	The system must comprise an n-tiered architecture for flexibility and maintainability.			Requirement Elicitation	Must Have	
T.01.04	The system must employ an architecture by which the core application is independent from the user's device and updates to the device are not required when application changes are deployed.			Requirement Elicitation	Must Have	
T.01.05	The vendor will work with HSD to establish a formal disaster recovery program and plan that meets HSDs Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO). The vendor will ensure the disaster recovery program: a) establishes a schedule for system backups of data, code, binaries, and documentation, b) assigns responsibility for performing regular system backups, c) ensures secure storage for backup media, and d) establishes regular testing to demonstrate that backup media and procedures are sufficient to restore the system in a secondary location.	H-5(a-f)		Requirement Elicitation	Must Have	
T.01.06	The system must be capable of interfacing with a shared client-index service that offers the capability of a) identifying whether a given individual is already known to the client-index service, b) obtaining a unique identifier for a given individual, c) requesting a new identifier be created for a new (non-found) individual, and d) submitting basic demographic information to the shared client-index service.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
T.01.07	The services layer must offer key capabilities or integrate with existing HSD tools that are already in place, necessary to support a modern system with reusable frameworks for implementing key system capabilities.			Requirement Elicitation	Must Have	
T.01.08	The system must support and integrate with HSD's preferred document management system, Hyland OnBase, to support the storing, searching, and retrieval of documents (and other file types such as video, voice, and images).			Requirement Elicitation	Must Have	ECM
T.01.09	The system must support and integrate with HSD's Enterprise Service Bus (ESB) and Managed File Transfer (MFT) services. This includes services to support receiving and sending data to and from external entities, as well as for applying rules-based handshakes, validations, and transformations on APIs and files to verify file integrity, pre-process data, and otherwise prepare to make use of information contained in files.			Requirement Elicitation	Must Have	MMISR ESB
T.01.10	The system must support and integrate with HSD's ICAM (Identity, Credential and Access Management) services for user authentication and authorization.			Requirement Elicitation	Must Have	
T.01.11	The system must support and integrate with HSD's Master Data Management (MDM). An MDM includes tools and processes to safeguard key data structures such as person, case, third party, etc.			Requirement Elicitation	Must Have	MDM
T.01.12	The system must be capable of supporting and integrating with a workflow engine service. A workflow engine allows the steps in a process to be externalized from the system and managed by rules that are easier to modify than system code. This may be based on a COTS product or built-in system capabilities.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
T.01.13	The system must be capable of supporting and integrating with a rules engine service to implement heavily data-dependent processes using declarative development techniques over procedural logic. A rules engine service is suitable for certain kinds of processes like determining eligibility for a program or some aspects of financial distribution logic.			Requirement Elicitation	Must Have	
T.01.14	The system must support and integrate with a document generation service to provide a facility for generating documents, both unattended (batch mode) and user-driven, using templates and database data.			Requirement Elicitation	Must Have	ECM
T.01.15	The system must support and integrate with user portals for Web-based, public facing access to and presentation of system information.			Requirement Elicitation	Must Have	Unified Portal
T.01.16	The system must support and integrate with reporting facilities for developing end-user reports, both unattended (batch mode) and user-driven.			Requirement Elicitation	Must Have	
T.01.17	The system must include common system facilities (e.g., user authentication, audit logging, case notes) that are reusable across all component parts of the system.			Requirement Elicitation	Must Have	
T.01.18	All elements of the shared services layer shall be implemented to 1) reuse existing HSD services and infrastructure if a suitable component is available, or 2) implement a new component only with HSD's approval of the specific product or tool.			Requirement Elicitation	Must Have	
T.01.19	The system must be scalable to adapt to increased system demand.			Requirement Elicitation	Must Have	
T.01.20	The system must have a centralized logging facility to log system activity, events, notifications, errors, and warnings.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
T.01.21	The system must include specific facilities to enable multiple models of caseload assignment.			Requirement Elicitation	Must Have	
T.01.22	The system must be designed to leverage the capabilities of the underlying development frameworks and code libraries and avoid unnecessary customization of already-provided functionality that could complicate future version updates and/or ongoing maintenance.			Requirement Elicitation	Must Have	

3.2.2 Database

Table 12: Database

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
Database						
T.02.01	The system must use a robust, proven, current, and commercially available relational database management system (RDBMS).			Requirement Elicitation	Must Have	
T.02.02	The database system must provide the ability to encrypt highly sensitive data within the database.			Requirement Elicitation	Must Have	
T.02.03	The system must be capable of segregating FTI from non-FTI data per IRS-mandated safeguards.			Requirement Elicitation	Must Have	
T.02.04	The system must be capable of obfuscating, masking and/or otherwise scrambling sensitive data stored in the database for testing purposes.			Requirement Elicitation	Must Have	
T.02.05	The system must use capabilities of the database system for referential integrity and transaction control.			Requirement Elicitation	Must Have	
T.02.06	The database must be capable of defining fields to support a broad range of characters (e.g., Unicode basic Latin subset).			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
T.02.07	The database design must have an easy and convenient method to adhere with HSD database naming standards, as needed, and must treat the following as first-class data structures, identifiable by a primary key, and contained in a primary database table and related tables: case, person, employer.			Requirement Elicitation	Must Have	
T.02.08	The database/system must automatically capture and store metadata for database modifications, including at a minimum the user ID and date/time of the action.			Requirement Elicitation	Must Have	
T.02.09	Operational reporting must have minimal impact on the performance of the production environment.			Requirement Elicitation	Must Have	
T.02.10	The system design must leverage the performance features and capabilities of the database system.			Requirement Elicitation	Must Have	
T.02.11	Any business logic or rules implemented through database programming or objects must be implemented consistently and efficiently with adequate documentation.			Requirement Elicitation	Must Have	
T.02.12	The system design must use database normalization techniques, as appropriate, to reduce data redundancy, improve data integrity, and design efficient data storage structures.			Requirement Elicitation	Must Have	
T.02.13	The database system design must be documented to support ongoing operations and maintenance (O&M).			Requirement Elicitation	Must Have	

3.2.3 User Interface

Table 13: User Interface

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
User Interface						
T.03.01	The system's Web-based user interface must meet the requirements of the Americans with Disabilities Act (ADA) and Section 508 of the Rehabilitation Act of 1973.			Requirement Elicitation	Must Have	
T.03.02	The system must use a modern Web-based presentation layer (HTML5, CSS3, JavaScript/ECMAScript) that does not rely significantly on client-side helpers or add-ons.			Requirement Elicitation	Must Have	
T.03.03	With the exception of a) a reader for PDF-format files, b) Microsoft Word or equivalent, and c) Microsoft Excel or equivalent, the system must not require application-specific or proprietary software to be loaded on the end-user desktops.			Requirement Elicitation	Must Have	
T.03.04	The user interface must support and provide robust data entry validation and error handling.			Requirement Elicitation	Must Have	

