

Debt Collection Information System (DCIS)

ATTACHMENT I.1 –FUNCTIONAL AND TECHNICAL REQUIREMENTS

Version 2

ATTACHMENT I - CCU DCIS SYSTEM REQUIREMENTS

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INSTRUCTIONS

This System Requirements Document describes the business and technical requirements for Debt Collection Information System (DCIS). The State expects Offerors to identify which features or functionality are or are not included in their core COTS package, as proposed and how required features would be added as explained in more detail below.

For the Offerors, the input in response to functional requirements presented in its technical proposal will be evaluated to determine the closest match to DCIS requirements “out-of-the-box.” The technical ranking of a proposed software package will be measured in terms of the greatest compatibility with the DCIS requirements. That is, a proposed DCIS will earn higher rankings if it is able to meet more requirements “out-of-the-box” or it can be "configured" than its competitors who require customization. Moreover, technical rankings will improve if requirements not met by the COTS Software are met by third party software integration of the DCIS by the Offeror or via customization. Offerors do not have to provide all the functionality listed in order to be reasonably susceptible of being selected for award for this solicitation.

For the successful Offeror (the Contractor), the input in response to functional requirements in its technical proposal represents the contractual obligation to provide a DCIS that satisfies the functional requirements to which the Offeror (Contractor) commits.

The Offeror shall use the numbering format provided in this document for ease of identification of the requirement and to add explanatory details as necessary. The following answer key must be used when responding to the requirements reflected herein:

- Y** This feature is provided or the software can be configured to provide the required functionality for DCIS
- TP** Third Party Software will be integrated into DCIS to provide the required feature and functionality
- N** This feature is not provided and will not be added to DCIS.
- SC** See Comment (Use this answer key code when none of the above key codes apply)

The requirements table has three columns following the requirement description. Mark the **COTS** column to indicate that a requirement is satisfied completely “out-of-the-box.” Mark the **Configuration** column to indicate that a requirement is satisfied through user configuration changes through an administration component without requiring code changes. Mark the **Customization** column to indicate that a requirement can only be satisfied through software code changes specifically developed for the CCU.

When completing the Requirements Table below, Offerors should mark Y in the ‘COTS’ column if the proposed solution meets the workflow requirements ‘out of the box’ without configuration. Alternatively, Offerors should mark Y in the ‘Configuration’ column if the proposed solution requires that an Application Administrator set-up of the workflow steps using a workflow tool.

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Finally, Offerors should mark Y in the 'Customization' column if developers are required to modify the proposed solution source code to meet the workflow requirements.

While the State will not allow an Offeror to present alternative solutions, an Offeror can demonstrate flexibility within their proposed solution by marking Y in the 'COTS' column and Y in the 'Configuration' and/or 'Customization' columns when completing the Requirements table. Offerors must describe in the 'Comments' column how their proposed solution offers this flexibility, and document which flexibility (either 'Configuration' and/or 'Customization') is priced within their price proposal.

Please Note: The REQ ID numbers in the tables below are not consecutive in all cases. DCIS requirements which are not included as part of this software RFP have been excluded from the requirements tables.

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SECTION 1 COLLECTIONS

The Department of Budget and Management (DBM) Central Collection Unit (CCU) Collections section, the largest section within CCU, is responsible for the collection of delinquent Accounts for the State of Maryland. Collections personnel are responsible for locating and notifying Debtors that the CCU is now handling the Debt Account, receiving and responding to Debtor calls, discussing with Debtors the details of money owed, and the collection of payments through various payment methods at multiple payment locations. The Collections Section is also responsible of New Client set-up, Debt Referral, and New Debt Account set-up. The requirements section lists the process whereby Collections uses a variety of methods and techniques to collect on the delinquent Debt Account based on CCU business rules and State of Maryland Debt Collection Statutes.

REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
COL-2	Global	The system shall store multiple Debt Accounts.				
COL-3	Global	The system shall associate one Debtor to multiple Debt Accounts.				
COL-4	Global	The system shall associate at least four distinct Debtors to one Debt Account.				
COL-5	Global	The system shall associate one Debt Account to multiple occurrences of vehicle insurance lapses.				
COL-6	Global	The system shall group multiple Debtors associated with a single Debt Account.				
COL-7	Global	The system shall jointly search Debtor name and Debtor name aliases.				
COL-8	Global	The system shall jointly search State Client name and State Client name aliases.				
COL-10	Global	The system shall store the progress of a Debt Account through the CCU's lifecycle of a delinquent Debt.				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
COL-10a	Global	The system shall store the progress of a Debt Account through the CCU's lifecycle of a current collections Debt				
COL-11	Global	The system shall default the Debt Account Status Code to "active (ACT)" when the Debt is initially referred to the CCU.				
COL-12	Global	The system shall store the progress of a Debt Account through Debt Account Status Codes (as defined in Attachment L - Abbreviations and Definitions).				
COL-13	Global	The system shall trigger workflow processes based on the Debt Account Status Code. Workflow processes are defined later in the requirements.				
COL-14	Global	The system shall allow the authorized user to look up Debt Account Status Codes in the look-up table.				
COL-15	Global	The system shall allow the authorized user to update Debt Account Status Codes in the look-up table.				
COL-16	Global	The system shall allow an authorized user the ability to enter a collection fee percentage at the Debt Account level which is used to calculate the amount of dollars the CCU will charge over and above the principal debt amount.				
COL-17	Global	The system shall allow an authorized user the ability to enter a collection fee percentage range from zero (0) to 20% per the current statute.				
COL-18	Global	The system shall store a collection fee percentage at the Debt Account level.				
COL-19	Global	The system shall calculate the collection fee based on: COL-19.1 the collection fee percentage indicated in the State Client profile				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		COL-19.2 the type of debt				
COL-20	Global	The system shall pre-populate data elements when the data element is displayed on a page.				
COL-20a	Global	The system shall pre-populate data elements when the data element is published.				
COL-21	Global	The system shall store the unique payment location identifier for each payment made.				
COL-22	Global	The system shall pre-populate and store the unique payment location identifier for the following payment location types: COL-22.1 Satellite Office COL-22.2 Interactive Voice Response (IVR) COL-22.3 kiosk COL-22.4 mail COL-22.5 Private Collection Agency (PCA) COL-22.6 Web COL-22.7 State Client COL-22.8 lockbox				
COL-23	Global	The system shall pre-populate the payment location identifier as Satellite Office for payments made at a Satellite Office.				
COL-24	Global	The system shall assign each Satellite Office location with a unique payment location identifier.				
COL-25	Global	The system shall pre-populate the payment location identifier as IVR for payments made through the IVR system.				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
COL-26	Global	The system shall pre-populate the payment location identifier as kiosk for payments made through a kiosk.				
COL-27	Global	The system shall assign each kiosk with a unique payment location identifier.				
COL-28	Global	The system shall pre-populate the payment location identifier as mail for payments received from the mail.				
COL-29	Global	The system shall pre-populate the payment location identifier as PCA for payments received from the PCA.				
COL-30	Global	The system shall pre-populate the payment location identifier as Web for payments made through the Debtor Web Interface.				
COL-31	Global	The system shall pre-populate the payment location identifier as lockbox for payments made to the CCU's lockbox.				
COL-32	Global	The system shall store the unique payment type for each payment made.				
COL-33	Global	The system shall pre-populate and store the payment type as the following: COL-33.1 cash COL-33.2 check COL-33.3 credit card COL-33.4 money order COL-33.5 other negotiable instruments COL-33.6 Federal Tax Intercept Program (FTIP) COL-33.7 Treasury Offset Program (TOP) COL-33.8 Tax Refund Intercept Program (TRIP) COL-33.9 Liability Offset COL-33.10 Central Payroll Offset (CPO) COL-33.11 Maryland State Lottery				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		COL-33.12 Unclaimed Property COL-33.13 Garnishment				
COL-34	Global	The system shall be able to print any data entry page in a legible format				
COL-35	Global	The system shall provide the following user types: COL-35.1 Debtor COL-35.2 State Client COL-35.3 State Client Fiscal Approver COL-35.4 PCA COL-35.5 Collector COL-35.6 Collector's Supervisor COL-35.7 Legal Measures COL-35.8 Legal Measures Supervisor COL-35.9 Paralegal COL-35.10 Staff Attorney COL-35.11 Assistant Attorney COL-35.12 Attorney General COL-35.13 CSR COL-35.14 CSR's Supervisor COL-35.15 Cashier/Fiscal Clerk COL-35.16 Satellite Office Supervisor COL-35.17 Collection Assistant Director COL-35.18 Legal Measures Assistant Director COL-35.19 Accounting Assistant Director COL-35.20 CCU Deputy Director COL-35.21 CCU Director COL-35.22 Administrative Support COL-35.23 Application Administrator				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		COL-35.24 IT Personnel COL-35.25 Abatement Committee Member COL-35.26 Parole Officer COL-35.27 Probation Officer				
COL-36	Global	The system shall allow an authorized user to be assigned to one or more user types.				
COL-37	Client Web Interface	The system shall provide a Client Web Interface.				
COL-38	Client Web Interface	The system shall process New Client Requests through the Client Web interface.				
COL-39	Client Web Interface	The system shall provide State Clients the ability to submit a Debt Referral through the Client Web interface.				
COL-40	Client Web Interface	The system shall provide State Clients the ability to submit Debt Adjustment Requests through the Client Web interface.				
COL-41	Client Web Interface	The system shall provide State Clients the ability to submit Deviation Requests through the Client Web interface.				
COL-42	Client Web Interface	The system shall provide State Clients the ability to submit Bulk Abatement Requests through the Client Web interface.				
COL-43	Client Web Interface	The system shall provide State Clients the ability to review the status of agency specific Debt Accounts through the Client Web interface.				
COL-44	Client Web Interface	The system shall provide State Clients the ability to view Client Acknowledgements through the Client Web interface.				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
COL-45	Client Web Interface	The system shall provide the PCA users the ability to review PCA-referred Debt Accounts through the Client Web interface.				
COL-46	Client Web Interface	The system shall display agency specific State Client metrics on the Client Web interface.				
COL-47	Client Web Interface	The system shall provide State Clients the ability to access agency specific State Client reports through the Client Web interface.				
COL-48	Client Web Interface	The system shall provide State Clients the ability to view reports for Debt Accounts referred by their respective Agency.				
COL-49	Client Web Interface	The system shall provide State Clients the ability to generate reports for Debt Accounts referred by their respective Agency.				
COL-50	Client Web Interface	The system shall allow State Clients to save reports for Debt Accounts referred by their respective agency.				
COL-51	Client Web Interface	The system shall provide State Clients the ability to download agency specific State Client reports through the Client Web Interface.				
COL-52	Client Web Interface	The system shall provide State Clients the ability to Web chat with a Collector through the Client Web interface.				
COL-53	Client Web Interface	The system shall allow State Clients to access their State Client level information through the Client Web interface.				
COL-54	Client Web Interface	The system shall provide the Application Administrator the ability to print a list of State Client ID's.				
COL-55	Client Web Interface	The system shall provide the Application Administrator access through the Client Web interface to view Draft:				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		COL-55.1 New Client Requests COL-55.2 Debt Referrals COL-55.3 Debt Adjustment Requests COL-55.4 Deviation Requests COL-55.5 Bulk Abatement Requests				
COL-56	Client Web Interface	The system shall provide the Application Administrator access through the Client Web interface to view Complete: COL-56.1 New Client Requests COL-56.2 Debt Referrals COL-56.3 Debt Adjustment Requests COL-56.4 Deviation Requests COL-56.5 Bulk Abatement Requests				
COL-57	Client Web Interface	The system shall provide the Application Administrator access through the Client Web interface to view In Review: COL-57.1 New Client Requests COL-57.2 Debt Referrals COL-57.3 Debt Adjustment Requests COL-57.4 Deviation Requests COL-57.5 Bulk Abatement Requests				
COL-58	Client Web Interface	The system shall provide the Application Administrator access through the Client Web interface to view Approved: COL-58.1 New Client Requests COL-58.2 Debt Referrals COL-58.3 Debt Adjustment Requests COL-58.4 Deviation Requests				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		COL-58.5 Bulk Abatement Requests				
COL-59	Client Web Interface	The system shall provide the Application Administrator access through the Client Web Interface to view Draft / In progress: COL-59.1 Client Metrics COL-59.2 PCA referred Debt Accounts COL-59.3 State Client Reports COL-59.4 Web Chat Sessions COL-59.5 Status of Client Specific Debt Accounts COL-59.6 Client Acknowledgments				
COL-60	Client Web Interface	The system shall provide the Application Administrator access through the Client Web interface to view Complete: COL-60.1 Client Metrics COL-60.2 PCA referred Debt Accounts COL-60.3 State Client Reports COL-60.4 Web Chat Sessions COL-60.5 Status of Client Specific Debt Accounts COL-60.6 Client Acknowledgments				
COL-61	Client Web Interface	The system shall provide the Application Administrator access through the Client Web interface to view In Review: COL-61.1 Client Metrics COL-61.2 PCA referred Debt Accounts COL-61.3 State Client Reports COL-61.4 Web Chat Sessions COL-61.5 Status of Client Specific Debt Accounts				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		COL-61.6 Client Acknowledgments				
COL-62	Client Web Interface	The system shall provide the Application Administrator access through the Client Web interface to view Approved: COL-62.1 Client Metrics COL-62.2 PCA referred Debt Accounts COL-62.3 State Client Reports COL-62.4 Status of Client Specific Debt Accounts COL-62.5 Client Acknowledgments				
COL-63	Client Web Interface	COL-63 The system shall provide secure view access to the following Debt Account information through the Client Web interface to: COL-63.1 debtor name COL-63.2 debtor address COL-63.3 debt account status COL-63.4 debt account balance COL-63.5 principal amount of original debt COL-63.6 client referred interest rate COL-63.7 client accrued interest amount COL-63.8 interest period from date COL-63.9 interest period to date COL-63.10 debtor payment history COL-63.11 judgment decision (Y/N) COL-63.12 collection fee COL-63.13 attorney fee COL-63.14 judgment interest rate COL-63.15 accrued judgment interest amount				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		COL-63.16 total balance due				
COL-64	Client Web Interface	The system shall allow an Application Administrator to post system alerts to State Client groups.				
COL-65	Client Web Interface	The system shall allow an Application Administrator to post system alerts to individual State Clients.				
COL-66	Client Web Interface	The system shall notify the State Client through the Client Web interface that a Debt Account requires supporting documentation.				
COL-67	Client Web Interface	The system shall prompt the State Client through the Client Web Interface to gather supporting documentation for legal action when requested by a Collector or Legal Measures user.				
COL-68	Client Web Interface	The system shall allow the State Client to indicate supporting documentation has been gathered.				
COL-69	Client Web Interface	The system shall provide the State Client the ability to upload supporting documentation associated with a Debt Account				
COL-70	Client Web Interface	The system shall store Debt Account supporting documentation sent through the Client Web interface.				
COL-71	Client Web Interface	The system shall provide Application Administrators the ability to upload Client Acknowledgments.				
COL-72	Client Web Interface	The system shall provide Application Administrators the ability to enter the list of Fiscal Approvers for selection in the New Client Request.				
COL-73	Client Web Interface	The system shall provide Application Administrators the ability to enter Fiscal Approvers for selection on the Debt				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		Referral Request.				
COL-74	Client Web Interface	The system shall provide Application Administrators the ability to enter Fiscal Approvers for selection on the Debt Adjustment Request.				
COL-75	Client Web Interface	The system shall store Client Acknowledgments which will be accessible via the Client Web Interface.				
COL-76	Client Web Interface	The system shall provide State Clients the ability to display individual Debt Account detail and summary data for Debt Accounts referred originally by the respective State Client.				
COL-77	Client Web Interface	The system shall allow State Clients access to view State Client statements as authorized by the State Client record.				
COL-78	Client Web Interface	The system shall provide State Clients the ability to submit comments to the Collector assigned to the Debt Account.				
COL-79	Client Web Interface	The system shall allow the State Clients to set preferences for communications from the CCU.				
COL-80	Client Web Interface	The system shall notify the Application Administrator of Client preference changes (as defined in COL-91) made by the State Client.				
COL-81	Client Web Interface	The system shall store Client preference changes (as defined in COL-91) made by the State Client.				
COL-82	Client Web Interface	The system shall provide State Clients a function to export Debt Account information through the Client Web interface (as defined in the Technical Implementation requirements).				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
COL-83	Client Web Interface	The system shall allow the Application Administrator to grant user access privileges for State Client user accounts.				
COL-84	Client Web Interface	The system shall allow the Application Administrator to remove user access privileges for State Client user accounts.				
COL-85	Client Web Interface	The system shall allow the Application Administrator to change user access privileges for State Client user accounts as follows: COL-85.1 Modify existing permissions COL-85.2 Change user account status from active to inactive COL-85.3 Change user account status from inactive to active				
COL-86	Web Enabled New Client Request	The system shall execute a web-enabled New Client Request workflow.				
COL-87	Web Enabled New Client Request	The system shall provide a web-enabled New Client Request for potential State Clients to complete when requesting CCU services.				
COL-88	Web Enabled New Client Request	The system shall provide the following data elements in the New Client Request through the Client Web interface: COL-88.1 client name COL-88.2 client type (full service, TRIP only) COL-88.3 client user role (submitter, primary user, fiscal approver) COL-88.4 client address (street, city, state, ZIP code) COL-88.5 client email address				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		COL-88.6 client telephone number COL-88.7 client fax number COL-88.8 client primary contact name COL-88.9 client primary contact person address (street, city, state, ZIP code) COL-88.10 client primary contact person telephone number COL-88.11 client primary contact person email address COL-88.12 client designated fiscal approver name COL-88.13 client designated fiscal approver fax number COL-88.14 client designated fiscal approver address (street, city, state, ZIP code) COL-88.15 client designated fiscal approver telephone number COL-88.16 client designated fiscal approver email address COL-88.17 Financial Management Information System (FMIS) remit code COL-88.18 FMIS budget code COL-88.19 FMIS program COL-88.20 FMIS fund COL-88.21 FMIS source COL-88.22 FMIS fund/source COL-88.23 interest bearing account COL-88.24 FEIN number COL-88.25 tax payer identification number COL-88.26 RSTARS agency				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		COL-88.27 RSTARS PCA COL-88.28 RSTARS TC Code COL-88.29 RSTARS comp/agency object COL-88.30 client preferences information				
COL-89	Web Enabled New Client Request	The system shall set-up a new Client with a designated Fiscal Approver responsible to approve Debt Referrals for that State Client.				
COL-90	Web Enabled New Client Request	The system shall set-up a new Client with a designated Fiscal Approver responsible to approve Debt Adjustments for that State Client.				
COL-91	Web Enabled New Client Request	The system shall allow the State Clients to specify the following Client preference information: COL-91.1 client report transmission method (email, facsimile, on-line via the Client Web Interface) COL-91.2 communications from the CCU (phone, email, facsimile, on-line via the Client Web Interface)				
COL-92	Web Enabled New Client Request	The system shall take the Client preference information from the Client Web Interface and auto-populate the Client profile.				
COL-94	Web Enabled New Client Request	The system shall allow State Clients to save an incomplete New Client Request, providing the State Client time to gather additional information as needed.				
COL-95	Web Enabled New Client Request	The system shall perform validation checks on each field on the New Client Request for data validation errors (as defined in Technical Requirements).				
COL-96	Web Enabled New Client Request	The system shall notify the Client of data validation errors requiring correction.				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
COL-97	Web Enabled New Client Request	The system shall allow the State Client to submit a completed New Client Request to the CCU authorized user for review and approval.				
COL-98	Web Enabled New Client Request	The system shall notify the CCU authorized user that a pending New Client Request has been received in their queue.				
COL-99	Web Enabled New Client Request	The system shall include an embedded link in the New Client Request notification allowing the CCU authorized user to be redirected to the pending New Client Request.				
COL-100	Web Enabled New Client Request	The system shall authenticate the CCU authorized user before displaying the pending New Client Request, unless the user has currently logged into the system.				
COL-101	Web Enabled New Client Request	The system shall present the pending New Client Request in an Edit mode for the CCU authorized user to modify.				
COL-102	Web Enabled New Client Request	The system shall provide a Comment field for the CCU authorized user to enter comments about the pending New Client Request.				
COL-103	Web Enabled New Client Request	The system shall provide the CCU authorized user two options: COL-103.1 Approve COL-103.2 Return to Submitter				
COL-104	Web Enabled New Client Request	The system shall create the New Client Account and assign a unique Client Account number if the CCU authorized user selects the Approve option.				
COL-105	Web Enabled New Client Request	The system shall notify the submitter about the approved New Client Request after the CCU authorized user selects the Return to Submitter option.				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
COL-106	Web Enabled New Client Request	The system shall notify the submitter about the returned pending New Client Request after the CCU authorized user selects the Return to Submitter option.				
COL-107	Web Enabled New Client Request	The system shall indicate in the notification to the submitter that the CCU has returned the New Client Request for additional information.				
COL-108	Web Enabled New Client Request	The system shall allow the submitter to modify the returned New Client Request and resubmit for approval.				
COL-109	Web Enabled Debt Referral	The system shall execute a web-enabled Debt Referral Request workflow.				
COL-110	Web Enabled Debt Referral	The system shall provide a secure, web-enabled Debt Referral for State Clients to complete when referring a Debt to the CCU.				
COL-111	Web Enabled Debt Referral	The system shall include the following data elements in the Debt Referral through the Client Web interface: COL-111.1 CCU client number COL-111.2 referral date COL-111.3 case number COL-111.4 date case filed COL-111.5 state where case filed COL-111.6 client name COL-111.7 debtor name (first name, middle name, last name) COL-111.8 debtor address (city, state, ZIP code) COL-111.9 bad address Y/N indicator COL-111.10 debtor telephone number COL-111.11 type of Debtor (individual, partnership, corporation)				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		COL-111.12 social security number COL-111.13 Maryland driver's license number COL-111.14 FEIN COL-111.15 TIN COL-111.16 debt principal amount COL-111.17debt collection fee (calculated by the system) COL-111.18 debt interest amount COL-111.19 debt other amount COL-111.20 current balance due upon referral COL-111.21 agency's account number COL-111.22 agency's interest rate COL-111.23 nature/cause of debt COL-111.24 date of charge (date range on which the debt occurred) COL-111.25 date of delinquency COL-111.26 bankruptcy information attached COL-111.27 bankruptcy case number COL-111.28 bankruptcy date filed COL-111.29 bankruptcy state where filed COL-111.30 bankruptcy chapter 7 indicator COL-111.31 bankruptcy chapter 11 indicator COL-111.32 bankruptcy chapter 13 indicator COL-111.33 agency contact person COL-111.34 agency contact date of referral COL-111.35 agency contact phone number COL-111.36 debtor1 last name COL-111.37 debtor1 first name				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		COL-111.38 debtor1 license number COL-111.39 debtor1 middle name COL-111.40 debtor1 date of birth COL-111.41 debtor1 SSN COL-111.42 debtor1 year of death COL-111.43 debtor1 date of death COL-111.44 debtor1 death certificate number COL-111.45 debtor2 last name COL-111.46 debtor2 first name COL-111.47 debtor2 license number COL-111.48 debtor2 middle name COL-111.49 debtor2 date of birth COL-111.50 debtor2 SSN COL-111.51 debtor3 last name COL-111.52 debtor3 first name COL-111.53 debtor3 license number COL-111.54 debtor3 middle name COL-111.55 debtor3 date of birth COL-111.56 debtor3 SSN COL-111.57 debtor4 last name COL-111.58 debtor4 first name COL-111.59 debtor4 license number COL-111.60 debtor4 middle name COL-111.61 debtor4 date of birth COL-111.62 debtor4 SSN\				
COL-112	Web Enabled Debt Referral	The system shall validate Debt Referral data entry (as defined in the Technical requirements).				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
COL-113	Web Enabled Debt Referral	The system shall automatically indicate a Debt Account as having a bad address if the Debt Account fails the address criteria during data validation.				
COL-114	Web Enabled Debt Referral	The system shall provide State Clients the ability to manually indicate a Debt Referral has a bad address.				
COL-115	Web Enabled Debt Referral	The system shall require the Effective Date to be populated when the interest rate is provided by the State Client during the Debt Referral validation process.				
COL-116	Web Enabled Debt Referral	The system shall allow a referring State Client to attach one or more files to the web-enabled Debt Referral.				
COL-117	Web Enabled Debt Referral	The system shall allow State Client to save an incomplete Debt Referral, thereby providing the State Client time to gather additional information as needed.				
COL-118	Web Enabled Debt Referral	The system shall submit a completed Debt Referral to the Fiscal Approver for review and approval, if the submitter creating the Debt Referral is not designated within the system as a Fiscal Approver.				
COL-119	Web Enabled Debt Referral	The system shall alert the Fiscal Approver using the method specified in the client preferences that a Debt Referral is ready for review.				
COL-120	Web Enabled Debt Referral	The system shall allow the Fiscal Approver to review the Debt Referral.				
COL-121	Web Enabled Debt Referral	The system shall allow the Fiscal Approver to make changes to the Debt Referral.				
COL-122	Web Enabled Debt Referral	The system shall allow the Fiscal Approver to reject the Debt Referral.				
COL-123	Web Enabled Debt Referral	The system shall allow the Fiscal Approver to approve changes to the Debt Referral.				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
COL-124	Web Enabled Debt Referral	The system shall allow the Fiscal Approver to submit a completed Debt Referral to the CCU.				
COL-125	Web Enabled Debt Referral	The system shall submit the approved Debt Referral to the CCU authorized user for review and approval.				
COL-126	Web Enabled Debt Referral	The system shall send an alert to the CCU authorized user to notify that a pending Debt Referral has been received for review and approval.				
COL-127	Web Enabled Debt Referral	The system shall include an embedded link in a Debt Referral notification that shall allow the CCU authorized user to be redirected to the pending Debt Referral.				
COL-128	Web Enabled Debt Referral	The system shall authenticate the CCU authorized user before displaying the pending Debt Referral, unless the user has currently logged into the system.				
COL-129	Web Enabled Debt Referral	The system shall present the pending Debt Referral in Edit mode for the CCU authorized user to modify.				
COL-130	Web Enabled Debt Referral	The system shall provide a Comments field for the CCU authorized user to enter comments about the pending Debt Referral.				
COL-131	Web Enabled Debt Referral	The system shall provide the CCU authorized user two options: COL-131.1 Approve COL-131.2 Return to Client				
COL-132	Web Enabled Debt Referral	The system shall load the Debt Referral after the CCU Authorized user selects the Approve option by completing the following: COL-132.1 creating the Debt Account COL-132.2 assigning a Debt Account number				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
COL-133	Web Enabled Debt Referral	The system shall post a Client Acknowledgment notifying the State Client that their Debt Referral has been successfully loaded.				
COL-134	Web Enabled Debt Referral	The system shall return the pending Debt Referral to the submitter after the CCU authorized user selects the Return to Client option.				
COL-135	Web Enabled Debt Referral	The system shall send a notification to the State Client to inform them that the CCU has returned the Debt Referral for additional information (as defined in the Technical requirements).				
COL-136	Web Enabled Debt Referral	The system shall allow the State Client to modify the returned Debt Referral.				
COL-137	Web Enabled Debt Referral	The system shall allow the State Client to resend the modified Debt Referral.				
COL-214	Mass Load Debt Referrals	The system shall import files of debt referrals from State Clients.				
COL-215	Mass Load Debt Referrals	The system shall validate the debt referral files (as defined in the Technical Reliability requirements).				
COL-216	Mass Load Debt Referrals	The system shall, during the Debt Referral validation process, indicate a Debt Account for having a bad address if the Debt Account fails the address criteria during data validation.				
COL-217	Mass Load Debt Referrals	The system shall, during Debt Referral data validation, verify that the Debt Referral Effective Date is populated when the interest rate is provided by the State Client.				
COL-218	Mass Load Debt Referrals	The system shall, during the Debt Referral validation process, submit the Debt Account to an Application Administrator if the Debtor Contact information does not				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		match stored data in the system.				
COL-219	Mass Load Debt Referrals	The system shall, during the Debt Referral validation process, allow the Application Administrator the ability to select the most current contact information on a Debt Account.				
COL-220	Mass Load Debt Referrals	The system shall perform data checks for duplicate Debt Accounts during Debt Referral data validation.				
COL-221	Mass Load Debt Referrals	The system shall load unique Debt Accounts to prevent loading duplicates by validating the following information Debtor Name, Debtor1 SSN, FEIN, Debtor Driver's License Number, Client Number, Debt Principal Amount, Agency's Account Number, and the Date of Charge.				
COL-222	Mass Load Debt Referrals	The system shall check for other Debt Accounts associated with a specific Debtor upon loading a new referral Debt Account record.				