3.2.4 Interfaces

Table 14: Interfaces

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
Interfaces						
T.04.01	The system shall implement the current CSES system's interfaces to import and export data from/to other systems, using the mechanisms agreed upon by HSD and the external partner.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
T.04.02	The mechanisms used to implement interfaces shall include, but not be limited to: a) File-oriented / secured file transfer (e.g., SFTP or Connect:Direct). Used to receive files from data partners and/or transmit files back for their consumption. b) Interactive / web services. Used in some interfaces to communicate with a data partner via interactive web services based on protocols such as REST/JSON or similar. c) Staged file. Used to indicate that the mechanism is file-based, with the files placed (staged) in a designated location accessible to the data partner.			Requirement Elicitation	Must Have	
T.04.03	All interfaces must be fully automated, requiring no human-driven steps to prepare or receive files, transform or review data, or otherwise process the information received or transmitted.			Requirement Elicitation	Must Have	
T.04.04	The system shall maintain a backup of all outgoing and incoming interface files for a configurable timeframe.			Requirement Elicitation	Must Have	
T.04.05	The system shall ensure that all interfaces adhere to the security standards specified by HSD.			Requirement Elicitation	Must Have	
T.04.06	The system shall provide configurable notifications to interface partners regarding interface activity status (i.e., transfer acknowledge, transfer delays, errors).			Requirement Elicitation	Must Have	
T.04.07	The system shall track, log, and record all outgoing and incoming interface activity.			Requirement Elicitation	Must Have	
T.04.08	The system shall provide the capability for an authorized system administrator(s) to update, add, activate, and/or deactivate interfaces.			Requirement Elicitation	Must Have	
T.04.09	The system must have the ability to adhere to all current recommended and required OCSS interface functionalities and releases in accordance with federal directives and guidelines.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
T.04.10	The system shall receive and provide interface information in the format(s) specified in the Interface Control Document (ICD).			Requirement Elicitation	Must Have	
T.04.11	The system shall update, record, and maintain appropriate system records based on received interface data.			Requirement Elicitation	Must Have	
T.04.12	The system shall have the capability to convert received interface information into the format required by the system.			Requirement Elicitation	Must Have	
T.04.13	The system shall validate the format of incoming file(s) as specified in the Interface Control Document (ICD).			Requirement Elicitation	Must Have	
T.04.14	The system shall record and maintain all outgoing interface activity.			Requirement Elicitation	Must Have	
T.04.15	The system must include all interfaces required in the OCSS federal certification guide.			Requirement Elicitation	Must Have	
T.04.16	The system must include a fully functional CSENet (Child Support Enforcement Network) interface with the federal Office of Child Support Services (OCSS) that complies with all Federal and State requirements.			Requirement Elicitation	Must Have	
T.04.17	The system must include a fully functional Intergovernmental Reference Guide (IRG) interface with the federal Office of Child Support Services (OCSS) that complies with all Federal and State requirements.			Requirement Elicitation	Must Have	
T.04.18	The system must include a fully functional Federal Tax Refund Offset Program (IRS) interface with the federal Office of Child Support Services (OCSS) that complies with all Federal and State requirements.			Requirement Elicitation	Must Have	
T.04.19	The system must include a fully functional Administrative Offset Program interface with the federal Office of Child Support Services (OCSS) that complies with all Federal and State requirements.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
T.04.20	The system must include a fully functional Passport Denial Program interface with the federal Office of Child Support Services (OCSS) that that complies with all Federal and State requirements.			Requirement Elicitation	Must Have	
T.04.21	The system must include a fully functional Multistate Financial Institution Data Match (MS FIDM) interface with the federal Office of Child Support Services (OCSS) that complies with all Federal and State requirements.			Requirement Elicitation	Must Have	
T.04.22	The system must include a fully functional Insurance Match Program interface with the federal Office of Child Support Services (OCSS) that complies with all Federal and State requirements.			Requirement Elicitation	Must Have	
T.04.23	The system must include a fully functional Federal Case Registry (FCR) interface with the federal Office of Child Support Services (OCSS) that that complies with all Federal and State requirements.			Requirement Elicitation	Must Have	
T.04.24	The system must include a fully functional Federal Parent Locator Service (FPLS) interface with the federal Office of Child Support Services (OCSS) that complies with all Federal and State requirements.			Requirement Elicitation	Must Have	
T.04.25	The system must include a fully functional Interstate Case Reconciliation (ICR) interface with the federal Office of Child Support Services (OCSS) that complies with all Federal and State requirements.			Requirement Elicitation	Must Have	
T.04.26	The system must include a fully functional Electronic Income Withholding Orders (e-IWO) interface with the federal Office of Child Support Services (OCSS) that complies with all Federal and State requirements.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
T.04.27	The system must include a fully functional National Directory of New Hires (NDNH) interface with the federal Office of Child Support Services (OCSS) that complies with all Federal and State requirements.			Requirement Elicitation	Must Have	
T.04.28	The system must include fully functional SSN Verification interface with the federal Social Security Administration (SSA) that that complies with all Federal and State requirements.			Requirement Elicitation	Must Have	
T.04.29	The system must include a fully functional interface with the New Mexico Administrative Office of the Courts (NM AOC) that that complies with all Federal and State requirements.			Requirement Elicitation	Must Have	
T.04.30	The system must include a fully functional Credit Bureau reporting interface that complies with all Federal and State requirements.			Requirement Elicitation	Must Have	
T.04.31	The system must implement the existing interfaces with the New Mexico State Fiscal Agent (currently Wells Fargo), which includes but is not limited to the following data/files: a) Collections and Returns b) Disbursements, Direct Deposit, Prenotes, Auto Withdrawals, c) Email CNOTE to ASD, d) Lockbox Collections, e) Lockbox Reconciliation.			Requirement Elicitation	Must Have	
T.04.32	The system must include a fully functional State Directory of New Hires (SDNH) interface that that complies with all Federal and State requirements. This interface includes but is not limited to the following data/files: a) Quarterly Wage File, b) Inbound New Hires, c) Stellarware New Hire to ASPEN Passthrough.			Requirement Elicitation	Must Have	
T.04.33	The system must include a fully functional Locate interface with the New Mexico Workers Compensation Administration (WCA).			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
T.04.34	The system must implement the existing interfaces with the NM CSES batch forms vendor, which includes, but is not limited to the following data/files: Data for the Printing, Mailing, and Archival of Daily, Monthly and Quarterly batch forms.			Requirement Elicitation	Must Have	
T.04.35	The system must implement the existing interfaces with the Administrative Services Division (ASD), which includes, but is not limited to the following data/files: a) General Ledger TANF Recoveries, b) Payment File from SHARE, c) CSES Warrant and Manual Voucher Files, d) Warrant and Manual Voucher Log Files from SHARE, e) Warrant and Manual Voucher Error Files from SHARE, f) Voucher Build Error File from SHARE.			Requirement Elicitation	Must Have	
T.04.36	The system must include a fully functional interface with the State IV-A Agency (HSD Income Support Division (ISD/ASPEN)) via the HSD System Integration Platform (SIP) that complies with all Federal and State requirements.			Requirement Elicitation	Must Have	
T.04.37	The system must include a fully functional interface with the State Title XIX Agency (HSD Medical Assistance Division (ISD-MAD/ASPEN)) via the HSD System Integration Platform (SIP) that complies with all Federal and State requirements.			Requirement Elicitation	Must Have	
T.04.38	The system must include fully functional interfaces with the State Department of Motor Vehicles (MVD) that comply with all Federal and State requirements, and which includes, but is not limited to the following data/files: a) Daily Certificate of Compliance, b) License Suspension, c) License Revocation.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
T.04.39	The system must include fully functional State Tax Offset interface with the State Taxation & Revenue Department (TRD) data partner that that complies with all Federal and State requirements, and which includes, but is not limited to the following data/files: a) TRD Weekly Certification, b) TRD Weekly Mod/Delete, c) TRD Collections.			Requirement Elicitation	Must Have	
T.04.40	The system must include a fully functional interface with the New Mexico Lottery that complies with all Federal and State requirements.			Requirement Elicitation	Must Have	
T.04.41	The system must include a fully functional interface with the New Mexico Racinos that complies with all Federal and State requirements.			Requirement Elicitation	Must Have	
T.04.42	The system must implement the existing interfaces with the New Mexico Educational Retirement Board (NM ERB) interface which includes but is not limited to the following data/files: a) Locate Request, b) ERB Active Locate Response, c) ERB Retired Locate Response.			Requirement Elicitation	Must Have	
T.04.43	The system must implement the existing interfaces with the NM HSD KIDSLINE IVR interface which includes but is not limited to the following data/files: Outgoing CSES Case and Payment Data.			Requirement Elicitation	Must Have	
T.04.44	The system must include fully functional interfaces with the state Department of Workforce Solutions (NM DWS) that comply with all Federal and State requirements, and which includes but is not limited to a) Unemployment Insurance Referral and Offset, b) UI to NDNH Passthrough, c) QW to NDNH Passthrough, d) UCB Response Match Data, e) Sapphire FTP to MVS1 Passthrough, f) MVS1 to Sapphire FTP Passthrough.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
T.04.45	The system must implement the existing interfaces with the state Department of Finance and Administration (DFA/SHARE) data partner, which includes, but is not limited to the following data/files: a) Warrant Vouchers, b) Warrant Voucher Errors, c) Warrant Voucher Logs, d) Direct Deposit Vouchers, e) Direct Deposit Voucher Errors, f) Direct Deposit Voucher Logs, g) Voucher Build Errors, h) Payment File.			Requirement Elicitation	Must Have	
T.04.46	The system must implement the existing HSD to ISD Client Tracking Services (CTS) interface which includes but is not limited to the following data/files: Daily Payments and Monthly Disbursements.			Requirement Elicitation	Must Have	
T.04.47	The system must include a fully functional interface with the State IV-E Agency (CYFD) that complies with all Federal and State requirements.			Requirement Elicitation	Must Have	
T.04.48	The system must include a fully functional interface with the state Department of Health (NM DOH) that complies with all Federal and State requirements, and which includes but is not limited to: a) Acknowledgement of Paternity, b) Birth Certificates.			Requirement Elicitation	Must Have	
T.04.49	The system must include fully functional interfaces with the state Department of Corrections (NM DOC) that comply with all Federal and State requirements, and which includes but is not limited to: a) Locate, b) Date of Incarceration, c) Date of Release.			Requirement Elicitation	Must Have	
T.04.50	The system must include a fully functional interface with the New Mexico Department of Vocational Rehabilitation (NM DVR) that complies with all Federal and State requirements.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
T.04.51	The system must include a fully functional interface with the New Mexico Public Education Department (NM PED) that complies with all Federal and State requirements.			Requirement Elicitation	Must Have	
T.04.52	The system must include a fully functional interface with the New Mexico Regulations and Licensing Department (NM RLD) that complies with all Federal and State requirements.			Requirement Elicitation	Must Have	
T.04.53	The system must include a fully functional interface with the New Mexico HSD State Disbursement Unit (SDU) that complies with all Federal and State requirements.			Requirement Elicitation	Must Have	
T.04.54	The system must implement the existing interfaces with the New Mexico HSD eCSE system, which includes, but is not limited to the following data/files: a) Case Data Extract, b) CP Receipts and Obligations, c) NCP Receipts and DBI, d) Direct Deposits Download, e) Auto Withdrawals Download, f) PIN Number, g) CS Applications, h) eCSE Locate Data, i) Review and Adjustments, j) Add New Dependents, k) Direct Deposits Upload, l) Auto Withdrawals Upload.			Requirement Elicitation	Must Have	
T.04.55	The system must implement the existing interfaces with the New Mexico HSD eEmployer system, which includes, but is not limited to the following data/files: a) eEmployer Data Upload, b) eEmployer Access Keys, c) eEmployer Data Extracts, d) Web Downloads Complete.			Requirement Elicitation	Must Have	
T.04.56	The system must implement the existing interfaces with the New Mexico HSD eReporting system, which includes, but is not limited to the following data/files: a) Instruments Extract, b) Monthly Receipts Extract, c) Federal Audit Extract, d) JAS Report.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
T.04.57	The system must include a fully functional interface with the New Mexico Department of Game and Fish (NMGDF) that complies with all Federal and State requirements.			Requirement Elicitation	Must Have	
T.04.58	The system must include an interface that supports an Unclaimed Property / Escheatment process. This may include a file that is sent to a designated entity to provide public notice of collections that would be eligible to revert back to the program as income if not claimed by a certain date.			Requirement Elicitation	Must Have	
T.04.59	The system must interface with the OCSS Child Support Portal in order to support the various portal functionality, including: a) QUICK – web-based access for authorized state users to the Query Interstate Cases of Kids (QUICK) application, b) Locates – information on IV-D and other participants from the National Directory of New Hires and the FPLS external locate sources to include SSA, VA, IRS, FBI, and DOD, c) Department of Defense Entitlements – military information to include base salary, allotments, and bonuses, d) Debt Inquiry – information on noncustodial parent’s eligibility for payout of bonuses or lump sums from employers or insurers, e) Federal Collection and Enforcement – information used by federal offset and passport denial programs, f) Employer Search – name or FEIN search of employers participating in e-IWO.			Requirement Elicitation	Must Have	
T.04.60	In addition to the existing interfaces, new interfaces may be required (e.g., public utilities, cell phone providers, internet service providers, National Change of Address). Those interfaces must be developed and integrated using the same communication patterns as the legacy interfaces (file-oriented, web-services based, etc.).			Requirement Elicitation	Must Have	