COL-223	Mass Load Debt Referrals	The system shall check for other Debtors associated with a specific Debt Account upon loading a new referral Debt Account record.				
COL-224	Mass Load Debt Referrals	The system shall, after the new Debt Account is loaded, group new debt referrals to match an existing Debtor within the system so that users may view all the Debt Accounts associated with a Debtor.				
COL-225	Mass Load Debt Referrals	The system shall, after the new Debt Account is loaded, auto-populate missing data from existing Debtor's Debt Accounts for grouped Debt Accounts.				
COL-226	Mass Load Debt Referrals	The system shall, after the new Debt Account is loaded, set an indicator on a Debt Account for possible				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		abatement with a balance less than a user-specified value, initially set at \$30.00.				
COL-227	Mass Load Debt Referrals	The system shall create a Client Acknowledgment notifying the State Client that their Debt Referrals have been successfully loaded.				
COL-228	Mass Load Debt Referrals	The system shall provide the ability to review and return the erroneous Debt Accounts to the sending State Client for correction.				
COL-229	Mass Load Debt Referrals	The system shall generate a report by State Client indicating the Debt Accounts which were successfully loaded.				
COL-230	Mass Load Debt Referrals	The system shall generate a report by State Client indicating the Debt Accounts which unsuccessfully loaded and are undergoing review.				
COL-231	Mass Load Debt Referrals	The system shall create a system-generated sequential CCU unique key identifier Debt Account number for each new Debt Account.				
COL-232	Mass Load Debt Referrals	The system shall set the Debt Account Status Code to indicate that the Debt Account is now being collected by the CCU.				
COL-233	Mass Load Debt Adjustments	The system shall import files of debt adjustments from State Clients (as defined in Technical Interface requirements).				
COL-234	Mass Load Debt Adjustments	The system shall validate debt adjustment files (as defined in the Technical requirements).				
COL-235	Mass Load Debt Adjustments	The system shall process debt adjustment files (as defined in the Accounting requirements).				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
COL-236	Mass Load Debt Adjustments	The system shall create a Client Acknowledgment notifying the State Client that their Debt Adjustments have been successfully loaded.				
COL-237	MVA Specific	The system shall flag a MVA Debt Account 90-days past due on a payment plan.				
COL-238	MVA Specific	The system shall create an MVA export file of Debt Accounts which are 90 days past due on a payment plan.				
COL-239	MVA Specific	The system shall update the MVA flag field to indicate the date the MVA export file is sent to the MVA, which is the date that MVA was notified.				
COL-240	MVA Specific	The system shall create a note entry record indicating that the MVA flag field was updated and the Debt Account MVA flag status was exported to the MVA.				
COL-241	MVA Specific	The system shall remove the flag on a MVA Debt Account when the Debtor brings the payment plan current.				
COL-242	Matching Process	The system shall perform matching program checks initially when a Debt Account is loaded for Debtor1, Debtor2, Debtor3, and Debtor4 for active and inactive Debt Accounts. The matching program check is the process whereby the Debt Account goes through a number of matching programs to identify Debtor assets.				
COL-243	Matching Process	The system shall perform daily matching program checks on a Debt Account for Debtor1, Debtor2, Debtor3, and Debtor4 for active and inactive Debt Accounts.				
COL-244	Matching Process	The system shall perform a Vital Records match against records in Maryland Vital Records to determine				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		deceased Debtors.				
COL-245	Matching Process	The system shall export Debt Accounts to be provided to Maryland Vital Records.				
COL-246	Matching Process	The system shall import Vital Records matches from Maryland Vital Records.				
COL-247	Matching Process	The system shall perform Vital Records matches, cross-referencing Vital Records matches against Debt Accounts to determine if the Debtor is deceased.				
COL-248	Matching Process	The system shall update the Debt Account with the Vital Records information.				
COL-249	Matching Process	The system shall add a note entry to indicate that the Debtor is deceased and capture the date of death.				
COL-250	Matching Process	The system shall display the Debtor's Vital Records information.				
COL-251	Matching Process	The system shall update the Debt Account Status Code to Legal action taken (LEG) for transfer to Legal Measures if the date of death occurred within the last six months.				
COL-252	Matching Process	The system shall update the Debt Account Status Code to Resume collection activity (RCA) to pursue Debtor2, Debtor3, and Debtor4 if the death occurred more than six months prior to the current date.				
COL-253	Matching Process	The system shall update the Debt Account Status Code to Abate-deceased no assets (ADN) as candidate for abatement when the death occurred more than six months prior to the current date without a Debtor2, Debtor3, and Debtor4 on the Debt Account.				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
COL-254	Matching Process	The system shall perform an Address Correction Match to identify the Debtor's current address.				
COL-255	Matching Process	The system shall import Address Corrections from the Motor Vehicle Administration.				
COL-256	Matching Process	The system shall import Address Corrections from the Comptroller's Office.				
COL-257	Matching Process	The system shall import NCOA Address Corrections.				
COL-258	Matching Process	The system shall perform Address Correction Matches, cross-referencing correct addresses against Debt Accounts to determine if the Debtor has a corrected address.				
COL-259	Matching Process	The system shall update the Debt Account with Address Correction information.				
COL-260	Matching Process	The system shall store and display up to 10 Address Corrections on a Debt Account.				
COL-261	Matching Process	The system shall create a note entry for previous address related information to include the following: COL-261.1 street COL-261.2 city COL-261.3 state COL-261.4 ZIP code COL-261.5 country COL-261.6 telephone number				
COL-262	Matching Process	The system shall create a note entry for previous phone numbers.				
COL-263	Matching Process	The system shall alert the assigned Collector that the Debt Account address related information has been				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		updated each time the Debt Account information is modified.				
COL-264	Matching Process	The system shall perform a Wage match to determine if the Debtor has wages.				
COL-265	Matching Process	The system shall import Wage Matches from the Department of Labor Licensing and Regulation (DLLR) for Unemployment Insurance Division's Maryland Automated Benefits System (MABS) for Debtor quarterly earnings.				
COL-266	Matching Process	The system shall perform Wage Matches, cross-referencing Wage Matches against Debt Accounts to determine if the Debtor has wages.				
COL-267	Matching Process	The system shall update the Debt Account with Wage Match information.				
COL-268	Matching Process	The system shall execute the following steps on a Debt Account when Debtor wages are identified: COL-268.1 Confirm the Debt Account is without a current, active Payment Plan COL-268.2 Confirm that no legal action has been started on the Debt Account COL-268.3 If debtor is a state employee, implement central payroll offset COL-268.4 Add Debt Account to dialer campaign COL-268.5 Indicate the Debt Account as priority to call COL-268.6 Indicate the Debt Account as a candidate to transfer to Legal COL-268.7 Initiate the L-10 Letter				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
COL-269	Matching Process	The system shall add a note entry to indicate that the Debtor has wages.				
COL-270	Matching Process	The system shall store and display, to authorized users, the Debtor's wage information on the Financial Profile page: COL-270.1 quarterly earnings amount COL-270.2 quarterly earnings for quarter (date range field) COL-270.3 quarterly earnings for quarter (Employment Standards Administration (ESA) "as of" date) COL-270.4 employer name COL-270.5 employer address COL-270.6 employer phone number				
COL-271	Matching Process	The system shall perform a Real Property match to determine if the Debtor has property.				
COL-272	Matching Process	The system shall import Real Property matches from the Department of Assessments and Taxation.				
COL-273	Matching Process	The system shall perform Real Property matches, cross-referencing death notifications against Debt Accounts to determine if the Debtor has real property.				
COL-274	Matching Process	The system shall update the Debt Account with Real Property match information.				
COL-275	Matching Process	The system shall execute the following actions on a Debt Account when Debtor real property is identified: COL-275.1 Confirm the Debt Account is without a current, active Payment Plan COL-275.2 Confirm that no legal action has been started on the Debt Account				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		COL-275.3 Add Debt Account to dialer campaign COL-275.4 Indicate Debt Account as priority to call COL-275.5 Indicate the Debt Account for transfer to Legal COL-275.6 Initiate the L-10 Letter				
COL-276	Matching Process	The system shall add a note entry to indicate that the Debtor has real property.				
COL-277	Matching Process	The system shall store Debtor's real property information.				
COL-277a	Matching Process	The system shall display the Debtor's real property information to an authorized user.				
COL-278	Matching Process	The system shall perform a State Retiree match program to determine if the Debtor receives state retiree payments.				
COL-279	Matching Process	The system shall import State Retiree matches from the Maryland State Retirement Agency – State Retirement system.				
COL-280	Matching Process	The system shall perform State Retiree matches, cross-referencing death notifications against Debt Accounts to determine if the Debtor has retiree payment and storing the updated account information.				
COL-281	Matching Process	The system shall update the Debt Account with State Retiree match information.				
COL-282	Matching Process	The system shall determine if the Debt Account has active garnishment orders.				
COL-283	Matching Process	The system shall add a note entry to indicate that the Debtor has active garnishment orders.				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
COL-284	Matching Process	The system shall update the Debt Account Status Code to Resume collection activity (RCA) as pursue Debtor1, Debtor2, Debtor3, and Debtor4 if there is a State Retiree match and Vital Records match.				
COL-285	Matching Process	The system shall execute the following actions on a Debt Account when State Retiree match for a Debtor is identified: COL-285.1 Confirm that there is no current, active Payment Plan on the Debt Account COL-285.2 Confirm that no legal action has been started on the Debt Account COL-285.3 Add Debt Account to dialer campaign COL-285.4 Indicate Debt Account priority to call COL-285.5 Indicate the Debt Account as a candidate for transfer to Legal COL-285.6 Initiate the L-10 Letter				
COL-286	Matching Process	The system shall add a note entry to indicate that the Debtor is a State retiree.				
COL-287	Matching Process	The system shall store the Debtor's State Retiree information.				
COL-287a	Matching Process	The system shall display the Debtor's State Retiree information to an authorized user.				
COL-288	Client Profile	The system shall store the following State Client fields: COL-288.1 State Client Account number COL-288.2 State Client name COL-288.3 title / alias COL-288.4 primary address line 1				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		COL-288.5 primary address line 2 COL-288.6 primary city COL-288.7 primary state COL-288.8 primary phone COL-288.9 primary fax COL-288.10 secondary address line 1 COL-288.11 secondary address line 2 COL-288.12 secondary city COL-288.13 secondary state COL-288.14 secondary phone COL-288.15 secondary fax COL-288.16 primary contact person COL-288.17 secondary contact person COL-288.18 email address of primary contact person COL-288.19 email address of secondary contact person COL-288.20 business client (ex. Commissioned or Non-Commissioned, Schools (Student Loans), MVA) COL-288.21 business client type COL-288.22 business classification COL-288.23 remit code COL-288.24 branch (user-specified) COL-288.25 date last assigned COL-288.26 State Client indicator (ACT active, INA inactive) COL-288.27 Collector note 1 (specific notes for Collectors to see which will be displayed on primary collector page) COL-288.28 Collector note 2				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		COL-288.29 date the client was set-up COL-288.30 effective date COL-288.31 State client preference for client report transmission method COL-288.32 State client preference for communications from the CCU COL-288.33 collection fee rate				
COL-289	Client Profile	The system shall assign unique State Client Account numbers.				
COL-290	Client Profile	The system shall calculate the refund amount owed to a State Client after more funds were collected than the total debt amount.				
COL-291	Work Assignments	The system shall assign Debt Accounts to Collectors WIP list based on: COL-291.1 referring State Client COL-291.2 type of Debtor COL-291.3 ZIP code COL-291.4 total balance due				
COL-292	Work Assignments	The system shall, in order to ensure that the user's supervisor, manager, or director addresses all re-assigned tasks, limit the reassignment of work queues to "next level" in the hierarchy of user types.				
COL-293	Work Assignments	The system shall allow a supervisor to access a Collector's queue and WIP list to complete the work or reassign it to another Collector.				
COL-294	Work Assignments	The system shall generate a daily WIP list for the Collections Section to include: COL-294.1 Debt Accounts assigned to the Collector				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		COL-294.2 Debt Accounts assigned to Supervisors for approval COL-294.3 Debt Accounts assigned for abatement review				
COL-295	Work Assignments	The system shall display a daily WIP list for the Legal Measures Section and the OAG to include: COL-295.1 Debt Accounts assigned to the Legal Measures and OAG staff COL-295.2 Debt Accounts assigned to the Legal Measures Supervisors for approval COL-295.3 Debt Accounts assigned for abatement review				
COL-296	Work Assignments	The system shall allow an authorized user the flexibility to delegate selected approvals within a workflow, wherein: COL-296.1 a supervisor can delegate the ability to reassign Debt Accounts to someone else's work queue COL-296.2 a supervisor is prevented from delegating the authority to approve sending a Debt Account for skip tracing COL-296.3 the authorized user has the option to decide the specific steps within a workflow and to whom to delegate authority				
COL-297	Primary Collection Page	The system shall store specific State Client and Debtor information on the Primary Collections page to include the following fields: COL-297.1 client number COL-297.2 client name				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		COL-297.3 client name alias COL-297.4 client contact person COL-297.5 client phone number COL-297.6 CCU Debt Account number COL-297.7 debtor1 name COL-297.8 debtor1 SSN COL-297.9 debtor1 DOB COL-297.10 debtor1 address COL-297.11 debtor1 phone COL-297.12 debtor1 phone 2 COL-297.13 debtor1 email address COL-297.14 debtor1 license number COL-297.15 debtor2 name COL-297.16 debtor2 SSN COL-297.17 debtor2 DOB COL-297.18 debtor2 address COL-297.19 debtor2 phone COL-297.20 debtor2 phone 2 COL-297.21 debtor2 email address COL-297.22 debtor2 license number COL-297.23 debtor3 name COL-297.24 debtor3 SSN COL-297.25 debtor3 DOB COL-297.26 debtor3 address COL-297.27 debtor3 phone COL-297.28 debtor3 phone 2 COL-297.29 debtor3 email address COL-297.30 debtor3 license number				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		COL-297.31 debtor4 name COL-297.32 debtor4 SSN COL-297.33 debtor4 DOB COL-297.34 debtor4 address COL-297.35 debtor4 phone COL-297.36 debtor4 phone 2 COL-297.37 debtor4 email address COL-297.38 debtor4 license number COL-297.39 account balance COL-297.40 principal amount COL-297.41 assigned interest COL-297.42 accrued interest COL-297.43 late charge COL-297.44 Collection fee COL-297.45 NSF fee COL-297.46 reason for referral (user free hand comments) COL-297.47 listing of related Debt Account numbers which have been bundled COL-297.48 status indicator (for each account bundled); related documents icon COL-297.49 total Debt Account balances COL-297.50 current Debt Account Status Code COL-297.51 special instructions COL-297.52 ESA Wage Match information COL-297.53 Property Match information COL-297.54 Address Corrections Match information COL-297.55 State Retiree Match information				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		COL-297.56 Death Notification Match information				
COL-298	Alerts / Notifications	The system shall store special conditions or situations affecting a debtor or debt account exist (e.g., do not accept checks from this debtor).				
COL-299	Alerts	The system shall notify an authorized user when special conditions or situation affecting a Debtor or Debt Account exist (e.g., do not accept checks from this debtor).				
COL-300	Alerts	The system shall allow an authorized user to enter a special condition or situation affecting a Debtor or Debt Account (e.g., do not accept checks from this debtor).				
COL-301	Alerts	The system shall allow the authorized user to send mass electronic communications and automated notifications to users.				
COL-303	Packet Accounts	The system shall calculate a total balance for all bundled Debt Accounts for a given Debtor.				
COL-304	Packet Accounts	The system shall maintain a separate Debt Account Status Code for each bundled Debt Account.				
COL-305	Packet Accounts	The system shall access related Debt Account(s) from the Primary Collection page.				
COL-306	Data Entry	The system shall maintain Debt Account information.				
COL-307	Data Entry	The system shall store contact information for additional authorized person to whom a CCU representative may speak about the Debt Account (in the absence of the Debtor).				
COL-308	Data Entry	The system shall have a mail return indicator and reason returned.				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
COL-309	Data Entry	The system shall store mailing data to include: COL-309.1 Mailed COL-309.2 Undeliverable = Good address can't be obtained COL-309.3 Address can't be obtained COL-309.4 Changes = Good address based on NCOA COL-309.5 MR- no change = No good address available COL-309.6 Return = Delivery Validation Point (DVP) Address questionable				
COL-310	Data Entry	The system shall update the Debt Account information with return mail information.				
COL-311	Data Entry	The system shall have a bad email address indicator and reason returned.				
COL-312	Data Entry	The system shall have a bad cell phone number indicator and reason returned.				
COL-313	Data Entry	The system shall store one or more State Client name aliases.				
COL-314	Data Entry	The system shall store one or more Debtor name aliases.				
COL-315	Financial Information	The system shall store specific financial information for Debtor1, Debtor2, Debtor3, and Debtor4 to include the following fields: COL-315.1 employer name COL-315.2 employer address COL-315.3 employer city COL-315.4 state COL-315.5 ZIP code				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
COL-316	Financial Information	The system shall have a Financial Profile page (collections) with the following fields for the Debtor1, Debtor2, Debtor3, and Debtor4: COL-316.1 employer name COL-316.2 employer address COL-316.3 employer city COL-316.4 state COL-316.5 ZIP code COL-316.6 employer phone COL-316.7 quarterly earnings (interface from ESA) COL-316.8 quarterly earnings for quarter (date field interface from ESA) COL-316.9 business federal tax ID number COL-316.10 original debt balance COL-316.11 ability to calculate interest through manually updated date COL-316.12 employer 2 name COL-316.13 employer 2 Address COL-316.14 employer 2 city COL-316.15 state COL-316.16 ZIP code COL-316.17 employer 2 phone COL-316.18 additional authorized person1 COL-316.19 relation of additional authorized person1 to debtor COL-316.20 additional authorized person1 DOB COL-316.21 additional authorized person1 SSN COL-316.22 additional authorized person2				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		COL-316.23 relation of additional authorized person2 to debtor COL-316.24 additional authorized person2 DOB COL-316.25 additional authorized person2 SSN COL-316.26 additional authorized person3 COL-316.27 relation of additional authorized person3 to debtor COL-316.28 additional authorized person3 DOB COL-316.29 additional authorized person3 SSN COL-316.30 additional authorized person4 COL-316.31 relation of additional authorized person4 to debtor COL-316.32 additional authorized person4 DOB COL-316.33 additional authorized person4 SSN COL-316.34 federal employer ID number COL-316.35 debt type (individual/corporate) COL-316.36 late charge paid COL-316.37 original amount of debt COL-316.38 separation date COL-316.39 last payment to agency COL-316.40 deferment period COL-316.41 cancellation period COL-316.42 interest paid to school COL-316.43 principal paid to school COL-316.44 total interest paid COL-316.45 debtor1 name COL-316.46 debtor1 SSN COL-316.47 debtor1 DOB				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		COL-316.48 debtor1 email COL-316.49 debtor1 driver license number COL-316.50 debtor1 address COL-316.51 debtor1 city COL-316.52 debtor1 state COL-316.53 debtor1 ZIP code COL-316.54 debtor1 phone COL-316.55 debtor2 name COL-316.56 debtor2 SSN COL-316.57 debtor2 DOB COL-316.58 debtor2 email COL-316.59 debtor2 driver license number COL-316.60 debtor2 address COL-316.61 debtor2 city COL-316.62 debtor2 state COL-316.63 debtor2 ZIP code COL-316.64 debtor2 phone COL-316.65 debtor3 name COL-316.66 debtor3 SSN COL-316.67 debtor3 DOB COL-316.68 debtor3 email COL-316.69 debtor3 driver license number COL-316.70 debtor3 address COL-316.71 debtor3 city COL-316.72 debtor3 state COL-316.73 debtor3 ZIP code COL-316.74 debtor3 phone COL-316.75 debtor4 name				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		COL-316.76 debtor4 SSN COL-316.77 debtor4 DOB COL-316.78 debtor4 email COL-316.79 debtor4 or driver license number COL-316.80 debtor4 address COL-316.81 debtor4 city COL-316.82 debtor4 state COL-316.83 debtor4 ZIP code COL-316.84 debtor4 phone				
COL-317	Financial Information	The system shall calculate future payment scenarios for: COL-317.1 principal COL-317.2 assigned interest COL-317.3 accrued interest COL-317.4 late charge COL-317.5 collection fee COL-317.6 Non Sufficient Funds (NSF) fee COL-317.7 total estimated payment				
COL-318	Additional Debtor Page	The system shall have an additional Debtor page with the following fields: COL-318.1 debtor1 name COL-318.2 debtor1 SSN COL-318.3 debtor1 previous SSN COL-318.4 debtor1 address COL-318.5 debtor1 place of employment COL-318.6 debtor1 place of employment phone number COL-318.7 debtor2 name COL-318.8 debtor2 SSN COL-318.9 debtor2 previous SSN				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		COL-318.10 debtor2 address COL-318.11 debtor2 place of employment COL-318.12 debtor2 place of employment phone number COL-318.13 debtor3 name COL-318.14 debtor3 SSN COL-318.15 debtor3 previous SSN COL-318.16 debtor3 address COL-318.17 debtor3 place of employment COL-318.18 debtor3 place of employment phone number COL-318.19 debtor4 name COL-318.20 debtor4 SSN COL-318.21 debtor4 previous SSN COL-318.22 debtor4 address COL-318.23 debtor4 place of employment COL-318.24 debtor4 place of employment phone number				
COL-319	Payment Plan Setup	The system shall include a Payment Plan Setup page with the following fields: COL-319.1 current total principal COL-319.2 assigned interest COL-319.3 accrued interest COL-319.4 current total late charges COL-319.5 current total NSF fee COL-319.6 current total court fee COL-319.7 current total collection fee COL-319.8 monthly payment amount according to plan				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		(user-specified) COL-319.9 due date COL-319.10 next due COL-319.11 last payment received COL-319.12 total amount past due COL-319.13 down payment amount (authorized user-specified) COL-319.14 payment plan/agreement letter/ printed date COL-319.15 monthly reminder status COL-319.16 last monthly reminder sent date				
COL-320	Financial Profile	The system shall have a Financial Profile page (Pre-Judgment Legal Measures) with the following fields: COL-320.1 bank 1 name COL-320.2 bank 1 address COL-320.3 bank 1 city COL-320.4 bank 1 state COL-320.5 bank 1 ZIP code COL-320.6 bank 1 phone COL-320.7 bank 1 account COL-320.8 date checked COL-320.9 average balance COL-320.10 bank 2 name COL-320.11 bank 2 address COL-320.12 bank 2 city COL-320.13 bank 2 state COL-320.14 bank 2 ZIP code COL-320.15 bank 2 phone COL-320.16 bank 2 account				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		COL-320.17 date checked COL-320.18 average balance COL-320.19 date death noticed received COL-320.20 date estate opened COL-320.21 type of estate COL-320.22 estate county name COL-320.23 estate county address COL-320.24 estate county city COL-320.25 estate state COL-320.26 estate ZIP code COL-320.27 date estate claim filed COL-320.28 amount of estate claim COL-320.29 status of estate claim COL-320.30 personal representative name COL-320.31 personal representative address COL-320.32 personal representative city COL-320.33 personal representative state COL-320.34 personal representative ZIP code COL-320.35 estate attorney name COL-320.36 estate attorney address COL-320.37 estate attorney city COL-320.38 estate state COL-320.39 estate ZIP code COL-320.40 estate attorney phone				
COL-321	Itemization of Account	The system shall have an Itemization of Account page with the following information; COL-321.1 State Client name (in header) COL-321.2 debtor name				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		COL-321.3 debtor address COL-321.4 date of debt referral COL-321.5 debt account number COL-321.6 original amount of loan COL-321.7 date assigned COL-321.8 client referred interest rate (client specified field) COL-321.9 payment breakdown and itemization COL-321.10 amount of payment COL-321.11 date of payment COL-321.12 principal amount due COL-321.13 client assigned interest amount COL-321.14 client accrued interest amount COL-321.15 judgment interest rate COL-321.16 judgment interest amount COL-321.17 late charge COL-321.18 collection fee COL-321.19 NSF fee COL-321.20 court fee COL-321.21 total balance COL-321.22 projected amount of payment COL-321.23 projected date of payment COL-321.24 projected principal COL-321.25 projected interest rate (client specified field) COL-321.26 projected assigned interest COL-321.27 projected accrued interest COL-321.28 projected post judgment interest rate COL-321.29 projected post judgment interest amount				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		COL-321.30 projected late charge COL-321.31 projected collection fee COL-321.32 projected attorney fee COL-321.33 projected court fee COL-321.34 projected total balance COL-321.35 judgment decision (Y/N) COL-321.36 garnishment (Y/N) COL-321.37 awarded attorney fees amount COL-321.38 accrued judgment interest amount				
COL-322	Itemization of Account	The system shall calculate accrued interest based on the current principal balance and in accordance with Client-specified parameters.				
COL-323	Itemization of Account	The system shall calculate collection fees at a Client-specified percentage, specific to a Client-specified date range, and based on Client-specified parameters.				
COL-324	Itemization of Account	The system shall store the accumulated NSF fee by adding a user-specified value, initially set at \$5, per NSF.				
COL-325	Itemization of Account	The system shall store the accumulated court fee by adding the court fee for the related Debt Account's court cases.				
COL-326	Itemization of Account	The system shall calculate a total balance based on the calculated principal due, accrued interest, late charges, collection fees, NSF fees, and court fees based on Client-specified parameters.				
COL-327	Itemization of Account	The system shall allow an authorized user to enter date ranges to calculate projections.				
COL-328	Itemization of Account	The system shall calculate a projected total balance based on the user-specified date ranges, projected				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		principal due, projected accrued interest, projected late charge, projected collection fee, accumulated NSF fee, and accumulated court fee based on Client-specified parameters.				
COL-329	Itemization of Account	The system shall calculate projected accrued interest based on user-specified date ranges, current principal balance, and on Client-specified parameters.				
COL-330	Itemization of Account	The system shall calculate a projected future payment specific to a user-specified date range and based on Client-specified parameters.				