3.2.5 Data Analytics

Table 15: Data Analytics

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
Data Analytics						
T.05.01	The system must support and integrate via the System Integration Platform (SIP) with the State’s HHS 2020 Data Services (DS) module that provides enterprise-wide business intelligence.			Requirement Elicitation	Must Have	Data Services
T.05.02	Dashboards and operational reports created by the HHS 2020 DS module must be seamlessly integrated with the new system and able to pass in the context of the user’s session as report parameters (i.e., the user’s current screen, case, or other first-class data structure).			Requirement Elicitation	Must Have	Data Services
T.05.03	The new system must provide data via the System Integration Platform (SIP) to the HHS 2020 DS module in an automated fashion.			Requirement Elicitation	Must Have	Data Services
T.05.04	The new system must have the capability to use data to predictively drive case work and decision-making.			Requirement Elicitation	Must Have	
T.05.05	The new system must provide advanced analytics reports and/or dashboards that can analyze case-level data and make recommendations for specific actions to convert the case from non-paying to paying.			Requirement Elicitation	Must Have	
T.05.06	The new system must provide caseload stratification reports and/or dashboards that can analyze a worker's (or unit's) entire caseload and identifies which activities on which cases should be taken next in order to optimize worker activities in order to obtain the best outcomes.			Requirement Elicitation	Must Have	
T.05.07	The system must provide reporting capabilities to support the reports defined in the functional requirements.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
T.05.08	The system must include a business intelligence (BI) / data warehouse component to support operational reporting and analysis of system data to track program performance and help predict child support program trends.			Requirement Elicitation	Must Have	
T.05.09	The BI / data warehouse component must be able to support timely (real-time or near real-time) operational reporting of the primary system data.			Requirement Elicitation	Must Have	
T.05.10	The data warehouse component must be able to support data mining techniques to uncover patterns and trends in the child support program data.			Requirement Elicitation	Must Have	