COL-331	Itemization of Account	The system shall calculate a projected collection fee at a Client-specified rate of interest, specific to a Client-specified date range, and based on Client entered parameters.				
COL-332	Itemization of Account	The system shall display the Itemization of Account page.				
COL-333	Itemization of Account	The system shall allow an authorized user to print the Itemization of Account page data element fields.				
COL-335	Client Numbers	The system shall allow authorized users to add Client numbers with the associated State Client.				
COL-336	Client Numbers	The system shall allow authorized users to edit Client numbers with the associated State Client.				
COL-337	Sort	The system shall sort the Debt Accounts referred to the CCU by the Debt Account Status Code field with option to print while in a view status.				
COL-338	Notes	The system shall provide a note entry that is associated with the Debt Account editable by an authorized user.				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
COL-339	Notes	The system shall update the note entry to identify when a Debtor record has been changed by the new account referral setup process.				
COL-340	Notes	The system shall update the note entry to store Debt Account activity, including changes made as a result of Match, Intercept, and Offset programs.				
COL-341	Notes	The system shall create a note entry for fields updated on the Debtor Financial Profile page.				
COL-342	Notes	The system shall display note entries to an authorized user.				
COL-343	Notes	The system shall display additional pages of all note entries as requested by the authorized user.				
COL-344	Notes	The system shall allow an authorized user to print selected note entries per authorized user-specified area.				
COL-345	Notes	The system shall allow an authorized user to print note entries.				
COL-346	Notes	The system shall create a note entry for new special conditions or situations affecting a Debtor or Debt Account (e.g., do not accept checks from this debtor).				
COL-347	Notes	The system shall provide a note entry by Debt Account number.				
COL-348	Display	The system shall display a list of active Debt Accounts grouped by Collector.				
COL-349	Display	The system shall provide a Collector a list of the Collector's recently viewed Debt Accounts.				
COL-350	Display	The system shall provide the ability to sort Debt Account by broken promise to pay.				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
COL-350a	Display	The system shall provide the ability to sort Debt Account by defaulted payment plan.				
COL-350b	Display	The system shall provide the ability to sort Debt Account by new debt referral accounts.				
COL-350c	Display	The system shall provide the ability to sort Debt Account by litigation date.				
COL-350d	Display	The system shall provide the ability to sort Debt Account by type of Debt.				
COL-351	Printing	The system shall place "Print Later" flagged Debt Accounts, Payment Plans, and Agreement Letters in a print queue for scheduled process printing on a printer in the CCU.				
COL-352	Printing	The system shall allow an authorized user to schedule printing of multiple Debt Accounts, and Payment Plans.				
COL-353	Printing	The system shall print "Print Later" flagged Debt Accounts, and Payment Plans...				
COL-354	Printing	The system shall allow an authorized user to indicate print criteria for "Print Later".				
COL-355	Printing	The system shall allow an authorized user to print Debt Account records flagged for review.				
COL-356	Alerts	The system shall allow an authorized user to set a reminder date alert for Debt Accounts.				
COL-357	Private Collection Agency	The system shall export a PCA file to the PCA Agency for Debt Collection Services.				
COL-358	Private Collection Agency	The system shall provide PCA data fields for: COL-358.1 Month To Date (MTD) COL-358.2 Year To Date (YTD) COL-358.3 Total To Date (TTD)				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		COL-358.4 number of Debt Accounts serviced COL-358.5 total amount collected from debtors COL-358.6 rolling yearly averages of PCA totals COL-358.7 date sent to PCA COL-358.8 placement dollar amount COL-358.9 placement total dollar amounts COL-358.10 recalled dollar amount COL-358.11 recalled total dollar amount				
COL-359	Private Collection Agency	The system shall store a unique PCA number for each PCA agency.				
COL-360	Private Collection Agency	The system shall create a file of Debt Accounts to provide to the PCA for Debt Collection Services that meet the following criteria: COL-360.1 the Debt has been within the CCU for six months without payment activity COL-360.2 the Debtor is unassociated with any property ownership COL-360.3 the Debt Account has a balance of \$25 or more				
COL-361	Private Collection Agency	The system shall allow an authorized user to print a detailed report of Debt Accounts referred to a PCA.				
COL-362	Private Collection Agency	The system shall display, on the Debt Account profile page, the following PCA referral status codes: COL-362.1 Active/Forwarded to PCA (FW4) COL-362.1 Paid in Full/Forwarded to PCA (FPF)				
COL-363	Private Collection Agency	The system shall create a note entry record indicating the Debt Account has been referred to a PCA.				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
COL-364	Private Collection Agency	The system shall create a note entry for: COL-364.1 PCA number COL-364.2 PCA name COL-364.3 forwarding rate (How much CCU is charged by PCA) COL-364.4 forwarding date COL-364.5 forwarding amount				
COL-365	Private Collection Agency	The system shall allow an authorized user to enter the forwarding acknowledgement date (date PCA loaded the Debt Account into the PCA's system).				
COL-366	Private Collection Agency	The system shall import a "6 Month Recalls CCU" PCA file after 6 months of no payment on a Debt Account from the PCA agency.				
COL-367	Private Collection Agency	The system shall allow an authorized user to manually recall a Debt Account referred to a PCA.				
COL-368	Private Collection Agency	The system shall create a note entry indicating that the Debt Account was recalled from the PCA.				
COL-369	Private Collection Agency	The system shall display PCA data fields on a PCA Profile page to include: COL-369.1 PCA number COL-369.2 PCA name COL-369.3 MTD dollar amount collected COL-369.4 YTD dollar amount collected COL-369.5 TTD dollar amount collected COL-369.6 total number of accounts COL-369.7 total dollar amount collected				
COL-370	Private Collection Agency	The system shall maintain a rolling calendar -12-month average for PCA totals to include:				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		COL-370.1 total number of accounts placed COL-370.2 total number of accounts recalled COL-370.3 total dollar value placed COL-370.4 total dollar value recalled				
COL-371	Private Collection Agency	The system shall summarize PCA data by State Client type.				
COL-372	Private Collection Agency	The system shall allow an authorized user to display PCA data fields.				
COL-373	Private Collection Agency	The system shall process PCA payment files (as defined in the Accounting Requirements).				
COL-378	Transfer Debt Account to Legal	The system shall allow a Collector to recommend a Debt Account for legal action by changing the Debt Account Status Code to LEG.				
COL-379	Transfer Debt Account to Legal	The system shall allow a Collector to complete and attach a checklist of required documentation to route a Debt Account to Legal.				
COL-380	Transfer Debt Account to Legal	The system shall require the Collector's Supervisor approval before sending the Debt Account to the Legal Measures Supervisor.				
COL-381	Transfer Debt Account to Legal	The system shall provide data elements within security privileges that can be queried.				
COL-381a	Transfer Debt Account to Legal	The system shall provide data elements within security privileges that can be displayed.				
COL-381b	Transfer Debt Account to Legal	The system shall provide data elements within security privileges that can be published.				
COL-381c	Transfer Debt Account to Legal	The system shall provide data elements within security privileges that can be printed.				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
COL-381d	Transfer Debt Account to Legal	The system shall provide data elements within security privileges that can be written to a file.				
COL-385	Transfer Debt Account to Legal	The system shall notify the Legal Measures' supervisor when a Debtor makes a payment at a payment location ten days after the L-10 letter date.				
COL-386	Transfer Debt Account to Legal	The system shall display a "Legal action pending" message ten or more days after the L-10 letter date when a Debtor tries to make a payment, before a payment is accepted, at any payment location.				
COL-387	Transfer Debt Account to Legal	The system shall provide the Collector the ability to submit a Debt Account to the Collector's Supervisor for review and approval with an explanation for recommending the Debt Account for suit drafting.				
COL-388	Transfer Debt Account to Legal	The system shall verify that the Financial Profile page is completed prior to sending the Debt Account to the Collector's Supervisor for review and approval for suit drafting.				
COL-389	Transfer Debt Account to Legal	The system shall alert the Collector's Supervisor that a pending Debt Account has been recommended for suit preparation.				
COL-390	Transfer Debt Account to Legal	The system shall include an embedded link in the Legal Measures recommendation notification that shall allow the Collector's Supervisor to be redirected to the Debt Account.				
COL-391	Transfer Debt Account to Legal	The system shall authenticate the Collector's Supervisor before displaying the Debt Account unless the user is currently logged into the system.				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
COL-392	Transfer Debt Account to Legal	The system shall present the Debt Account in Edit mode for the Collector's Supervisor to modify.				
COL-393	Transfer Debt Account to Legal	The system shall provide a Comments field for the Collector's Supervisor to enter comments about the Debt Account.				
COL-394	Transfer Debt Account to Legal	The system shall allow the Collector's Supervisor two options: COL-394.1 Approved for transfer to Legal Measures COL-394.2 Return to Collector				
COL-395	Transfer Debt Account to Legal	The system shall submit the Debt Account to Legal Measures' authorized user after the Collector's Supervisor approves the Debt Account for transfer to Legal Measures.				
COL-396	Transfer Debt Account to Legal	The system shall return the pending Debt Account to the Collector when the Collector's Supervisor selects the Return to Collector option.				
COL-397	Transfer Debt Account to Legal	The system shall send a notification to the Collector that the Collector's Supervisor has returned the Debt Account with comments.				
COL-398	Transfer Debt Account to Legal	The system shall allow the Collector to modify the Debt Account and return the account to the Collector's Supervisor repeating the review and approval process loop until the supporting documentation is approved for suit drafting.				
COL-399	Transfer Debt Account to Legal	The system shall submit the Debt Account to Legal Measures' Supervisor when the Collector's Supervisor approves the Debt Account for suit drafting.				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
COL-400	Transfer Debt Account to Legal	The system shall have the ability to route a Debt Account to Legal Measures for review and approval.				
COL-401	Transfer Debt Account to Legal	The system shall lock the Debt Account after it is assigned to Legal Measures to prevent additional editing of Debt Account information. Lock means that users outside of the Legal Measures and Office of Attorney General (OAG) section shall have read-only access to the Debt Account with the exception of the notes.				
COL-402	Transfer Debt Account to Legal	The system shall allow a Legal Measures' Supervisor to return a Debt Account to the Collector to gather additional supporting documentation.				
COL-403	Transfer Debt Account to Legal	The system shall set/reset the event or alert date in a legal workflow when the Collector's supervisor changes the Debt Account Status Code to send the Debt Account to Legal Measures.				
COL-404	Transfer Debt Account to Legal	The system shall allow the Legal Measures management override of the Debt Account locking capability to be available through an integrated approval process that includes the approval of the attorney to whom the Debt Account is assigned.				
COL-405	Transfer Debt Account to Legal	The system shall alert Legal Measures users 10 days after the L-10 letter date to begin drafting suit.				
COL-406	Transfer Debt Account to Legal	The system shall allow an authorized user to assign a Debt Account to a Legal Measures user for lawsuit drafting.				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
COL-407	Transfer Debt Account to Legal	The system shall change the Debt Account Status Code to Legal Suit Draft (LSD) when the suit drafting begins, an action (status change) which denotes the first step in the pre-judgment process.				
COL-408	Transfer Debt Account to Legal	The system shall notify the Collector to gather supporting documentation at five-day intervals.				
COL-409	Transfer Debt Account to Legal	The system shall allow Collectors to indicate that they have gathered supporting documentation.				
COL-410	Transfer Debt Account to Legal	The system shall terminate the Reminder functionality after supporting documentation has been uploaded.				
COL-411	Transfer Debt Account to Legal	The system shall allow an authorized user to change the status of a Debt Account for legal action to: COL-411.1 Legal-Debtor Bankruptcy/Discharged (LBD) COL-411.2 Legal-Debtor Bankruptcy/Decision Pending (LBP) COL-411.3 Legal Assigned to Attorney (LE1, LE2, LE3, LE4, LE5, LE6, and LE7) COL-411.4 Legal-Estate Claim/Court Claim Filed (LEC) COL-411.5 Legal-Estate Claim/Notice Death (LED) COL-411.6 Legal Action Taken (LEG) COL-411.7 Legal/Referred to PCA (LFW) COL-411.8 Legal-Post Judgment Garnishment/Exec/Active/Ongoing (LGA) COL-411.9 Legal-Post Judgment Garnishment/Exec/Recommended (LGR) COL-411.10 Legal-Suit/Judgment Granted (LJG) COL-411.11 Legal-Post Judgment/Interrogatories/Examination (LJI)				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		COL-411.12 Legal JMT Lien (LJL) COL-411.13 Legal-Paid-In-Full (LPF) COL-411.14 Legal-Suit/Payment Plan (LPP) COL-411.15 Legal-Settled-In-Full (LSF) COL-411.16 Legal-Suit/Preparation (LSP)				
COL-414	Abatement	The system shall provide an Abatement Request workflow.				
COL-415	Abatement	The system shall display the following fields on the Abatement Request page: COL-415.1 referring agency (auto-populate) COL-415.2 account name (auto-populate) COL-415.3 CCU account number (auto-populate) COL-415.4 is the item on the accounts receivable (Y/N)? COL-415.5 is this a partial abatement (Y/N)? COL-415.6 original debt amount (auto-populate) COL-415.7 current debt amount (auto-populate) COL-415.8 dollar amount recommended for abatement (user define) COL-415.9 reason for abatement (select from the below user-specified list) COL-415.9.1 Abate-court decision (ACD) COL-415.9.2 Abate corporate charter forfeited (ACF) COL-415.9.3 Abate-deceased no assets (ADN) COL-415.9.4 Abate-exceeded time, estate (AET) COL-415.9.5 Abate-inadequate documentation (AID) COL-415.9.6 Abate-debtor has no funds (ANF) COL-415.9.7 Abate-unable to locate (AUL) COL-415.9.8 Abate-settlement offer (ASO)				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		COL-415.9.9 Abate-no wages and no property (ANW) COL-415.9.10 Abate-client (agency) error (ACE) COL-415.10 reason for debt (user-defined) COL-415.11 rationale for abatement (user-defined) COL-415.12 does referring agency concur settlement offer (Y/N, not contacted) COL-415.13 approvals (auto-populate) COL-415.14 approval date (auto-populate)				
COL-416	Abatement	The system shall be able to print Abatement Requests.				
COL-417	Abatement	The system shall allow an authorized user to select one of the many abatement reasons.				
COL-418	Abatement	The system shall allow an authorized user to set an abatement follow-up date.				
COL-419	Abatement	The system shall allow an authorized user to create a note entry specifying the reason for the abatement.				
COL-420	Abatement	The system shall allow a Collector to submit the Abatement Request to the Collector's Supervisor for review and approval.				
COL-421	Abatement	The system shall send an alert to the Collector's Supervisor of the pending Abatement Request.				
COL-422	Abatement	The system shall include an embedded link in the Abatement Request that shall allow the Collector's Supervisor to be redirected to the pending Abatement Request.				
COL-423	Abatement	The system shall authenticate the Collector's Supervisor before displaying the Abatement Request unless the user is currently logged onto the system.				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
COL-424	Abatement	The system shall present the pending Abatement Request in Edit mode for the Collector's Supervisor to modify.				
COL-425	Abatement	The system shall provide the Collector's Supervisor with three options: COL-425.1 Approve COL-425.2 Reject COL-425.3 Need Additional Documentation				
COL-426	Abatement	The system shall allow an authorized user to update the field "does referring agency concur? Y/N" if the Debt Account Status Code selected is Abate-settlement offer (ASO).				
COL-427	Abatement	The system shall provide a Comments field for the Collector's Supervisor to enter comments about the Abatement Request.				
COL-428	Abatement	The system shall submit the Collector Supervisor approved Abatement Request to the Abatement Committee Members after the Collector's Supervisor approves the Abatement Request, if the Debt Account Status Code selected is not abate-settlement offer (ASO) with a balance equal to or greater than a user-specified value which will be initially set at \$500.				
COL-429	Abatement	The system shall return the rejected Abatement Request to the Collector if the Collector's Supervisor selects the Reject option.				
COL-430	Abatement	The system shall return the pending Abatement Request to the Collector if the Collector's Supervisor selects the Need Additional Documentation option.				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
COL-431	Abatement	The system shall notify the Collector that the Collector's Supervisor has returned the Abatement Request with comments.				
COL-432	Abatement	The system shall allow the Collector to modify the Abatement Request and return the request to the Collector's Supervisor repeating this process until the Abatement Request is approved or rejected by the Collector's Supervisor.				
COL-433	Abatement	The system shall allow the Collector's Supervisor to submit the Abatement Request to the Legal Measures' Supervisor for review and approval, when both of the following criteria are met: COL-433.1 selected Debt Account Status Code is Abate-Settlement Offer (ASO) COL-433.2 balance is equal to or greater than a user-specified value, which will initially be set at \$500				
COL-434	Abatement	The system shall require the Debt Account reason to be Abate-Settlement Offer (ASO) for a Collector's Supervisor to submit an Abatement Request to the Legal Measures' Supervisor for review and approval.				
COL-435	Abatement	The system shall notify the Legal Measures' Supervisor of the pending Abatement Request.				
COL-436	Abatement	The system shall include an embedded link in the Abatement Request Notification that shall allow the Legal Measures' Supervisor to be redirected to the Abatement Request.				
COL-437	Abatement	The system shall authenticate the Legal Measures' Supervisor before displaying the Abatement Request				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		unless the user is currently logged into the system.				
COL-438	Abatement	The system shall present the Abatement Request in Edit mode for the Legal Measures' Supervisor to modify.				
COL-439	Abatement	The system shall provide Legal Measures three options: COL-439.1 Approve COL-439.2 Reject COL-439.3 Need Additional Documentation				
COL-440	Abatement	The system shall provide a Comments field for the Legal Measures' Supervisor to enter comments about the Abatement Request.				
COL-441	Abatement	The system shall submit the Legal Measures Supervisor approved Abatement Request to the OAG's Attorney General after the Legal Measures' Supervisor approves the Abatement Request.				
COL-442	Abatement	The system shall return the rejected Abatement Request to the Collector's Supervisor if the Legal Measures' Supervisor selects the Reject option.				
COL-443	Abatement	The system shall return the pending Abatement Request to the Collector's Supervisor if the Legal Measures' Supervisor selects the Need Additional Documentation option.				
COL-444	Abatement	The system shall allow the Collector's Supervisor to send the pending Abatement Request back to the Collector if the Legal Measures' Supervisor returns the Abatement Request to Collections.				
COL-445	Abatement	The system shall send a notification to the Collector that the Collector's Supervisor has returned the Abatement				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		Request with captured comments from the Legal Measures' Supervisor.				
COL-446	Abatement	The system shall allow the Collector to modify the Abatement Request and return the request to the Collector's Supervisor repeating this loop until the Abatement Request is approved or rejected.				
COL-448	Abatement	The system shall lock the Debt Account after the Abatement Request is assigned to the OAG Attorney General to prevent additional editing of the Abatement Request information. Lock means that users outside of the Legal Measures and OAG units shall have read-only access to the Debt Account with the exception of the notes.				
COL-449	Abatement	The system shall notify the OAG Attorney General of the pending Abatement Request for review and approval.				
COL-450	Abatement	The system shall include an embedded link in the Abatement Request notification that shall allow the OAG Attorney General to be redirected to the Abatement Request.				
COL-451	Abatement	The system shall authenticate the OAG Attorney General before displaying the Abatement Request unless the user is currently logged into the system.				
COL-452	Abatement	The system shall provide the OAG Attorney General user three options: COL-452.1 Approve COL-452.2 Reject COL-452.3 Need Additional Documentation				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
COL-453	Abatement	The system shall provide a Comments field for the OAG Attorney General to enter comments about the Abatement Request.				
COL-454	Abatement	The system shall return the rejected Abatement Request to the Collector's Supervisor if the OAG Attorney General selects the Reject option.				
COL-455	Abatement	The system shall return the pending Abatement Request to the Collector's Supervisor if the OAG Attorney General selects the Need Additional Documentation option.				
COL-456	Abatement	The system shall send a notification to the Collector's Supervisor that the OAG Attorney General has returned Abatement Request with comments.				
COL-457	Abatement	The system shall allow the Collector's Supervisor to return the rejected Abatement Request to the Collector if the OAG Attorney General selects the Reject option.				
COL-458	Abatement	The system shall allow the Collector's Supervisor to return the pending Abatement Request to the Collector if the OAG Attorney General selects the Need Additional Documentation option.				
COL-459	Abatement	The system shall allow the Collector to modify the Abatement Request and return the request to the OAG Attorney General with additional documentation until the Abatement Request is approved or rejected by the OAG Attorney General.				
COL-460	Abatement	COL-460: The system shall submit the pending Abatement Request to each authorized Abatement Committee Review Members for review and approval if: COL-460.1 the OAG Attorney General has approved the				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		Abatement Request which is ASO and over \$500, or COL-460.2 the Collector Supervisor has approved the Abatement Request				
COL-461	Abatement	The system shall send a notification to the authorized Abatement Committee Review Members stating that a pending Abatement Request has been received.				
COL-462	Abatement	The system shall include an embedded link in the Abatement Request notification that shall allow the authorized Abatement Committee Review Members to be redirected to the pending Abatement Request.				
COL-463	Abatement	The system shall authenticate the authorized Abatement Committee Review Members before displaying the pending Abatement Request, unless the user is logged into the system.				
COL-464	Abatement	The system shall present the pending Abatement Request in Edit mode for the authorized Abatement Committee Review Members to modify.				
COL-465	Abatement	The system shall provide authorized Abatement Committee Review Members three options: COL-465.1 Approve COL-465.2 Reject COL-465.3 Need Additional Documentation				
COL-466	Abatement	The system shall provide a Comments field for the Abatement Committee Review Members to enter comments about the Abatement Request.				
COL-467	Abatement	The system shall return the rejected Abatement Request to the Collector's Supervisor if two Abatement Committee Review Members reject the Abatement				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		Request by selecting the Reject option.				
COL-468	Abatement	The system shall return the pending Abatement Request to the Collector's Supervisor if one Abatement Committee Review Member selects the Need Additional Documentation option.				
COL-469	Abatement	The system shall allow the Collector's Supervisor to send the pending Abatement Request to the Collector if the Abatement Committee Review Members return the Abatement Request to Collections.				
COL-470	Abatement	The system shall send a notification to the Collector that the Collector's Supervisor has returned the Abatement Request with comments from the Abatement Committee Review Members.				
COL-470a	Abatement	The system shall allow the Collector to resume collection activity on the rejected Abatement Request.				
COL-471	Abatement	The system shall allow the Collector to modify the Abatement Request and return the request to the Collector's Supervisor, until the Abatement Request is approved or rejected.				
COL-472	Abatement	The system shall submit the Collector Supervisor approved Abatement Request to the Abatement Committee Review Members after the Collector's Supervisor approval of the Abatement Request.				
COL-473	Abatement	The system shall change a Debt Account indicator to inactive after two Abatement Committee Review Members approve the Abatement Request and the Debt Account Status Code is changed to one of the following:				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		COL-473.1 Abate-court decision (ACD) COL-473.2 Abate-unable to locate (AUL) COL-473.3 Abate-settlement offer (ASO) COL-473.4 Abate-no wages and no property (ANW)				
COL-474	Abatement	The system shall change a Debt Account indicator to uncollectible after two Abatement Committee Review Members approve the Abatement Request and the Debt Account Status Code is changed to one of the following: COL-474.1 Statute of Limitations Has Expired (STA) COL-474.2 Best Interest of State (ASI) COL-474.3 Abate-Corporate Charter Forfeited (ACF) COL-474.4 Abate-Debtor Has No Funds (ANF) COL-474.5 Abate-Deceased No Assets (ADN) COL-474.6 Abate-Discharged in Bankruptcy (ADB) COL-474.7 Abate-Exceeded Time, Estate (AET) COL-474.8 Abate-Inadequate Documentation (AID) COL-474.9 Abate-Uneconomical to Pursue (AUP) COL-474.10 Uncollectible/Judgment Awarded (USA) COL-474.11 Abate-Client (agency) Error (ACE)				
COL-475	Abatement	The system shall allow an authorized user to set an abatement review follow-up date on a Debt Account.				
COL-476	Abatement	The system shall be able to search Debt Accounts by abatement follow-up date, displaying this information on the authorized user's notification console.				
COL-477	Abatement	The system shall be able to search Debt Accounts by abatement follow-up date, displaying this information on the authorized user's notification console.				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
COL-549	Payment Plan	The system shall calculate the standard recommended payment plan.				
COL-549a	Payment Plan	The system shall calculate the standard recommended payment plan for a recurring payment by the following fields: COL-549a.1 total balance due COL-549a.2 assigned interest (if applicable) COL-549a.3 down payment amount (minimum 20% down of total balance due) COL-549a.4 duration of payment plan (maximum length 18 months) COL-549a.5 payment frequency (monthly)				
COL-550	Payment Plan	The system shall display the standard recommended payment plan.				
COL-551	Payment Plan	The system shall allow an authorized user to modify the standard plan, which requires a 20% down payment.				
COL-552	Payment Plan	The system shall allow an authorized user to select a "Print" option to produce a Debt Account's payment plan or agreement letter.				
COL-553	Payment Plan	The system shall print a formatted payment plan to submit to the Debtor for signature.				
COL-554	Payment Plan	The system shall allow an authorized user to modify an existing payment plan by the following: COL-554.1 payment schedule COL-554.2 payment amount COL-554.3 frequency of payment				
COL-555	Payment Plan	The system shall provide a history of all previous payment plans.				

ATTACHMENT I - CCU DCIS SYSTEM REQUIREMENTS

REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
COL-556	Payment Plan	The system shall prevent Debtors from establishing payment plans for amounts of less than a user-specified value set at \$300.				
COL-557	Payment Plan	The system shall provide an electronic payment plan that lists multiple Debt Accounts from the same State Client under one payment plan.				
COL-558	Payment Plan	The system shall calculate a future payment projection specific to a user-specified date range and based on Client-specified parameters.				
COL-560	Payment Plan	The system shall allow authorized users to create payment plans electronically, requiring these payment plans to be signed electronically by the Debtor.				
COL-561	Payment Plan	The system shall generate and display the agreed-upon terms and conditions of the payment plan electronically.				
COL-562	Payment Plan	The system shall securely store signatures for all legally binding documents.				
COL-564	Payment Plan	The system shall calculate payment plan scenarios based on user input.				
COL-565	Payment Plan	The system shall retrieve calculated fields from the Debt Account to populate payment plans and agreement letters.				
COL-567	Payment Plan	The system shall protect Debtor payment plans, agreement letters and their associated signatures from modification.				
COL-568	Student Loan Debt Accounts	The system shall determine if the Debt Account qualifies for the State's Student Loan Rehabilitation program.				
COL-569	Student Loan Debt Accounts	The Debtor shall qualify for the State's Student Loan Rehabilitation program if the following criteria are met:				

ATTACHMENT I - CCU DCIS SYSTEM REQUIREMENTS

REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		COL-569.1 State Client name includes Perkins COL-569.2 Twelve (12) consecutive monthly voluntary payments have been made on the account.				
COL-570	Student Loan Debt Accounts	The system shall change the Debt Account Status Code when the system identifies a Debt Account qualifying for the State's Student Loan Rehabilitation program.				
COL-571	Student Loan Debt Accounts	The system shall submit the Debt Account to the supervisor for review and approval when the system identifies a Debt Account qualifying for the State's Student Loan Rehabilitation program.				
COL-572	Student Loan Debt Accounts	The system shall update the Debt Account Status Code to indicate Debt Accounts that are supervisor-approved for the Student Loan Rehabilitation program.				
COL-573	Payment History	The system shall include a Payment History page with the following fields: COL-573.1 account number COL-573.2 date payments made COL-573.3 amount of payments made COL-573.4 NSF indicator COL-573.5 account adjustment field COL-573.6 payment type COL-573.7 payment location COL-573.8 total balance COL-573.9 type of debt				
COL-574	Payment History	The system shall print the Debtor's payment history in a letter format to send to the Debtor.				
COL-575	Payment History	The system shall differentiate between voluntary and involuntary payments on the Payment History page.				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
COL-576	Payment History	The system shall identify involuntary payments based on payment types that are equal to CPO, TRIP, Liability Offset, FTIP, Maryland Lottery, TOP, unclaimed property, and garnished wages on the Payment History page.				
COL-577	Payment History	The system shall display a rolling 12-month payment history view on the Primary Collection page.				
COL-578	Payment History	The system shall display payments received and overdue payments on the Payment History view.				
COL-588	Global	The system shall have the ability to execute a Current Collections workflow.				
COL-589	Global	The system shall have the ability to execute a Delinquent Collections workflow.				
COL-590	Global	The system shall have the ability to execute a Victim Restitution Collections workflow.				
COL-591	Global	The system shall trigger workflow processes based on the type of debt. Type of debt shall include: COL-591.1 Current COL-591.2 Delinquent COL-591.3 Victim Restitution				
COL-592	Global	The system shall allow the authorized user to look up a Debt Account by type of debt.				
COL-593	Global	The system shall store debt information for user-specified data fields (configurable by an Application Administrator).				
COL-594	Alerts	NEW: The system shall provide alerts according to user roles for each step in the Current Collections workflow.				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
COL-595	Alerts	The system shall provide alerts according to user roles for each step in the Delinquent Collections workflow.				
COL-596	Alerts	The system shall provide alerts according to user roles for each step in the Victim Restitution Collections workflow.				
COL-597	Alerts	The system shall provide user-configurable business rule logic for parole officer notifications regarding Debt Account status to include: COL-597.1 notices sent to Debtor COL-597.2 Debt Account status				

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SECTION 2 LEGAL MEASURES AND THE OAG

The Legal Measures section within the CCU works closely with the OAG to prosecute Debtors. The below requirements list the process where by the Legal Measures section prepares and files estate claims, drafts and executes lawsuit and complaints, perform post-judgment and pre-judgment activities, and the OAG section represents the State in cases and hearings pending in all Maryland trial and appellate courts, the Supreme Court of the United States, lower Federal courts, and the Maryland Office of Administrative Hearings (OAH).

REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
LEG-14	Data Entry	The system shall associate one or more Debtor employers and the employer addresses to one case.				
LEG-15	Data Entry	The system shall define the court type field to include the following two selection options: LEG-15.1 district LEG-15.2 circuit				
LEG-16	Data Entry	The system shall define the case type as follows: LEG-16.1 trial litigation LEG-16.2 appellate litigation LEG-16.3 review on the record LEG-16.4 Appeal to OAH LEG-16.5 bankruptcy LEG-16.6 adversary proceedings LEG-16.7 proofs of claim				
LEG-17	Data Entry	The system shall define the priority level field, with three selection options: LEG-17.1 low LEG-17.2 medium LEG-17.3 high				
LEG-18	Data Entry	The system shall allow authorized users to assign and un-assign one or more attorneys to a case.				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
LEG-19	Data Entry	The system shall associate multiple attorneys to one case.				
LEG-20	Data Entry	The system shall associate one or more related attorney notes to a corresponding case.				
LEG-21	Data Entry	The system shall associate one or more related trials to a corresponding case.				
LEG-22	Data Entry	The system shall associate one trial to one or more related hearing dates.				
LEG-23	Data Entry	The system shall associate one or more related judgments to a corresponding case.				
LEG-25	Data Entry	The system shall define judgment decision as either a win or loss.				
LEG-26	Data Entry	The system shall associate one or more related garnishments to a corresponding case.				
LEG-28	Data Entry	The system shall store information for one or more related garnishment payments to a corresponding garnishment.				
LEG-29	Data Entry	The system shall itemize (break down) garnishment payments as follows: LEG-29.1 date payment received LEG-29.2 payment dollar amount LEG-29.3 collection fee applied to payment LEG-29.4 judgment interest LEG-29.5 current interest LEG-29.6 principal amount LEG-29.7 book balance LEG-29.8 compute interest amount				
LEG-31	Data Entry	The system shall store debt collection litigation information for user-specified data fields (configurable by an Application Administrator).				
LEG-33	Notes	The system shall maintain related attorney notes for each				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		Debt Account.				
LEG-34	Notes	The system shall display attorney notes in chronological order by date and name.				
LEG-35	Notes	The system shall write one attorney note to the associated Debt Account.				
LEG-36	Notes	The system shall write one attorney note to multiple associated Debt Accounts at the request of an authorized user.				
LEG-37	Notes	The system shall allow an authorized user to identify a single attorney note as an update for one or more Debt Accounts associated with the case.				
LEG-39	Statute of Limitations	The system shall provide user-configurable business rule logic for statute of limitation calculations.				
LEG-39 a	Statute of Limitations	The system shall generate alerts prior to reaching statute of limitation dates for a Debt Account.				
LEG-40	Payment Plan	The system shall store Legal Measures payment plans.				
LEG-41	Payment Plan	The system shall provide a Legal Measures payment plan.				
LEG-42	Payment Plan	The system shall provide an OAG payment plan.				
LEG-205	Alerts	The system shall provide alerts according to user roles for each step in the debt collection litigation workflow.				
LEG-206	Alerts	The system shall alert the assigned attorney of changes made either to a case or to the notes of a Debt Account.				
LEG-207	Alerts	The system shall flag the Debt Account for time-sensitive filing dates and missed payment plan dates to include: LEG-207.1 the death certificate pre-file for estate claim (six months from notice) LEG-207.2 MVA lapse without a plan (one year from lapse).				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
LEG-207a	Alerts	The system shall alert the authorized user of time-sensitive filing dates.				
LEG-207b	Alerts	The system shall alert the authorized user of time-sensitive payment plan dates.				
LEG-208	Alerts	The system shall send an alert to an authorized user for timeframes or upcoming due dates to avoid having a missed judgment.				
LEG-210	Alerts	The system shall alert the Legal Measures supervisor to pre-file for an estate claim 30/60/90 days before the six-month filing deadline.				
LEG-211	Alerts	The system shall alert the Legal Measures supervisor to review a Debtor's account for potential legal action on MVA lapsed Debt Accounts without a payment plan, 30/60/90 days before the one-year lapse occurs.				
LEG-212	Alert	The system shall alert authorized users when garnishment payments are not received on time.				
LEG-212a	Alert	The system shall display an alert to the Legal Measures authorized user 30 days after the date a garnishment notice was served.				
LEG-212b	Alert	The system shall display an alert to the Legal Measures authorized user 15 days after the date a garnishment notice was answered.				
LEG-213	Email and Calendar Integration	The system shall interface with the State of Maryland email system to send notifications for reminders of court dates and litigation deadlines. The State has chosen Google Apps and the Chrome browser.				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
LEG-214	Email and Calendar Integration	The system shall interface with the State of Maryland calendar system to add critical dates and events (such as court dates and discovery deadlines) to the calendars of the assigned attorney and paralegal. The State has chosen Google Apps and the Chrome browser.				
LEG-242	Workflow	The system shall change the status code to Legal Assigned to Attorney when an attorney is assigned to the lawsuit, making the OAG now responsible for the lawsuit.				
LEG-260	Garnishments	The system shall store one or more garnishments on wages for each unique Debtor employer.				
LEG-261	Garnishments	The system shall associate one or more related request(s) for garnishment on wages for each unique Debtor employer.				
LEG-262	Garnishments	The system shall update garnishment payments to the payment history, using a specific (and associated) transaction code.				
LEG-263	Garnishments	The system shall sort the payment history by the transaction code.				
LEG-272	Skip Tracing	The system shall allow an authorized user to flag a Debt Account for skip tracing.				
LEG-273	Skip Tracing	The system shall provide automated skip tracing services for Debtor1, Debtor2, Debtor3, and Debtor4 addresses.				
LEG-275	Skip Tracing	The system shall execute a workflow for accepting Debtor information updates provided by the skip tracing service.				
LEG-277	Transfer Debt Account to Legal	The system shall allow an authorized user to assign a case to a Legal Measures user for lawsuit drafting.				