3.2.6 Document Generation and Document Management

Table 16: Document Generation and Document Management

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
Document Generation and Document Management						
T.06.01	The Document Generation (DocGen) document templates must be separate from system code, and modifiable by authorized business users.			Requirement Elicitation	Must Have	ECM
T.06.02	The DocGen document templates must be able to be controlled with versions and effective dates, allowing new versions to exist alongside older versions.			Requirement Elicitation	Must Have	
T.06.03	The DocGen component must provide a rich set of document formatting features, including multiple fonts, laser-quality output, runtime page layout for dynamic word-wrapping & pagination, ability to place images, paragraph numbering, ability to place tables, headers, and footers.			Requirement Elicitation	Must Have	
T.06.04	The DocGen component must have the ability to place barcodes and optical mark recognition (OMR) marks.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
T.06.05	The DocGen component must have the ability to support batch documents (overnight system-generated documents), online-automatic documents (documents triggered by worker action elsewhere in the source system) and interactive documents.			Requirement Elicitation	Must Have	
T.06.06	The DocGen component must have the ability to submit and/or suppress document storage in the document management / enterprise content management (ECM) repository, including appropriate metadata such as creation time, creation user, case ID, and participant ID.			Requirement Elicitation	Must Have	
T.06.07	The DocGen component must be integrated with the primary system such that a) users can generate documents from within system workflows, b) system context (e.g., case ID, person ID) at the time of generation drives the collection of data elements to be populated into the document, and c) generated documents are registered as identifiable events.			Requirement Elicitation	Must Have	
T.06.08	The system must support and integrate with HSD's preferred document management / enterprise content management (ECM) component, Hyland OnBase.			Requirement Elicitation	Must Have	
T.06.09	The system must support high-volume operations such as a centralized mailroom scanning, and low-volume activity such as over-the-counter documents.			Requirement Elicitation	Must Have	
T.06.10	The system must be able to retrieve images from the ECM component.			Requirement Elicitation	Must Have	
T.06.11	The system must support workflow and document generation integration with the ECM component.			Requirement Elicitation	Must Have	
T.06.12	The system must support ECM document indexing associations to such entities as person (party), case, 3rd parties, and court case.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
T.06.13	The system must have the capability to re-index and remove documents in the ECM component.			Requirement Elicitation	Must Have	
T.06.14	The Document Management component must integrate with HSD-specified document management system for retention period management.			Requirement Elicitation	Must Have	
T.06.15	The system must utilize the ECM component APIs for integrating the access to and display of documents.			Requirement Elicitation	Must Have	
T.06.16	The system must support replacement of and/or appending to documents or document sets in the ECM component.			Requirement Elicitation	Must Have	
T.06.17	The system must support reading of barcodes as well as reading of key information from incoming documents via OCR (optical character recognition) for integration with the ECM component functions and stored documents.			Requirement Elicitation	Must Have	
T.06.18	The system must support full-text indexing of incoming documents via OCR (optical character recognition) for integration with the ECM component functions and stored documents.			Requirement Elicitation	Must Have	
T.06.19	The system must log activity on stored documents, including indexing/re-indexing and physical document manipulations.			Requirement Elicitation	Must Have	
T.06.20	The DocGen component must offer a template designer tool that allows designated personnel to develop, test, and manage document templates.			Requirement Elicitation	Must Have	

3.2.7 Workflow Automation

Table 17: Workflow Automation

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
Workflow Automation						
T.07.01	The system must offer workflow automation.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
T.07.02	The system's workflows must be readily re-composable, allowing the order of activities and user interactions to be modified through configuration rather than coding.			Requirement Elicitation	Must Have	
T.07.03	The system's workflows must be role-and/or rule-based, enabling differing assignments of responsibilities and activities for entities (e.g., child support agencies, CSSD, the SDU) with differing staffing, organization, and procedures.			Requirement Elicitation	Must Have	
T.07.04	The workflow automation system must be capable of enforcing pre-conditions on workflow steps and route the user to the appropriate workflow steps to satisfy configured pre-conditions.			Requirement Elicitation	Must Have	
T.07.05	The workflow automation system must allow for configurable variations of standard workflows depending on the individual entity's (e.g., child support agencies, CSSD, the SDU) needs. For example, supporting a specialization model in large offices and generalist models in small offices, while still employing shared standard business processes.			Requirement Elicitation	Must Have	
T.07.06	The workflow automation system must allow for local variations and customizations to workflows to accommodate varying local practices and procedures.			Requirement Elicitation	Must Have	

3.2.8 Security and Privacy

Table 18: Security and Privacy

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
Security and Privacy						
T.08.01	The system must follow cybersecurity best practices, comply with the HSD security standards, the federal government’s HIPAA, SSA, and IRS 1075 compliance requirements, NIST security standards (e.g., 800-53, 800-34), 45 CFR 95.621 biennial security review, as well as other applicable state and federal security regulations.	H-2(a-l)		Requirement Elicitation	Must Have	
T.08.02	The system must implement security controls in the data access tier in such a way that all application access to the data must go through a uniform security layer.			Requirement Elicitation	Must Have	
T.08.03	The system must leverage HSD’s preferred user directory to provide a single sign-on and authentication scheme.			Requirement Elicitation	Must Have	
T.08.04	The system must control and limit security administration to a small number of security personnel.	H-2(k), H-2(f)		Requirement Elicitation	Must Have	
T.08.05	The system must provide the capability to securely manage access to parameter tables.			Requirement Elicitation	Must Have	
T.08.06	The system must apply specialized security mechanisms (e.g., applying a lockout to sensitive participants, protecting against release of information where family violence is indicated, applying a lockout to sensitive data).	H-2(e)		Requirement Elicitation	Must Have	
T.08.07	The system must provide role-based access controls.	H-2(c)		Requirement Elicitation	Must Have	
T.08.08	The system must include the ability to lock a worker out from all cases and related participants where an identified conflict of interest exists.			Requirement Elicitation	Must Have	
T.08.09	The system must automatically identify potential worker conflicts-of-interest by matching available worker PII such as SSN with existing case participant data.			Requirement Elicitation	Must Have	
T.08.10	The system must control access to system data using roles-based security and use automatic sign-off, lockout, and timeout techniques.	H-2(c), H-2(e)		Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
T.08.11	The system must detect, record, and lock out unauthorized attempts to gain access to system software and data.	H-2(g)		Requirement Elicitation	Must Have	
T.08.12	The system must be capable of monitoring access and use including both successful and unsuccessful system access.	H-2(g)		Requirement Elicitation	Must Have	
T.08.13	Security must be role based and extend to the functional screen/report level and control the user's capability to view and/or update those screens/reports or individual fields on those screens.	H-2(c)		Requirement Elicitation	Must Have	
T.08.14	The system must protect data designated as IRS FTI data from unauthorized inquiries.	H-2(i)		Requirement Elicitation	Must Have	
T.08.15	For security purposes, the system must be capable of maintaining information on all changes to critical records and/or data fields (e.g., arrearage balance, monthly court-ordered support amounts, SSN, name, family violence indicator) including identification of the responsible system user/caseworker and date/time of the change.	H-2(j)		Requirement Elicitation	Must Have	
T.08.16	The system must satisfy industry standard audit requirements, including the availability of the proper audit trails and controls for all processes, such as file balances, record counts, etc.			Requirement Elicitation	Must Have	
T.08.17	The system must protect in-transit data between the end user and the application infrastructure using HTTPS/TLS.	H-2		Requirement Elicitation	Must Have	
T.08.18	The system must encrypt all data at rest.			Requirement Elicitation	Must Have	
T.08.19	The system must provide system use notifications at logon.			Requirement Elicitation	Must Have	
T.08.20	The system must adhere with common, industry standard best practices for information security to avoid security vulnerabilities and risks.			Requirement Elicitation	Must Have	
T.08.21	The system must include network security measures to protect the system infrastructure and data from breaches, intrusions, and threats.			Requirement Elicitation	Must Have	

3.2.9 Performance

Table 19: Performance

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
Performance						
T.09.01	Response time for users on the state network for actions within the system boundaries under full system load must be less than 1 second for 95% of the time.			Requirement Elicitation	Must Have	
T.09.02	System to system response time for externally exposed HSD web services/APIs shall be less than 1 second for 95% of the time.			Requirement Elicitation	Must Have	
T.09.03	For the purposes of calculating response time, response time failures due to State-provided infrastructure outages, maintenance, or unavailability will be removed from the sample set.			Requirement Elicitation	Must Have	
T.09.04	HSD-approved application performance monitoring tools shall be employed to monitor system availability and operational health.			Requirement Elicitation	Must Have	
T.09.05	HSD-approved load testing/performance testing tools shall be employed to verify the system's capacity.			Requirement Elicitation	Must Have	
T.09.06	If batch processing is needed, it must not impede system response times for internal and external users during the system availability windows.			Requirement Elicitation	Must Have	

3.2.10 Environments

Table 20: Environments

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
Environments						
T.10.01	At a minimum, the following separate, standalone environments must be available and maintained: production, user acceptance testing, system/load test/integration testing, development/integration, training/education, and sandbox.			Requirement Elicitation	Must Have	
T.10.02	The system must be able to operate under change control processes that manage the elements of the software system’s configuration and its deployment to various environments.			Requirement Elicitation	Must Have	

3.2.11 Language and Code Management

Table 21: Language and Code Management

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
Language and Code Management						
T.11.01	The primary programming language(s) for the system must be modern mainstream languages.			Requirement Elicitation	Must Have	
T.11.02	The system software design must adhere with modern, object-oriented, portable, and scalable design practices.			Requirement Elicitation	Must Have	
T.11.03	The system source code must follow HSD standards and include sufficient internal documentation (comments) to explain the purpose of each source code module, any exposed programming interfaces, and explanation of non-obvious aspects of the source code/programming implementation.			Requirement Elicitation	Must Have	
T.11.04	The system source code must employ HSD naming conventions for data structures, variables, modules, classes, and source-code files.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
T.11.05	The system source code management must include version control, separation of code deployment duties, approvals, and change auditing.			Requirement Elicitation	Must Have	
T.11.06	Move this to database requirements if not already covered.			Requirement Elicitation	Must Have	
T.11.07	The system source code must offer external documentation sufficient to explain the system's architecture, key application patterns/design patterns, and how to perform essential programming tasks such as developing/modifying screens, altering/implementing workflows, developing/modifying reports and document templates, etc.			Requirement Elicitation	Must Have	
T.11.08	Code documentation-generation tools and techniques (e.g., "tagging" source code to facilitate automatic documentation generation) shall be used to enable the generation of updated documentation.			Requirement Elicitation	Must Have	

3.2.12 Development and System Management Tools

Table 22: Development and System Management Tools

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
Development and System Management Tools						
T.12.01	The system must have configuration / release management features that separate source code from servers/instances and allow different builds to access different servers/instances.	H-3(a-g)		Requirement Elicitation	Must Have	
T.12.02	The system must have the ability to support and/or integrate with HSD's preferred application lifecycle management (ALM) tools/features including but not limited to requirements management, issue/defect management, software design and development, software testing and QA management, and change management.	H-3(a), H-3(b)		Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
T.12.03	The development and test systems must allow the application clock to be controlled separately from the server clock in order to test time-based functionality such as financial distribution, order management, monthly/weekly batch cycles, etc.			Requirement Elicitation	Must Have	
T.12.04	Throughout development and operations and maintenance (O&M), a HSD-approved source code control (SCC) tool and/or application lifecycle management (ALM) tool will be used to house and control access to system source code, seed data, configuration files, and other key artifacts.			Requirement Elicitation	Must Have	
T.12.05	The SCC/ALM tool must allow for simultaneous development projects and must help manage contention between different teams who require access to common segments of code.			Requirement Elicitation	Must Have	
T.12.06	HSD-approved automated testing tools, including user-interface testing capabilities, shall be employed to test the system during initial development and operations and maintenance (O&M).			Requirement Elicitation	Must Have	
T.12.07	To the extent that batch processing is used to manage system workload, the system must provide a robust set of batch management tools.			Requirement Elicitation	Must Have	
T.12.08	The system must allow designated personnel to update the system's functionality without requiring changes to system code by parameterizing (control by virtue of maintained tables / data structures) all routine and regularly-changing aspects of the system's functioning (e.g., guidelines tables, tax tables, entity-specific workflow-controlling values, etc.) and offer administrative tools that allow designated personnel to adjust such parameters as the need arises.			Requirement Elicitation	Must Have	

3.2.13 Data Management

Table 23: Data Management

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
Data Management						
T.13.01	The system must offer archiving and/or purging functionality that is rules-based, such as by case, participant, or financial transaction.			Requirement Elicitation	Must Have	
T.13.02	The system must allow application data to be moved to second-tier storage to reduce workload on the primary database.			Requirement Elicitation	Must Have	
T.13.03	The system must allow application data to be archived to offline data structures that can be restored to the primary system or converted to human-readable form.			Requirement Elicitation	Must Have	
T.13.04	The system must allow cases be purged (permanently removed) from the system.			Requirement Elicitation	Must Have	
T.13.05	As application data is archived or purged, related artifacts in any external systems (e.g., document management) must be considered and similarly managed.			Requirement Elicitation	Must Have	
T.13.06	The system must be able to implement soft-deletes/purging of data through logical suppression of records.			Requirement Elicitation	Must Have	
T.13.07	The system must implement controls to enforce common data management standards.			Requirement Elicitation	Must Have	
T.13.08	The system must ensure employer data is validated and augmented as it is brought into the system.			Requirement Elicitation	Must Have	
T.13.09	The system must ensure that address data is validated and augmented as it is brought into the system.			Requirement Elicitation	Must Have	