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SECTION 3 ACCOUNTING

The CCU Accounting section is responsible for posting voluntary payments, Federal and State offsets, and debt adjustments (non-cash payments). The Accounting section works closely with the Collections and the Program Development & Support (PD&S) sections. The requirements list below includes Accounting requirements to post and process payments. The list also includes PD&S' requirements for certifying Debt Accounts for interception or offset of Debtors' tax refunds, salaries, and State and Federal payments which are involuntarily taken and applied to their outstanding debts.

REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
ACT-9	History	The system shall allow an authorized user to query Debtor payment history and details.				
ACT-10	Cashiering	The system shall store and post payment transaction information to the correct Debt Account when a credit card is swiped by the cashier.				
ACT-11	Cashiering	The system shall accept debit card payments with authorized Personal Identification Number (PIN).				
ACT-12	Cashiering	The system shall generate a printed receipt for payment received.				
ACT-13	Cashiering	The system shall store data related to individual transactions including electronic signature authorizations for audit purposes and searching ability.				
ACT-14	Cashiering	The system shall allow an authorized user to search individual transactions.				
ACT-15	Cashiering	The system shall have integrated check scanner capability.				
ACT-16	Cashiering	The system shall store check scanner results with the associated Debt Account.				
ACT-17	Cashiering	The system shall generate a daily deposit slip from full service cash registers that include the payment location and cashier name.				
ACT-18	Cashiering	The system shall allow an authorized user to:				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		ACT-18.1 correct erroneous payment transactions ACT-18.2 enter cash payment transactions ACT-18.3 enter check payment information ACT-18.4 enter credit card payment information ACT-18.5 enter debit card payment information				
ACT-19	Cashiering	The system shall store dates of holidays and business days.				
ACT-20	Cashiering	The system shall provide integrated Cashiering.				
ACT-21	Cashiering	The system shall post payments to the Debt Account.				
ACT-22	Cashiering	The system shall accept payments from the cashiering peripheral equipment.				
ACT-23	Cashiering	The system shall include a register tape or equivalent record of transactions for the cash drawer.				
ACT-24	Cashiering	The system shall interface with cashiering peripheral equipment to include: ACT-24.1 credit card authorization ACT-24.2 check scanners ACT-24.3 document scanners ACT-24.4 reconciliation capability				
ACT-28	Payment Processing	The system shall allow an authorized user to manually enter a payment record.				
ACT-152	Payment Processing	The system shall execute a Negative Debt Account balance workflow.				
ACT-153	Payment Processing	The system shall generate a report of Debt Accounts with negative account balances.				
ACT-155	Refunds	The system shall allow selection by individual Debt Account for a Refund Request.				
ACT-156	Refunds	The system shall allow selection for multiple Debt Accounts for in-bulk Refund Requests.				
ACT-157	Payment	The system shall post all payments unsuccessfully matched				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
	Processing	with a Debt Account to a clearing account.				
ACT-158	Payment Processing	The system shall accept Debtor payments at all authorized CCU locations.				
ACT-159	Payment Processing	The system shall at day end allow an Authorized User to update the Debtor payment record to show "posted" for all cash and credit card payments received.				
ACT-160	Payment Processing	The system shall update the Debtor payment record from "pending" to "posted" after a user-specified time period, to be initially set at 6 business days, for the following payment types: ACT-160.1 check ACT-160.2 money order				
ACT-161	Payment Processing	The system shall update each Debtor payment record to show "posted" or "pending" based on the payment type for multiple payments applied to a given Debt Account.				
ACT-162	Payment Processing	The system shall accept multiple payment types applied to one Debt Account.				
ACT-163	Payment Processing	ACT-163: The system shall allow the Debtor to make payments to multiple Debt Accounts at the following payment locations: ACT-163.1 IVR ACT-163.2 Debtor Web Interface ACT-163.3 Kiosk ACT-163.4 In-Person through the cashiering system				
ACT-164	Overpayment Workflow	The system shall execute an overpayment workflow when the payment amount received exceeds the total balance due on the account.				
ACT-164a	Overpayment Workflow	The system shall apply the overpayment amount balance to another Debt Account for the same Debtor based on whether the payment is voluntary or involuntary.				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
ACT-164b	Overpayment Workflow	The system shall apply the overpayment amount balance to another Debt Account with the oldest referral date first. This will be repeated until the overpayment amount balance remaining is zero or there are no other Debt Accounts to which to apply the overpayment amount remaining.				
ACT-164c	Overpayment Workflow	<p>The system shall check whether the following criteria has been met for applying the overpayment amount remaining to another Debt Account with the oldest referral date first if the payment is involuntary:</p> <p>ACT-164c.1 The Debtor is a State employee who has been sent a State Employee Offset Warning Letter regarding the Debt Account.</p> <p>ACT-164c.2 If FTIP, the Debtor has been sent a FTIP certification notification for the Debt Account.</p> <p>ACT-164c.3 If FTOP, the Debtor has been sent a FTOP certification notification for the Debt Account.</p> <p>ACT-164c.4 If TRIP, the Debtor has been sent a TRIP certification notification for the Debt Account.</p> <p>ACT-164c.5 An involuntary payment has been received from the Maryland State Lottery that causes the Debt Account to have an overpayment amount balance.</p> <p>ACT-164c.6 An involuntary payment has been received for Unclaimed Property that causes the Debt Account to have an overpayment amount balance.</p>				
ACT-164d	Overpayment Workflow	The system shall create an overpayment exception report for all overpayment amount balances which were not applied to another Debt Account for the same Debtor because the criteria for involuntary payments has not been satisfied.				
ACT-164e	Overpayment Workflow	The system shall create an overpayment exception report for all overpayment amount balances applied to additional Debt				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		Accounts to include: ACT-164e.1 total payment amount received ACT-164e.2 each Debt Account number to which the total payment amount was applied ACT-164e.3 Debtor Name ACT-164e.4 payment amount applied to each Debt Account ACT-164e.5 date the payment amount was applied				
ACT-164f	Overpayment Workflow	The system shall include a link to all of the fields in the overpayment exception report for an Authorized User to click to access the Debt Account.				
ACT-164g	Overpayment Workflow	The system shall notify an Accounting user that an overpayment exception report is available for review.				
ACT-164h	Overpayment Workflow	The system shall allow an authorized Accounting user to review the overpayment exception report.				
ACT-164i	Overpayment Workflow	The system shall allow an authorized Accounting user to execute a manual process to select and apply the payment amounts to Debt Accounts for the same Debtor which did not meet the criteria for involuntary payments.				
ACT-164j	Overpayment Workflow	The system shall allow an authorized Accounting user from executing a manual process and applying the payment to a Debt Account for the same Debtor where the judgment number for the payment does not match the judgment number on the Debt Account				
ACT-164k	Overpayment Workflow	The system shall apply overpayments where the judgment number for an involuntary payment matches the judgment number on additional Debt Accounts.				
ACT-164l	Overpayment Workflow	The system shall prevent an authorized user from executing a manual process and applying payments to additional Debt Accounts where the judgment number for the payment does not				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		match additional Debt Accounts.				
ACT-164m	Payment Adjustment	The system shall apply a payment adjustment that decreases the debt account balance to the Debt Account with the oldest referral date first.				
ACT-164n	Payment Adjustment	The system shall apply a payment adjustment that increases (reverses a payment) the debt account balance to the Debt Account with the most recent/newest referral date first.				
ACT-166	Payment Processing	The system shall provide a table of payment types.				
ACT-167	Payment Processing	The system shall provide a table of credit card types to include Visa, Master Card, and AMEX. Credit card validation is handled by the payment gateway.				
ACT-168	Payment Processing	The system shall allow an authorized user to manually enter Debtor payments made into the CCU accounting sub-ledger and update the appropriate Debt Account in one transaction.				
ACT-169	Payment Processing	The system shall process external payment files.				
ACT-170	Payment Processing	The system shall allow an authorized user to manually enter a payment record for Multiple Debt Accounts from a single hard copy check				
ACT-174	Payment Processing	The system shall apply any involuntary payment amount withheld from a Debtor's income tax refund in the order of referral of the Debt in sequential order, by the oldest debt first, and by State Client when multiple Debt Accounts are involved.				
ACT-175	Client Profile	The system shall use State Client level attributes updated on the State Client profile to determine criteria for: ACT-175.1 type of client (full service or TRIP) ACT-175.2 payment method (via check or FMIS funds transfer)				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		ACT-175.3 State Client indicator (ACT active, INA inactive) ACT-175.4 collection fee rate				
ACT-176	Client Profile	The system shall allow an authorized user to apply State Client level attributes at the Debt Account level for: ACT-176.1 type of client (full service or TRIP) ACT-176.2 collection fee rate				
ACT-177	Client Profile	The system shall allow an authorized user to change State Client level attributes at the Debt Account level.				
ACT-178	Client Profile	The system shall allow an authorized user to change the collection fee rate at the Debt Account level.				
ACT-179	Payment Processing	The system shall allow an authorized user to manually add payment records to the clearing account for reconciliation.				
ACT-180	Payment Processing	The system shall run a match between the clearing account and active Debt Accounts on the system to determine if there is a potential match of payments in the clearing account frequency and matching.				
ACT-183	Payment Processing	The system shall allow concurrent processing of online user transactions and file processing on a Debt Account.				
ACT-184	Payment Processing	The system shall generate a list of payments due to State Clients without a FMIS account, on a monthly or user-specified time interval.				
ACT-187	Payment Processing	The system shall include as a payment type: ACT-187.1 cash ACT-187.2 credit card ACT-187.3 debit card ACT-187.4 check ACT-187.5 money order ACT-187.6 cashier's check				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		ACT-187.7 ACH ACT-187.8 traveler's check ACT-187.9 other negotiable instrument				
ACT-188	Payment Processing	The system shall subtract, from the Debt Account total balance due, payments made to interest, principal, late charges, and the collection fees to provide an adjusted total balance based on user-specified business rules.				
ACT-189	Payment Processing	The system shall allow the review of payee information related to Debt Account records.				
ACT-190	Payment Processing	The system shall store and report fund transfers between the CCU and State Client accounts paid via FMIS transactions.				
ACT-193	Payment Processing	The system shall update the subsidiary ledger with Debtor transaction detail.				
ACT-197	Payment Processing	The system shall include in a payment receipt: ACT-197.1 date ACT-197.2 time ACT-197.3 transaction number ACT-197.4 transaction code ACT-197.5 amount paid ACT-197.6 debt balance ACT-197.7 payment type ACT-197.8 masked debit/credit card numbers, if applicable ACT-197.9 payment charged to debit/credit cards, if applicable ACT-197.10 masked bank account number, if applicable				
ACT-198	Payment Processing	The system shall produce receipts for all payments.				
ACT-200	Debtor Web Interface	The system shall allow the Debtor to schedule recurring payments via the Debtor Web interface.				
ACT-201	Debtor Web	The system shall allow the Debtor to schedule a one time				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
	Interface	payment via the Debtor Web interface.				
ACT-202	Debtor Web Interface	The system shall prevent selected Debtors from using Debtor Web interface for payment based on user-specified criteria.				
ACT-203	Debtor Web Interface	The system shall request payment confirmation from the Debtor using the Debtor Web interface prior to submitting the payment card charge to the bank.				
ACT-204	Payment Processing	The system shall allow the authorized user to cancel, void, or credit a payment submitted by the Debtor for all payment methods.				
ACT-209	Cashiering	The system shall allow an authorized user to manually execute a day-end process at a user-specified time.				
ACT-210	Cashiering	The system shall allow the establishment of a day-end cutoff point for including the day's activity in the daily refresh processing cycle.				
ACT-215	Debtor Web Interface	The system shall provide the Debtor with a payment confirmation number after processing a payment transaction.				
ACT-216	Cashiering	The system shall accept authorized signatures via signature pad for credit card payments.				
ACT-217	Payment Processing	The system shall update each Debt Account with payments received from imported files.				
ACT-218	Payment Processing	The system shall set a Debt Account with zero balance to status of Paid In Full (PIF).				
ACT-219	Payment Processing	The system shall update the Debt Account Status Code from PIF to ACT on Debt Accounts where the balance due changes from zero (\$0.00) to a dollar amount greater than zero (\$0.00).				
ACT-220	Payment Processing	The system shall accept payment cards only if the payer is the authorized name on the card.				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
ACT-224	Debtor Web Interface	The system shall allow the Debtor to make payments 24 hours a day, 7 days a week via the Debtor Web Interface.				
ACT-226	Payment Processing	The system shall include the transaction code, the amount and description of the transaction, and if applicable, the transaction location for voluntary payments applied to a Debt Account.				
ACT-227	Payment Processing	The system shall ensure that the voluntary payment will advance the next payment due date as noted in the agreed upon payment plan.				
ACT-228	Payment Processing	The system shall apply any voluntary payments in excess of the payment plan to the next month's payment amount due.				
ACT-229	Payment Processing	The system shall include the transaction code, the amount and description of the transaction, and if applicable, the transaction location for involuntary payments applied to a Debt Account.				
ACT-230	Payment Processing	The system shall ensure that a payment be accepted for the next payment due on a payment plan regardless of the existence of an involuntary payment.				
ACT-231	Payment Processing	The system shall maintain specific payment codes for how payments post to the Debt Accounts associated with a specific State Client.				
ACT-232	Clearing Account	The system shall store the following fields in the clearing account: ACT-232.1 posting date ACT-232.2 name ACT-232.3 SSN ACT-232.4 payment number ACT-232.5 authorization number ACT-232.6 check number ACT-232.7 credit amount ACT-232.8 debit amount				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		ACT-232.9 CCU Debt Account number (initially blank, and filled when the Debt Account is identified) ACT-232.10 balance ACT-232.11 identification used (to determine origin of payment) ACT-232.12 notes				
ACT-233	Payment History	The system shall update the Debt Account payment history to show the details of the total payment transaction and each individual Debt Account payment applied when posting payments to multiple Debt Accounts.				
ACT-234	Payment History	The system shall write a payment history record to the Debt Account sub-ledger for payments received with the following fields: ACT-234.1 transaction date ACT-234.2 payment location ACT-234.3 time ACT-234.4 user ID ACT-234.5 payment amount ACT-234.6 payment type ACT-234.7 payment status				
ACT-235	Payment History	The system shall default payment status to "pending" as the default value for a payment applied to the Debt Account.				
ACT-236a	Payment Processing	The system shall post payments differently depending upon whether the Debt Account has a judgment against it.				
ACT-236b	Payment Processing	The system shall post payments to the total balance due for Debt Accounts, with a judgment that is a garnishment without Client Referred Interest, in the following order: ACT-236b.1 apply payment to the accrued judgment interest amount until the accrued judgment interest amount balance is equal to zero				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		ACT-236b.2 then apply the balance of the payment to the principal amount due until the principal amount due balance is equal to zero ACT-236b.3 then apply the balance of the payment to the awarded attorney fees amount due until the Awarded attorney fees amount due balance is equal to zero ACT-236b.4 then apply the balance of the payment to the total court cost amount until the total court cost amount balance is equal to zero ACT-236b.5 then apply the balance of the payment following the Overpayment workflow process				
ACT-236c	Payment Processing	ACT-236c : The system shall post payments to the total balance due for Debt Accounts, with a judgment that is a garnishment, and with Client Referred Interest in the following order: ACT-236c .1 apply payment to the accrued judgment interest amount until the accrued judgment interest amount balance is equal to zero ACT-236c.2 then apply the balance of the payment to the principal amount due until the principal amount due balance is equal to zero ACT-236c.3 then apply the balance of the payment to the Awarded attorney fees amount due until the Awarded attorney fees amount due balance is equal to zero ACT-236c.4 then apply the balance of the payment to the total court cost amount until the total court cost amount balance is equal to zero ACT-236c.5 then apply the balance of the payment following the Overpayment workflow process				
ACT-236d	Payment	ACT-236d: The system shall post payments to the total balance				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
	Processing	due for Debt Accounts with a judgment which is not a garnishment, and without Client Referred Interest, in the following order: ACT-236d.1 apply a percentage of each payment to the awarded attorney fees amount based on the awarded collection fee percentage until the awarded attorney fees amount balance is equal to zero ACT-236d.2 then apply the balance of the payment to the judgment interest amount until the judgment interest amount balance is equal to zero ACT-236d.3 then apply the balance of the payment to the principal amount due until the principal amount due balance is equal to zero ACT-236d.4 then apply the balance of the payment to the total court cost amount until the total court cost amount balance is equal to zero ACT-236d.5 then apply the balance of the payment following the Overpayment workflow process				
ACT-236e	Payment Processing	ACT-236e: The system shall post payments to the total balance due for Debt Accounts with a judgment which is not a garnishment, and with Client Referred Interest, in the following order: ACT-236e.1 apply a percentage of each payment to the awarded attorney fees amount based on the awarded collection fee percentage until the awarded attorney fees amount balance is equal to zero ACT-236e.2 then apply the balance of the payment to the judgment interest amount until the judgment interest amount balance is equal to zero ACT-236e.3 then apply the balance of the payment to the				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		principal amount due until the principal amount due balance is equal to zero ACT-236e.4 then apply the balance of the payment to the total court cost amount until the total court cost amount balance is equal to zero ACT-236e.5 then apply the balance of the payment following the Overpayment workflow process				
ACT-236f	Payment Processing	The system shall calculate the awarded collection fee rate on a judgment as awarded attorney fees amount divided by the awarded principal amount due.				
ACT-236g	Payment Processing	The system shall allow an authorized Application Administrator to change the order in which to apply all or a portion of a payment received to amounts due for Debt Accounts. For example, the CCU decides to apply payments first to the collection fee due, next to the judgment interest amount, and then to the principal balance due.				
ACT-236h	Payment Processing	The system shall calculate accrued interest based on the current principal balance, Client Referred Interest Rate, last payment date, and current date for an interest bearing Debt Account without a judgment against it.				
ACT-236i	Payment Processing	The system shall calculate accrued judgment interest amount based on the current total principal amount due and judgment interest rate on a Debt Account with a judgment against it starting on the judgment effective date.				
ACT-236j	Payment Processing	The system shall stop calculating the client accrued interest amount on the judgment effective date on Debt Accounts with a judgment and with Client Referred Interest.				
ACT-237	: History	The system shall write an import history record to the scheduled processing log capturing date for imported files.				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
ACT-253	Debt Adjustments	The system shall process Debt Adjustments for Debt Accounts.				
ACT-255	Debt Adjustments	The system shall prompt a user to obtain approval for the reason to decrease the principal amount due for a Debt Adjustment.				
ACT-256	Debt Adjustments	The system shall calculate the new collection fee owed for a Debt Adjustment.				
ACT-257	Debt Adjustments	The system shall adjust the collection fee based on the approval of the stated Debt Adjustment reason and State Client level attributes.				
ACT-258	Debt Adjustments	The system shall indicate the collection fee to be deducted from the receivables collected on a State Client's behalf for the current calendar month when the stated Debt Adjustment reason is rejected and the principal Debt Amount is decreased.				
ACT-260	Debt Adjustments	The system shall update Debt Account balances with: ACT-260.1 debt payment from State Client source file ACT-260.2 debt credit adjustment from State Client source file ACT-260.3 debt debit adjustment from State Client source file ACT-260.4 debt payment in full from State Client source file ACT-260.5 debt adjustment reason from State Client source file				
ACT-261	Payment Adjustments	The system shall accept payment adjustments to Debt Accounts.				
ACT-264	Payment Adjustments	The system shall require the check number if the payment type for a payment adjustment is check, cashier's check, or money order.				
ACT-265	Payment Adjustments	The system shall accept adjustments to increase or decrease the referred amount on Debt Accounts.				
ACT-266	Payment	The system shall accept as input for a payment adjustment by				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
	Adjustments	an authorized user: ACT-266.1 Debt Account ACT-266.2 debtor name ACT-266.3 amount to increase Debt Account balance ACT-266.4 reason for increasing the Debt Account balance ACT-266.5 amount to decrease Debt Account balance ACT-266.6 reason for decreasing the Debt Account balance				
ACT-267	Refunds	The system shall allow only a Debtor initiated Refund Request to issue a refund for a Debt Account with less than three dollars (\$3.00) in overpayment for the Negative Balance workflow.				
ACT-268	Refunds	The system shall generate a Refund Request and issue a refund for a Debt Account with greater than three dollars (\$3.00) in overpayment for the Negative Balance workflow.				
ACT-270	Refunds	The system shall execute a workflow to refund payments to the Debtor.				
ACT-271	Refunds	The system shall include in the FMIS refund transaction record the following fields: ACT-271.1 Debtor name ACT-271.2 Debtor SSN, where the SSN must start with "S" for individuals ACT-271.3 Debtor address ACT-271.4 Debtor CCU number that is the vendor invoice number ACT-271.5 due date ACT-271.6 invoice description ACT-271.7 refund amount ACT-271.8 commodity code ACT-271.9 fiscal year ACT-271.10 PCA				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		ACT-271.11 Comptroller's object and business FEIN, where the FEIN must start with "F" for business entities.				
ACT-272	Refunds	The system shall allow an authorized user to manually initiate a refund for a Debt Account.				
ACT-273	Refunds	The system shall display payment refund requests on an authorized user's console.				
ACT-274	Refunds	The system shall allow the authorized user to accept or reject a payment refund request with an explanation of why it was accepted or rejected.				
ACT-275	Refunds	The system shall submit the validated payment refund request to the authorized user for approval.				
ACT-276	Refunds	The system shall route the rejected payment refund request to the submitter of the refund request.				
ACT-277	Refunds	The system shall allow the authorized user to resubmit a rejected refund request to a supervisor for approval.				
ACT-281	Refunds	The system shall generate a file of Debt Accounts for notification to the Debtor of the refund generated to include information about the refund method and refund reason.				