3.2.14 System Availability

Table 24: System Availability

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
System Availability						
T.14.01	The system must support the user availability/uptime requirements as defined in the Functional requirements.			Requirement Elicitation	Must Have	
T.14.02	Scheduled maintenance, exclusive of batch processing windows shall occupy no more than 7 hours per week.			Requirement Elicitation	Must Have	
T.14.03	Batch processing windows shall occupy no more than current batch processing window (8 hours day).			Requirement Elicitation	Must Have	
T.14.04	Lack of availability due to State-provided infrastructure outages, maintenance, or unavailability will not be counted when determining system availability.			Requirement Elicitation	Must Have	

3.2.15 User Management

Table 25: User Management

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
User Management						
T.15.01	User information must be managed using HSD's preferred identity and access management (IAM) service.			Requirement Elicitation	Must Have	
T.15.02	The system must support single-sign-on across multiple front-end systems.			Requirement Elicitation	Must Have	Identity Credentials and Access Management
T.15.03	The system must support HSD's preferred multi-factor authentication solution.			Requirement Elicitation	Must Have	Identity Credentials and Access Management
T.15.04	The IAM system must be based on the State's preferred IAM tool or be configured to re-use the already-established user pools managed in the preferred IAM tool.			Requirement Elicitation	Must Have	Identity Credentials and Access Management
T.15.05	The system must be capable of supporting federated identity management for some categories of users.			Requirement Elicitation	Must Have	
T.15.06	Each vendor environment must integrate via a single cloud.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
T.15.07	The system must use a single integration with HSD's external user ICAM connection and a single integration with HSD's internal user ICAM connection.			Requirement Elicitation	Must Have	

3.2.16 Customer Service

Table 26: Customer Service

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
Architecture						
T.16.01	The system must have the ability to integrate with a Customer Relationship Management (CRM) component for multiple communication channels (i.e., IVR, Call Center, Mobile Applications, Web Portal, Live Chat).			Requirement Elicitation	Must Have	Unified Portal
T.16.02	The system must support SMS/text interactions with users including but not limited to case participants and employers.			Requirement Elicitation	Must Have	
T.16.03	The system must support and integrate with the State's System Integrator Unified Portal (UP) module that provides basic case information, supplying informational updates, making payments, and other forms of customer interaction.			Requirement Elicitation	Must Have	Unified Portal
T.16.04	The system must integrate with the existing Interactive Voice Response (IVR) system to provide case information to customers and employers when requested.			Requirement Elicitation	Must Have	
T.16.05	The system must support bi-directional data flow via integration with the State's Medicaid Management Information System Replacement (MMISR) Consolidated Customer Service Center (CCSC) module that provides customer service call center support.			Requirement Elicitation	Must Have	
T.16.06	The system must have the ability to record, monitor, and maintain all information submitted to and/or received (i.e., case updates, access channel(s), contact records) by the third party components (i.e., Unified Portal, Customer Service Call Center, IVR).			Requirement Elicitation	Must Have	Consolidated Customer Service Center

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
T.16.07	The system must have the ability to support kiosks that provide various onsite options (i.e., check-in, payments, receipt printing).			Requirement Elicitation	Must Have	

3.3 Transitional Requirements

The transitional planning requirements are organized by transitional area. Each transitional area section below includes the requirements for that area.

3.3.1 Data Conversion

Table 27: Data Conversion

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
Data Conversion						
X.01.01	Automated data conversion must be used to convert data from the legacy system to the new system in an iterative and repeatable manner. Conversion-metric reports must be employed to demonstrate the status of the conversion effort and to identify records that could not be converted through automation.			Requirement Elicitation	Must Have	
X.01.02	Where manual data clean-up is necessary, the vendor must develop or provide purpose-built data clean-up tools that allow workers to resolve data discrepancies and clean up non-convertible data constructs as easily as possible.			Requirement Elicitation	Must Have	
X.01.03	Data clean-up tools will bring together all available information that the worker will need to perform their clean-up task (e.g., shows multiple source records when the task is to merge multiple records).			Requirement Elicitation	Must Have	
X.01.04	Data clean-up tools should assist workers to speed the data clean-up process. E.g., offer drop-down menus with standard values when coded text fields are required.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
X.01.05	HSD will work with the vendor to identify cohorts of records (groups of records sharing similar characteristics) that will be converted as well as cohorts that will not be converted due to age, redundancy, or other attributes.			Requirement Elicitation	Must Have	
X.01.06	For not-to-be-converted cohorts, HSD may choose to have the vendor summarize the records' contents in a documentation format. This may take the form of case notes in the new system, documents in the document management system, or another suitable free-form documentation format.			Requirement Elicitation	Must Have	
X.01.07	For not-to-be-converted cohorts, HSD may choose to have the vendor store the records' contents in a temporary database and/or retain the legacy database for a specified period of time.			Requirement Elicitation	Must Have	
X.01.08	The vendor must have a data conversion plan that documents, and describes, the conversion process, source and target data element mapping, the process for data extraction, transformation and loading, the tools to be used, data quality assurance and controls, and remediation of any adverse impacts, among other aspects of the effort.			Requirement Elicitation	Must Have	
X.01.09	The vendor must develop data conversion metrics reports that describe the cohorts of records, including at a minimum, how many records are in the cohort, how many are able to be converted automatically (convert through automation, require no manual clean-up, and are correctly processed by the new system), how many require manual clean-up, and identifying all categories of data anomalies that require automated or manual intervention (e.g., records missing SSNs versus records with duplicate SSNs versus records with a null value in a required field).			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
X.01.10	Cohorts will be developed by identifying records with shared characteristics (e.g., person data, employer data, employer data with duplicates).			Requirement Elicitation	Must Have	
X.01.11	There will always be a master cohort that consists of all records in the legacy CSES system. Additional cohorts will be subsets of this master cohort.			Requirement Elicitation	Must Have	
X.01.12	Audit logs of the data conversion results will be logged such that all changes to attributes, merges of records, and exclusions of records are logged, whether these changes are made through manual cleanup or automated conversion tools.			Requirement Elicitation	Must Have	
X.01.13	A dedicated conversion environment, configured similarly to production, shall be configured and maintained throughout the data conversion process.			Requirement Elicitation	Must Have	
X.01.14	Data conversion must be automated to the greatest extent possible; manual data cleanup techniques need to be assessed and only used if needed.			Requirement Elicitation	Must Have	