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SECTION 4 REPORTS, LETTERS, AND RESTITUTION ACCOUNTING

The CCU Accounting section is responsible for posting voluntary payments, Federal and State offsets, and debt adjustments (non-cash payments). The Accounting section works closely with the Collections and the Program Development & Support (PD&S) sections. The requirements list below includes Accounting requirements to post and process payments. The list also includes PD&S' requirements for certifying Debt Accounts for interception or offset of Debtors' tax refunds, salaries, and State and Federal payments which are involuntarily taken and applied to their outstanding debts.

4.1 MANAGEMENT REPORTS

Management reports provide the organizational decision-makers a formatted and organized presentation of information that is used to measure and evaluate business performance. Management reports utilize Ad Hoc and Parameterized reports. An Ad Hoc report is a dynamic, unstructured report that requires the user to specify the data elements to generate the report. A Parameterized report is a structured report that requires the user to input values to complete report or data processing. With a Parameterized report, you can vary the output of a report based on values that are set when the report runs. The table below lists the Management reporting functional requirements:

REQ ID	CATEGORY	Requirement Description	COTS	Configuration	Customization	Comments
MGT-1	Management Reporting	The system shall provide management reporting of stored system data.				
MGT-2	Management Reporting	The system shall allow authorized users to generate management reports.				
MGT-3	Management Reporting	The system shall allow authorized users to group management reports as follows: Accounting, State Client, PD&S, Collection, Legal Measures, Office of the Attorney General, Satellite Office, and Telephony.				
MGT-4	Management Reporting	The system shall allow an authorized Application Administrator to configure access to reports granting information retrieval solely to role-based users.				

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REQ ID	CATEGORY	Requirement Description	COTS	Configuration	Customization	Comments
MGT-5	Management Reporting	The system shall allow authorized users to use the primary production database for reporting.				
MGT-6	Management Reporting	The system shall provide standard "parameterized" reports allowing authorized users to generate reports based on specified selection criteria (or parameters).				
MGT-7	Management Reporting	The system shall store and retrieve historical data, which subsequently may be accessible to users as they generate reports based on an "as of" date. For example, the system shall provide the status and balance due for Debt Accounts "as of" a user-specified date (upon request based on designated parameters).				
MGT-8	Management Reporting	The system shall allow an authorized user to perform user-specified time interval (historical) reporting where the time interval parameters shall grant users access to database information.				
MGT-9	Management Reporting	The system shall generate reports of user-specified KPIs.				
MGT-10	Management Reporting	The system shall allow authorized users to customize and edit saved reports, allowing them to filter on the field or edit the report title.				
MGT-11	Management Reporting	The system shall allow authorized users access to reports and report generation.				
MGT-13	Management Reporting	The system shall allow authorized users to format reports as: MGT-13.1 delimited files (.CSV, .TSV) MGT-13.2 HTML MGT-13.3 PDF MGT-13.4 RTF MGT-13.5 .txt				
MGT-14	Management	The system shall allow authorized users to view reports online.				

ATTACHMENT I - CCU DCIS SYSTEM REQUIREMENTS

REQ ID	CATEGORY	Requirement Description	COTS	Configuration	Customization	Comments
	Reporting					
MGT-15	Management Reporting	The system shall allow authorized users to print hard copies of reports.				
MGT-16	Management Reporting	The system shall allow authorized users to generate trend reports, which serve to identify patterns (or trends) while providing a graphical analysis of output data based on a user-specified time interval.				
MGT-17	Management Reporting	The system shall allow authorized users to generate reports with output displays in various graphical formats to include bar graphs and pie charts.				
MGT-19	Management Reporting	The system shall allow authorized users to generate reports based on a Boolean selection criteria, thus allowing database searches consisting of inclusion and exclusion separators such as "AND", "OR", and "=". A user may choose to generate a report, for example, inclusive of Debtors whose State Client "=" MVA.				
MGT-20	Management Reporting	The system shall include an automated report distribution feature that supports multiple secure distribution channels including; email, scheduled secure file transfer, SMS text messaging, secure facsimile, and secure network drive channels.				

4.2 AD HOC REPORTING

Ad Hoc reports are generated on an as-needed basis without prior planning or scheduling and require the user to specify the data elements that generate the output of the report. The table below lists the Ad Hoc reporting functional requirements:

ATTACHMENT I - CCU DCIS SYSTEM REQUIREMENTS

REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
ADH-1	Ad Hoc Reporting	The system shall allow authorized users to generate Ad Hoc reports.				
ADH-2	Ad Hoc Reporting	The system shall allow authorized users to save Ad Hoc reports for future (and continued) use.				
ADH-3	Ad Hoc Reporting	The system shall allow authorized users to customize and edit saved reports. For example, allowing them to filter on the "department" field or edit the report title.				
ADH-4	Ad Hoc Reporting	The system shall allow authorized users to save report selection criteria.				
ADH-5	Ad Hoc Reporting	The system shall allow authorized users to retrieve saved report selection criteria.				
ADH-6	Ad Hoc Reporting	The system shall allow authorized users to save a customized report for use by others with the same rights/privileges or save the report for public use.				
ADH-7	Ad Hoc Reporting	The system shall allow authorized users to generate reports as needed. These reports may be generated at anytime unlike scheduled reports that are generated systematically on a daily or weekly basis.				

ATTACHMENT I - CCU DCIS SYSTEM REQUIREMENTS

4.3 STANDARD REPORTS

The main objectives of the standard reports will be to provide each Section with the capability to measure and analyze productivity in addition to assess the performance workload of staff members. The table below lists the Reporting functional requirements:

REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
RPT-1	Standard Reports	The system shall generate operational, static, and parameter-driven reports referenced as "standard reports."				
RPT-2	Standard Reports	The system shall allow an authorized user to generate standard reports as needed. These reports may be generated at any time unlike scheduled reports that are generated systematically on a daily or weekly basis.				
RPT-3	Standard Reports	The system shall include access controls, which determines users that are eligible for generating specific reports.				
RPT-4	Standard Reports	The system shall schedule and deliver standard reports online with the option to: RPT-4.1 print, RPT-4.2 save to PDF, RPT-4.3 export to: RPT-4.3.1 fixed width report, RPT-4.3.2 .txt, RPT-4.3.3 delimited files (.CSV, .TSV), RPT-4.3.4 Microsoft Access (with minimal support to version 2003) RPT-4.3.5 Microsoft Excel (with minimal support to version 2003) RPT-4.3.6 Microsoft Word (with minimal support to version 2003)				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
RPT-5	Standard Reports	The system shall map scheduled reports to CCU sent by State Clients to single or multiple locations by destination, format type, server, FTP, and or drive.				

4.4 LETTER REPOSITORY

Currently, the CCU has a set of customized letters used to communicate with debtors on various matters. CCU schedules and mails letters and notices to debtors to advise them of their current financial status with the CCU. The table below lists the Letter functional requirements:

REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
LTR-1	Letters	The system shall maintain version control of form letters (which reside in the letter repository) to ensure efficient storing and management of correspondence that is sent to Debtors and State Clients.				
LTR-2	Letters	The system shall allow authorized users to review and approve changes to form letter content.				
LTR-3	Letters	The system shall generate, edit, and delete form letters in a development environment, as well as send them to production making changes available and visible in the live environment.				
LTR-4	Letters	The system shall have the ability to print Debtor notices.				
LTR-4a	Letters	The system shall have the ability to print payment correspondence.				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
LTR-4b	Letters	The system shall have the ability to print the envelopes in which to send Debtor notices and payment correspondence.				
LTR-5	Letters	The system shall generate correspondence letters with user-specified parameters.				
LTR-6	Letters	The system shall allow form letters to be appended to a legal case when generated within the Legal Measures Section.				
LTR-7	Letters	The system shall set the value in the Payment Plan Reminder Letter reminder status field that will trigger a monthly reminder letter to be sent to the Debtor.				
LTR-8	Letters	The system shall maintain a last monthly reminder sent date field.				
LTR-9	Letters	The system shall allow an authorized user to batch print selected (or all) for Debt Accounts that have the send monthly reminder letter flagged.				
LTR-10	Letters	The system shall execute a user-specified interval batch job to generate a monthly reminder letter for Debt Accounts with the status code designated as such.				
LTR-11	Letters	The system shall execute a batch job, based on user-specified intervals, to generate a monthly reminder email for Debt Accounts with the status code designated as such.				
LTR-12	Letters	<p>The automatic letter generation workflow shall include automatic generation of the initial notification upon referral of Debt Account to CCU, a 30-day late on payment plan notification, and a letter notifying Debtor approved for judgment.</p> <p>The automatic letter generation workflow shall include automatic generation of:</p> <p>LTR-12.1: initial notification upon referral of Debt Account to</p>				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		CCU LTR-12.2: notification of 30-days late on payment LTR-12.3: notification of 60-days late on payment LTR-12.4: notification of 90-days late on payment LTR-12.5: notification to Debtor of approval for judgment				
LTR-13	Letters	The system shall ensure that the letter delivery by email requires preauthorization by the Debtor.				
LTR-14	Letters	The system shall create a note entry for letters generated for a Debt Account.				
LTR-15	Letters	The system shall allow an authorized user to override the default values populated during letter generation.				

4.5 NEW: VICTIM RESTITUTION

REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
RST-1	Victim Restitution	The system shall execute a Victim Restitution workflow.				
RST-2	Victim Restitution	The system shall store multiple Victims.				
RST-3	Victim Restitution	The system shall associate one Debtor to multiple Victims.				
RST-4	Victim Restitution	The system shall associate one Victim to multiple Debtors.				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
RST-5	Victim Restitution	The system shall allow an authorized user to assign and un-assign one or more parole officers to a Debt Account.				
RST-6	Victim Restitution	The system shall have the ability to update Victim information by Victim Restitution case number.				
RST-7	Victim Restitution	The system shall have the ability to display Victim information by Victim Restitution case number.				
RST-8	Victim Restitution	The system shall allow authorized users to add and update each unique Victim associated with a case.				
RST-9	Victim Restitution	The system shall execute a Victim Restitution Disbursement workflow.				
RST-10	Victim Restitution	The system shall notify an Authorized User upon receipt of payment from a Debtor to initiate the Victim Restitution Disbursement workflow.				
RST-11	Victim Restitution	The system shall process restitution disbursement using one of the following calculations: RST-11.1 prorating the total paid by the debtor equally across all eligible associated Victims RST-11.2 percentage due to each Victim of the total awarded restitution amount				
RST-12	Victim Restitution	The system shall require an Authorized User to enter victim restitution disbursement percentages summing to 100% when calculating the percentage due to each Victim for restitution disbursement distribution.				
RST-13	Victim Restitution	The system shall calculate the balance due to each Victim consisting of the original amount of the restitution, less any disbursements, and including adjustments processed.				
RST-14	Victim Restitution	The system shall allow an Authorized User to manually adjust victim restitution disbursement percentages.				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
RST-15	Victim Restitution	The system shall allow an Authorized User to manually adjust victim restitution disbursement payment amounts.				
RST-16	Victim Restitution	The system shall provide a victim summary by victim restitution case number listing: RST-16.1 victim name RST-16.2 original restitution amount due the Victim RST-16.3 amount disbursed to the Victim RST-16.4 disbursement amount adjusted RST-16.5 balance remaining to be paid to the Victim RST-16.6 total amounts by Debtor.				
RST-17	Victim Restitution	The system shall generate a list of approved victim disbursement requests on a monthly or user-specified time interval.				
RST-18	Victim Restitution	The system shall have the ability to import a file to update information by: RST-18.1 Victim RST-18.2 Debtor				

SECTION 5 TECHNICAL

5.1 SYSTEM INTERFACES

System interfaces address the internal and external systems communications. Interface requirements statements are listed below:

ATTACHMENT I - CCU DCIS SYSTEM REQUIREMENTS

REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
INF-9	System Interfaces	The system shall communicate to peripheral devices.				
INF-12	System Interfaces	The system shall communicate through scanners receiving digitized images.				
INF-13	System Interfaces	The system shall print to locally attached network printers.				
INF-14	System Interfaces	The system shall print letters to locally attached network printers.				
INF-15	System Interfaces	The system shall print notices to locally attached network printers.				
INF-16	System Interfaces	The system shall print reports to locally attached network printers.				
INF-17	System Interfaces	The system shall receive communications from peripheral devices.				
INF-18	System Interfaces	The system shall communicate with electronic signature pads.				
INF-20	System Interfaces	The system shall receive digitized (scanned) images.				
INF-23	System Interfaces	The system shall communicate data through file transfers with external systems.				
INF-25	System Interfaces	The system shall use Department of Information Technology (DoIT) approved software for Secure File Transfer Protocol (SFTP).				
INF-30	System Interfaces	The system shall communicate through file exchanges to use income offset programs.				
INF-54	System Interfaces	The system shall provide authorized users access at satellite offices to the core debt collection system.				
INF-55	System Interfaces	The system shall communicate to an automated cashing system to update Debtor information.				
INF-56	System Interfaces	The system shall communicate with Electronic Data Systems [®] (EDS) to update Debt Account information.				
INF-61	System Interfaces	The system shall provide CCU authorized users, located at MVA offices, with access to the debt collection system, over the MDOT network using the CCU VPN.				
INF-64	System Interfaces	The system shall establish new State Client Accounts through a				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		web interface.				
INF-65	System Interfaces	The system shall accept debt referrals from State Clients through a web interface.				
INF-67	System Interfaces	The system shall provide authorized users access to payment gateway credit card settlement information through a web interface.				
INF-68	System Interfaces	The system shall provide authorized users access to payment gateway debit card settlement information through a web interface.				
INF-69	System Interfaces	The system shall provide notification of system events.				
INF-71	System Interfaces	The system shall notify (via email, fax or letter) State Clients of data validation errors.				
INF-73	System Interfaces	The system shall use Microsoft Internet Explorer (IE) with minimum support for version 8.				
INF-75	System Interfaces	The system shall provide communication through the State of Maryland email system. The State has chosen Google Apps and the Chrome browser.				