3.3.2 Temporary System Capabilities Needed to Support Transition

Table 28: Temporary System Capabilities Needed to Support Transition

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
Temporary System Capabilities Needed to Support Transition						
X.02.01	If a phased implementation approach is used, the legacy system and the new system will be in simultaneous production use throughout the pilot and phased roll-out transition period.			Requirement Elicitation	Must Have	
X.02.02	During the system transition period, the two systems must be configured to coordinate data and system operations so that normal program operations can continue unimpeded.			Requirement Elicitation	Must Have	
X.02.03	During the system transition period, any given case must be active in only one of the two systems.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
X.02.04	For the system transition period, a method of selecting cases to be active in the new system must be devised such that legacy-system financials can continue to distribute monies on related cases accurately.			Requirement Elicitation	Must Have	
X.02.05	During the system transition period, any records (e.g., participants, employers, third parties) that are present in both systems must be reconciled, and data changes that made in one system must be reflected in the other in a timely way.			Requirement Elicitation	Must Have	
X.02.06	During the system transition period, one of the two systems, or a temporary bridging process, shall be responsible for statewide reporting, including the federal 157, 34, 35, and 396 reports.			Requirement Elicitation	Must Have	
X.02.07	During the system transition period, one of the two systems, or a temporary bridging process, shall be responsible for supplying data to data partners via system-to-system interfaces.			Requirement Elicitation	Must Have	
X.02.08	During the system transition period, one of the two systems, or a temporary bridging process, shall be responsible for receiving data from data partners via system-to-system interfaces and routing the data to the appropriate system.			Requirement Elicitation	Must Have	
X.02.09	During the system transition period, one of the two systems, or a temporary bridging process, shall be responsible for interfaces to the document generation/notice generation system, including batch, central print, online automatic, and manual.			Requirement Elicitation	Must Have	
X.02.10	The vendor shall be responsible for ensuring that the new system has the appropriate controls and integration mechanisms to allow the system transition data coordination to take place.			Requirement Elicitation	Must Have	
X.02.11	The vendor shall work with HSD to identify and create specifications for modifications to the legacy system to allow the system transition data coordination to take place.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
X.02.12	HSD staff will assist in the overall effort to make the legacy system changes necessary for the system transition data coordination to take place.			Requirement Elicitation	Must Have	

3.3.3 Project System Development Life Cycle (SDLC)

Table 29: Project System Development Life Cycle (SDLC)

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
Project System Development Life Cycle (SDLC)						
X.03.01	HSD is interested in an incremental approach to development that allows for confirmation of the system’s functionality and soundness at different points during the project lifecycle.			Requirement Elicitation	Must Have	
X.03.02	The State is open to the use of hybrid agile approaches as long as all requirements defined by HSD are delivered, and key project milestones are met.			Requirement Elicitation	Must Have	
X.03.03	Key project milestones to be met includes "Requirements Confirmation Complete", where requirements are documented and refined by the vendor and agreed to by HSD.			Requirement Elicitation	Must Have	
X.03.04	Key project milestones to be met includes "General Design Complete", where high-level design (at a minimum) is formally documented and agreed to by HSD.			Requirement Elicitation	Must Have	
X.03.05	Key project milestones to be met includes "Development Ready", where HSD determines that the requirements and General Design are suitable for code construction to formally begin.			Requirement Elicitation	Must Have	
X.03.06	Key project milestones to be met includes "System Integration Testing Ready", where the system is determined by HSD to be ready for system integration testing, which will require substantially all functionality has been developed and can be deployed to testing environments.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
X.03.07	Key project milestones to be met includes "System Integration Testing Complete", where HSD determines that the system has passed system integration testing.			Requirement Elicitation	Must Have	
X.03.08	Key project milestones to be met includes "User Acceptance Testing Complete", where HSD determines that the system has passed user acceptance testing.			Requirement Elicitation	Must Have	
X.03.09	Key project milestones to be met includes "Pilot Complete", where HSD determines that the pilot has been completed successfully.			Requirement Elicitation	Must Have	
X.03.10	Key project milestones to be met includes "Roll-out Complete", where HSD determines that the roll-out has been completed successfully.			Requirement Elicitation	Must Have	
X.03.11	Key project milestones to be met includes "Certification Complete", where the system has received federal certification.			Requirement Elicitation	Must Have	
X.03.12	A development plan that defines the development phases and key milestones must be put in place.			Requirement Elicitation	Must Have	
X.03.13	Regular demonstrations of the system must be presented to HSD throughout the project lifecycle.			Requirement Elicitation	Must Have	
X.03.14	HSD must receive access to the developed portions of the system in a sandbox environment for informal testing.			Requirement Elicitation	Must Have	
X.03.15	HSD requires flexibility to refine requirements during the development process. A process and/or mechanism for documenting and authorizing such changes will be worked out with the vendor.			Requirement Elicitation	Must Have	
X.03.16	HSD may choose to perform formal testing of the developed portions of the system at or after any development milestone.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
X.03.17	A project-specific SDLC must be developed that defines how software development tasks and activities will be managed, including documentation of design elaborations, escalating architectural design issues, and technical design.			Requirement Elicitation	Must Have	
X.03.18	Penetration testing tools shall be used to identify security vulnerabilities that require correction.			Requirement Elicitation	Must Have	
X.03.19	The vendor must use SDLC tools as outlined by the procuring agency.			Requirement Elicitation	Must Have	
X.03.20	A schedule must be developed for requirements validation, system design, development, testing, pilot, roll-out, and transition to O&M.			Requirement Elicitation	Must Have	
X.03.21	The overall schedule for system development is anticipated to be 45 months, with the following breakdown: a) Design, code development, and testing: 30 months; b) Pilot: 3 months (including a 1-month post-pilot stabilization period); c) Roll-out: 12 months.			Requirement Elicitation	Must Have	
X.03.22	A Requirements Traceability Matrix (RTM), or a similar HSD-approved mechanism, shall be used to manage and track the delivery of requirements.			Requirement Elicitation	Must Have	
X.03.23	Project testing shall include but not be limited to a) system testing; b) integration testing; c) security testing (e.g., penetration testing, vulnerability scanning, user and role-based access testing); d) performance testing (e.g., load testing, stress testing, spike testing, soak testing); e) regression testing; and f) user acceptance testing.			Requirement Elicitation	Must Have	
X.03.24	A formal change control process shall be used for changes including, but not limited to a) Deleting a requirement; b) Adding a requirement; c) Changes affecting the project schedule; d) Changes affecting the project scope.			Requirement Elicitation	Must Have	

3.3.4 Training/Site Support

Table 30: Training/Site Support

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
Training/Site Support						
X.04.01	The vendor shall be responsible for developing End-user training. End-user training, covering system use and business processes, shall be conducted on a rolling basis, with any given training session to be conducted within 4 weeks of the trained users' anticipated adoption of the new system.			Requirement Elicitation	Must Have	
X.04.02	Training shall be developed that covers the following user groups, at a minimum: a) local and tribal agency users; b) state disbursement unit users; c) Child Support Services Division staff; d) state training staff.			Requirement Elicitation	Must Have	
X.04.03	A combination of classroom training, video/webinar training, computer-based training (CBT), and/or remote learning will be used to conduct training. All tools and formats used for developing and delivering training shall be subject to HSD approval.			Requirement Elicitation	Must Have	
X.04.04	State trainers will participate in training and may choose to deliver some training directly.			Requirement Elicitation	Must Have	
X.04.05	The vendor will train state trainers sufficiently that they are capable of delivering system training to end users.			Requirement Elicitation	Must Have	
X.04.06	The vendor shall deploy onsite-support staff, defined as knowledgeable trainers/support personnel, to support sites as they are rolled onto the new system, whether through pilot or normal deployment.			Requirement Elicitation	Must Have	
X.04.07	The ratio of onsite support personnel to supported staff shall be a) 1-10 site staff: 1 site-support person; b) 11-25 site staff: 2 site-support personnel; c) 26 or greater staff: 3 site-support personnel.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
X.04.08	Throughout pilot and roll-out, the vendor shall maintain a second-level help desk to support users during adoption of the new system. Both phone support and email/web-based support must be offered.			Requirement Elicitation	Must Have	
X.04.09	A HSD-designated training unit will offer system training support, and will refer any training issues to the vendor's training support staff.			Requirement Elicitation		
X.04.10	A HSD-designated help desk will offer first-line support, and will refer issues with the new system to the vendor's help desk.			Requirement Elicitation	Must Have	
X.04.11	Services offered by the vendor's second-level help desk shall include: a) Triaging tickets; b) Documenting issues/defects for vendor resolution; c) Communicating with end users who report issues (via email, telephone, or both); d) Offering workarounds or other solutions to reported problems; e) Re-assignment of mis-routed tickets to the appropriate HSD support team.			Requirement Elicitation	Must Have	
X.04.12	The vendor shall be responsible for developing a full suite of end-user documentation and help, including but not limited to a) Documentation of user screens and workflows; b) Targeted job aids that walk a user through the steps required to complete a specific task or type of task; c) Online context-sensitive help integrated with the system screens and workflows; d) Frequently Asked Questions (FAQs).			Requirement Elicitation	Must Have	

3.3.5 Pilot and Deployment

Table 31: Pilot and Deployment

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
Pilot and Deployment						
X.05.01	The system must be deployed in a regionally phased manner to allow for training and site-preparation activities to be conducted in close proximity to a site going live with the system.			Requirement Elicitation	Must Have	
X.05.02	The system must be piloted using live data with field personnel in one or more counties prior to production roll-out.			Requirement Elicitation	Must Have	
X.05.03	The pilot is expected to last 2 calendar-months, followed by a 1-month stabilization period before regional roll-out begins.			Requirement Elicitation	Must Have	
X.05.04	The pilot will include all system functionality.			Requirement Elicitation	Must Have	
X.05.05	Following pilot, full production roll-out will occur.			Requirement Elicitation	Must Have	
X.05.06	Production roll-out is anticipated to consist of X regions, each of which will consist of one or more agencies.			Requirement Elicitation	Must Have	
X.05.07	Roll-out is expected to occur over a 12-month period. The roll-out schedule shall accommodate periods of limited staff availability and mandated code-freeze periods.			Requirement Elicitation	Must Have	
X.05.08	The state disbursement unit, Child Support Services Division, and multi-agency customer service units must be incorporated into the pilot and subsequent roll-out phases.			Requirement Elicitation	Must Have	
X.05.09	The vendor must work with HSD to develop a failover plan in the event a decision is made to rollback to the legacy system post deployment.			Requirement Elicitation	Must Have	

3.3.6 Legacy System Decommission

Table 32: Legacy System Decommission

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
Legacy System Decommission						
X.06.01	The legacy CSES system shall be decommissioned at a point in time following successful data conversion and full roll-out of the new system.			Requirement Elicitation	Must Have	
X.06.02	The legacy system decommission shall be performed by HSD staff.			Requirement Elicitation	Must Have	

3.3.7 System Operations and Maintenance (O&M) and Warranty

Table 33: System Operations and Maintenance (O&M) and Warranty

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
System Operations and Maintenance (O&M) and Warranty						
X.07.01	Following a successful implementation of the system, operations and maintenance (O&M), certification, and warranty will follow development and integration work, will run concurrently.			Requirement Elicitation	Must Have	
X.07.02	Following a successful implementation of the system, O&M is expected to span at least 24 months.			Requirement Elicitation	Must Have	
X.07.03	Following a successful implementation of the system, the warranty period is expected to span at least 24 months.			Requirement Elicitation	Must Have	
X.07.04	The vendor shall maintain staffing for O&M sufficient to a) Perform all normal system operations, b) Maintain second-level helpdesk operations, c) Correct defects identified by users, d) Reserve a to-be-negotiated number of additional FTE development staff to deliver enhancements after system go-live, e) Provide support for training issues.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
X.07.05	During O&M, the vendor shall have in place HSD-approved application monitoring software tools that monitor the system’s performance, capacity, and availability. Reports from the application monitoring tools shall be prepared weekly and delivered to the designated HSD personnel. The vendor shall be responsible for using the application monitoring software to monitor the system's capacity, performance, and availability, and to implement corrective actions as necessary to avoid downtime or negative system performance.			Requirement Elicitation	Must Have	
X.07.06	At HSD’s discretion, additional option-years of O&M may be contracted at a staffing level to be negotiated.			Requirement Elicitation	Must Have	

3.3.8 Knowledge Transfer

Table 34: Knowledge Transfer

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
Knowledge Transfer						
X.08.01	The vendor shall engage with HSD personnel to effect knowledge transfer (KT) sufficient for HSD to assume O&M responsibilities.			Requirement Elicitation	Must Have	
X.08.02	Knowledge Transfer shall include formal training. Training audiences targeted shall include, but not limited to a) Helpdesk personnel, b) CSSD program staff, c) Application developers, d) Database administrators, e) System administrators.			Requirement Elicitation	Must Have	

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
X.08.03	<p>Knowledge transfer shall include documentation. In addition to the main system documentation to be developed as part of the development project, targeted documentation shall be developed, including but not limited to a) Help-desk knowledge base. To include frequently encountered problems, known system issues, workarounds to known issues, and common procedure documentation (e.g., resetting a password or recovering a deleted record), b) Developer guides for common development tasks (e.g., implementing a new document template, modifying an existing screen, modifying a workflow, extracting data via ETL, etc.), c) Standard procedures manual. A manual describing all regularly occurring procedures necessary to the operations of the system. (e.g., annual updates to tax tables, restarting/recovering a batch job, performing system backups, etc.).</p>			Requirement Elicitation	Must Have	
X.08.04	<p>Knowledge transfer shall include job shadowing. HSD will work with vendor to assign appropriate personnel to “shadow” certain positions on the vendor’s O&M staff to do on-the-job learning.</p>			Requirement Elicitation	Must Have	
X.08.05	<p>Knowledge transfer shall include expert consultation. The vendor shall maintain and make available highly knowledgeable development staff to consult with HSD in the event that difficult-to-solve issues arise or HSD desires help planning a significant update to the system’s functioning.</p>			Requirement Elicitation	Must Have	

3.3.9 System Certification

Table 35: System Certification

ID	Text	Fed. Cite	Leg. Cite	Source	Priority	HHS 2020 Component
System Certification						
X.09.01	A key requirement of the project is for HSD to obtain OCSS certification of the new system. The vendor shall support and facilitate the certification process.			Requirement Elicitation	Must Have	
X.09.02	The vendor shall support preparing certification documentation required by OCSS.			Requirement Elicitation	Must Have	
X.09.03	The vendor shall assist HSD in answering questions raised by OCSS.			Requirement Elicitation	Must Have	
X.09.04	The vendor shall deliver demonstrations of the system to OCSS reviewers.			Requirement Elicitation	Must Have	
X.09.05	The vendor shall execute the OCSS certification test deck in a suitable system environment.			Requirement Elicitation	Must Have	
X.09.06	The vendor shall document results from the execution of the test deck and explain / defend the results to OCSS reviewers.			Requirement Elicitation	Must Have	