5.2 CAPACITY

Capacity addresses system sizing and the system’s ability to meet Service Level Agreements (SLAs). Capacity requirements statements are listed below:

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
CAP-1	Capacity	The system shall support a 10% annual growth rate for the term of the contract, based on 1,800,000 total Debt Accounts.				
CAP-2	Capacity	The system shall process 1,400 concurrent users of the 1,800,000 total Debt Accounts.				
CAP-3	Capacity	The system shall process 288 concurrent CCU users of the 298 total CCU authorized users.				
CAP-4	Capacity	The system shall process 200 concurrent call center users of the 200 call center authorized users.				
CAP-5	Capacity	The system shall process 20 concurrent Legal Measures users of the 25 Legal Measures authorized users.				
CAP-6	Capacity	The system shall process 20 concurrent Accounting users of the 25 Accounting authorized users.				
CAP-7	Capacity	The system shall process 5 concurrent Office of Attorney General (OAG) users of 5 total OAG authorized users.				
CAP-8	Capacity	The system shall process 15 concurrent Project Staff users of the 15 Project Staff authorized users.				
CAP-9	Capacity	The system shall process 25 concurrent CCU satellite office users of the 25 CCU satellite office authorized users.				
CAP-10	Capacity	The system shall process 12 concurrent Contractor Staff users of the 12 Contractor Staff authorized users.				
CAP-11	Capacity	The system shall process 151 concurrent client agency users of the 1,318 total State Client agency users authorized.				
CAP-12	Capacity	The system shall provide access for 50 MVA concurrent users of the total 1,200 MVA authorized users.				
CAP-14	Capacity	The system shall provide access for 5 concurrent SDAT authorized users.				
CAP-15	Capacity	The system shall process 5 concurrent SHA users of the 5 SHA				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		authorized users.				
CAP-16	Capacity	The system shall provide access to 5 concurrent IWIF users of the 5 IWIF authorized users.				
CAP-17	Capacity	The system shall process 5 concurrent State Treasurer users of the 5 State Treasurer authorized users.				
CAP-18	Capacity	The system shall process 5 concurrent MTA users of the 5 MTA authorized users.				
CAP-19	Capacity	The system shall provide access to 5 concurrent Uninsured Employer's Fund users of the 5 Uninsured Employer's Fund authorized users.				
CAP-20	Capacity	The system shall process 25 concurrent State Hospital users of the 25 State Hospital authorized users.				
CAP-21	Capacity	The system shall process 25 concurrent State University users of the 25 State University authorized users.				
CAP-22	Capacity	The system shall process 2 concurrent Service Desk users of the 5 Service Desk authorized users.				
CAP-23	Capacity	The system shall process 2 concurrent DoIT Network Operations Center (NOC) users of the 4 DoIT NOC authorized users.				
CAP-24	Capacity	The system shall, through the Debtor web interface, process 200 concurrent users of the 1,800,000 authorized users.				
CAP-29	Capacity	The system shall process 77,000 debt transactions per week.				
CAP-30	Capacity	The system shall process 21,000 collections per week, with sub-second user response time.				
CAP-31	Capacity	The system shall process 3,500 new payment plans per week.				
CAP-32	Capacity	The system shall process 700 new legal measure cases per week.				
CAP-33	Capacity	The system shall be capable of supporting a 10% annual growth				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		rate for the term of the contract, based on 2,500,000 total debts.				
CAP-34	Capacity	The system shall process 80,000 Division of Parole and Probation (DPP) current collections accounts.				
CAP-35	Capacity	The system shall be capable of adding 3,500 new DPP current collection accounts per month (42,000 new current accounts per year).				
CAP-36	Capacity	The system shall process 120 DPP concurrent authorized users of 1,015 total authorized users.				

5.3 PERFORMANCE

Performance addresses the amount of time needed to recover from a system failure, the time it takes the system to provide a response, how long it takes the system to shut down and start up, and the capacity of the system to support a given flow of information. Performance requirements statements are listed below:

REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
PER-2	Performance	The system shall synchronize transactions received during the month-end process to the production data base, upon completion of month-end process.				

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5.4 RELIABILITY

System reliability addresses the accuracy of calculations performed by the system, the amount of time the system is available and usable, and the elegance with which the system recovers from failure. Reliability requirements statements are listed below:

REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
REL-1	Reliability	The system shall be useable during CCU normal business hours which are 8:00 am to 5:00 pm Monday to Friday (excluding state holidays).				
REL-2	Reliability	The system shall be recoverable from failure to a useable, so end-to-end functions are returned to the prior operational state.				
REL-5	Reliability	The system shall perform calculations free of errors.				
REL-9	Reliability	The system shall perform validation edits on data before loading the data into the production environment.				
REL-10	Reliability	The system shall perform validation on data before saving data entered from a workstation.				
REL-11	Reliability	The system shall provide prompts before saving workstation entered data providing a final opportunity to correct before saving.				
REL-12	Reliability	The system shall provide the roll-back of data added by file import.				
REL-13	Reliability	The system shall allow the correction of data failing validation during file imports.				
REL-14	Reliability	The system shall validate that dates are formatted for the CCU standard.				
REL-15	Reliability	The system shall validate SSN has nine numeric digits.				
REL-16	Reliability	The system shall validate the city name matches the Zip Code city name.				
REL-17	Reliability	The system shall validate the Zip Code is correct for the state.				
REL-18	Reliability	The system shall validate numbers are formatted according to the				

ATTACHMENT I - CCU DCIS SYSTEM REQUIREMENTS

REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		CCU standard.				
REL-19	Reliability	The system shall require data is entered in each required data element.				
REL-21	Reliability	The system shall flag Debt Accounts that contain inaccurate addresses to the NCOA database.				
REL-22	Reliability	The system shall perform validation edits on data before loading production data into files for export to external systems.				
REL-23	Reliability	The system shall prompt users for confirmation prior to saving changes to a record.				

5.5 AVAILABILITY

System availability addresses the degree to which a system is in a functioning condition. System availability requirements are listed below:

REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
AVL-7	Availability	The system shall allow the Application Administrator to configure the system availability calendar for CCU: .1 holidays .2 business days .3 business hours				

ATTACHMENT I - CCU DCIS SYSTEM REQUIREMENTS

5.6 SECURITY

Security addresses the protection of information and systems from unauthorized access, use, disclosure, disruption, modification, or destruction. Security requirements are listed below:

REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
SEC-1	Security	The system shall require security objectives (i.e. confidentiality, integrity, or availability) are assigned a Federal Information Processing Standards (FIPS) 200 potential impact value of Moderate as defined in National Institute of Standards and Technology (NIST) Special Publication (SP) 800-53 rev3.				
SEC-2	Security	The system shall use the Moderate-impact baseline security control within the Identification and Authentication family as defined in NIST SP 800-53 rev3.				
SEC-3	Security	The system shall use the Moderate-impact baseline security control within the Access Control family as defined in NIST SP 800-53 rev3.				
SEC-4	Security	The system shall use the Moderate-impact baseline security control within the Audit and Accountability family as defined in NIST SP 800-53 rev3.				
SEC-5	Security	The system shall use the Moderate-impact baseline security control within the System and Communications Protection family as defined in NIST SP 800-53 rev3.				
SEC-6	Security	The system shall require a userid and the userid's password to be different.				
SEC-9	Security	The system shall mask the password when the password field is displayed or printed.				
SEC-10	Security	The system shall require temporary passwords to be changed on the user's first login.				
SEC-11	Security	The system shall require passwords consist of eight (8) or more alphanumeric characters.				

ATTACHMENT I - CCU DCIS SYSTEM REQUIREMENTS

REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
SEC-12	Security	The system shall require numeric and alphabetic characters in a password.				
SEC-13	Security	The system shall require a new password to be different than the last 10 passwords used.				
SEC-14	Security	The system shall immediately require a user to change their password before continuing with work when the password reset grace period has expired.				
SEC-15	Security	The system shall require passwords to be changed a minimum of once every 90 days for regular users.				
SEC-16	Security	The system shall require a userid associated with a password be disabled after three (3) consecutive failed login attempts.				
SEC-17	Security	The system shall require passwords to be changed every 45 days for privileged or power users.				
SEC-18	Security	The system shall immediately after userid and password authentication display a security warning banner.				
SEC-19	Security	The system shall require the security warning banner to cover 80% or more of the user's screen.				
SEC-21	Security	The system shall prohibit access to production data except through views.				
SEC-22	Security	The system shall mask the Primary Account Number (PAN). PAN masking shall expose at the most the first six or last four digits of the PAN when displayed or printed.				
SEC-23	Security	The system shall encrypt the Payment Card Security Value during transmission.				
SEC-24	Security	The system shall encrypt the Payment Card Security Value when stored.				
SEC-25	Security	The system shall protect sensitive payment cardholder data when stored in conjunction with PAN.				

ATTACHMENT I - CCU DCIS SYSTEM REQUIREMENTS

REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
SEC-26	Security	The system shall not save payment card authentication data.				
SEC-27	Security	The system shall encrypt stored Personal Identity Information (PII) data. PII data includes Vehicle Identification Number (VIN) numbers, driver's license, SSN, handwriting, credit card numbers, birthday, and birthplace.				
SEC-28	Security	The system shall encrypt stored PII data.				
SEC-29	Security	The system shall prevent concurrent logons with the same user account.				
SEC-30	Security	The system shall prevent the use of persistent cookies.				
SEC-31	Security	The system shall, in the implementation of the COTS software, associate users having common business functions and roles into groups. This is also known as RBAC (role-based access control).				
SEC-32	Security	The system shall provide log analysis tools for an authorized user to perform daily system audit log reviews.				
SEC-33	Security	The system shall provide a current malicious code protection solution for servers and endpoints.				
SEC-34	Security	The system shall be in compliance with State of Maryland Microcomputer/PC/Laptop Security Standard v1.0 dated 9.08				
SEC-35	Security	The system shall utilize secure channels (DoIT approved VPN or SSH) for administrative access to CCU systems.				
SEC-36	Security	The system shall log database activity.				
SEC-37	Security	The system shall prevent authenticated users from saving confidential information, including PII from the workstation's attached storage devices e.g. hard drive, LAN (local area network).				
SEC-38	Security	The system shall require Virtual Private Network (VPN) connections to use multi-factor authentication.				
SEC-39	Security	The system shall separate the Web presentation services from				

ATTACHMENT I - CCU DCIS SYSTEM REQUIREMENTS

REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		the application and database layer.				
SEC-40	Security	The system shall require network and system management communications in the Demilitarized Zone (DMZ) to be isolated from DMZ application communications.				
SEC-41	Security	The system shall utilize a stateful packet inspection firewall to provide isolation from the internal network.				
SEC-42	Security	The system shall use RADIUS/TACACS+ authentication protocols. Offeror should list authentication protocols that are used in their COTS product in the comments column.				
SEC-43	Security	The system shall use validation lists that limit the character set used, based on the expected value of the parameter in the request.				
SEC-44	Security	The system shall require remote administrative user access to the application to use multi-factored authentication.				
SEC-45	Security	The system shall enforce re-authentication of users in order to rejoin suspended sessions.				
SEC-46	Security	The system shall automatically revoke user logon IDs after a user-defined period of non-use (for example, user IDs which have not accessed the system for a period of 30 days are automatically suspended on the 31st day).				
SEC-47	Security	The system shall require that data field level validation error messages provide users with textual information to correct the error condition before proceeding.				
SEC-48	Security	The system shall perform input validation for length of field before accepting the input for further processing.				
SEC-49	Security	The system shall perform input validation for type of field before accepting the input for further processing.				
SEC-50	Security	The system shall perform input validation for syntax of the field before accepting the input for further processing.				

ATTACHMENT I - CCU DCIS SYSTEM REQUIREMENTS

REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
SEC-51	Security	The system shall perform input validation for business rules of the field before accepting the input for further processing.				
SEC-52	Security	The system shall encrypt data when system backup data is transmitted over the network.				
SEC-53	Security	The system shall encrypt backup data when written to a storage device.				
SEC-54	Security	The system shall provide role-based security, preventing the same authorized user from both creating the batch job and performing the scheduling and release.				
SEC-55	Security	The system shall restrict authorized State Client users to view only access for Debt Account information referred by their respective agency.				
SEC-56	Security	The system shall ensure that no data can be deleted without prior authorization in accordance with the enforcement of approved business rules.				
SEC-57	Security	The system shall ensure that no data can be deleted without prior authorization and in compliance with DoIT security guide. Sensitive information is information, if divulged, could compromise or endanger the citizens or assets of the State.				
SEC-58	Security	The system shall comply with Internal Revenue Service (IRS) publication 1075.				
SEC-59	Security	The system shall require a unique user ID for each user and system accessing the production environment.				
SEC-60	Security	The system shall allow the Application Administrator to change a user's security privileges.				
SEC-61	Security	The system shall provide the ability to manage field-level user security rights and privileges based upon a combination of user role and the account status code.				
SEC-62	Security	The system shall provide the ability to manage user security				

ATTACHMENT I - CCU DCIS SYSTEM REQUIREMENTS

REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		rights and privileges based upon the functional area that the authorized user supports.				
SEC-63	Security	The system shall provide the ability to manage user security rights and privileges based upon the different CCU section and processes, to include create, read, update, delete (CRUD), and print.				
SEC-64	Security	The system shall provide the ability to manage user security rights and privileges to documents, based upon user role, the line of business and processes supported, for rights and privileges that include CRUD, and print.				
SEC-65	Security	The system shall limit the ability to review, edit and reject accounts failing data validation to users authorized by the Application Administrator.				
SEC-66	Security	The system shall have the ability to assign security rights and privileges to users through the assignment of the user to security user groups.				
SEC-67	Security	The system shall have the ability to create user groups, for the purposes of ensuring consistent access rights and privileges for all users assigned to a specified user group.				
SEC-68	Security	The system shall have the ability to assign security rights and privileges to users down to the field level within a user view.				
SEC-69	Security	The system shall have the ability to assign security rights and privileges at the workflow level.				

5.7 EXTENSIBILITY

Extensibility addresses the ability to extend a system and the level-of-effort required to implement the extension. Extensibility also addresses the ease of implementing change while minimizing impact to existing system functions. Extensibility requirements statements are listed below:

ATTACHMENT I - CCU DCIS SYSTEM REQUIREMENTS

REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
EXT-1	Extensibility	The system shall be extendible using COTS code.				
EXT-2	Extensibility	The system shall extend capabilities through the use of APIs.				
EXT-3	Extensibility	The system shall be able to add intercept program links using COTS code.				
EXT-4	Extensibility	The system shall extend capabilities through the use of MVA kiosks with existing COTS code.				
EXT-5	Extensibility	The system shall provide the ability to integrate with other functional peripherals (e.g. Point of Service, Case Management, Reporting, and Accounting and financial transaction reconciliation), using COTS code. Offeror should list peripheral devices and COTS products that are compatible with their COTS product in the comments column.				
EXT-6	Extensibility	The system shall exchange information with merchant banks using COTS code.				
EXT-7	Extensibility	The system shall be extendable through the use of 3rd party interfaces using COTS code.				
EXT-8	Extensibility	The system shall extend support to non-Microsoft web browsers using COTS code.				
EXT-9	Extensibility	The system shall map non-CCU data files to the CCU tables using COTS code.				
EXT-10	Extensibility	The system shall be able to add matching programs using COTS code.				
EXT-11	Extensibility	The system shall exchange information with Credit Bureaus (Experian, TransUnion and TRW) using COTS code.				

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5.8 MAINTAINABILITY

Maintainability or supportability addresses the ease with which the system can be installed; configured; and adapted to new environments.

REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
MNT-1	Maintainability	The system shall provide software configuration management tools. Offeror should list the available tools in 'Comments' column.				
MNT-2	Maintainability	The system shall use centralized software utilities to apply CCU COTS software component changes.				
MNT-3	Maintainability	The system shall use centralized software utilities to back out CCU COTS software component changes to the previous operational state, following an unsuccessful change.				
MNT-4	Maintainability	The system shall use code with editable variables.				
MNT-5	Maintainability	The system shall use user-specified variables.				
MNT-6	Maintainability	The system shall provide Boolean (logical test) variables. The purpose is to ensure a configuration based system allows for the configuration of Boolean variables.				:

5.9 AUDITABILITY

Auditability addresses the chronological sequence of audit records, each of which contains evidence directly pertaining to and resulting from the execution of a business process or system function. Auditability requirements are listed below:

REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
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ATTACHMENT I - CCU DCIS SYSTEM REQUIREMENTS

REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
AUD-1	Auditability	The system shall generate log records for components.				
AUD-2	Auditability	The system shall write log records to the log management system.				
AUD-3	Auditability	The system shall log logins.				
AUD-4	Auditability	The system shall log logouts.				
AUD-5	Auditability	The system shall log access grants.				
AUD-6	Auditability	The system shall log access revocations.				
AUD-7	Auditability	The system shall log access violations.				
AUD-8	Auditability	The system shall log data object permission changes.				
AUD-9	Auditability	The system shall log application startups.				
AUD-10	Auditability	The system shall log application shutdowns.				
AUD-11	Auditability	The system shall log application restarts.				
AUD-12	Auditability	The system shall log application process abort events.				
AUD-13	Auditability	The system shall log application process failure events.				
AUD-14	Auditability	The system shall log application process abnormal end events.				
AUD-15	Auditability	The system shall log the failure of network services.				
AUD-16	Auditability	The system shall log the detection of suspicious or malicious activity from the Intrusion Detection System (IDS).				
AUD-17	Auditability	The system shall log the detection of suspicious or malicious activity from the anti-spyware system.				
AUD-18	Auditability	The system shall log changes to debt information.				
AUD-19	Auditability	The system shall log changes to Debtor information.				
AUD-20	Auditability	The system shall log changes to payment plan information.				
AUD-21	Auditability	The system shall log software patches and updates.				
AUD-22	Auditability	The system shall log Debt Account Status Code changes.				
AUD-23	Auditability	The system shall log password changes.				
AUD-24	Auditability	The system shall log network connection events.				
AUD-25	Auditability	The system shall log CRUD events.				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
AUD-26	Auditability	The system shall store the following types of actions in the log record: AUD-26.1 authorize AUD-26.2 CRUD AUD-26.3 revoke AUD-26.4 accept network connection				
AUD-27	Auditability	The system shall store the transaction name of the module or application performing the action in the log record.				
AUD-28	Auditability	The system shall store the transaction identifier of the module or application performing the action in the log record.				
AUD-29	Auditability	The system shall store Identifiers for the requestor of the action (e.g. userid, computer name, Internet Protocol (IP) address, and Media Access Control (MAC) address) in the log record.				
AUD-30	Auditability	The system shall store Identifiers for the object the action is performed on (e.g. file names accessed, unique identifiers of records accessed in a database, query parameters used to determine records accessed in a database, computer name, IP address, and MAC address) in the log record.				
AUD-31	Auditability	The system shall store a timestamp for the event in the log record.				
AUD-32	Auditability	The system shall store whether the action was allowed or denied by access-control mechanisms in the log record.				
AUD-33	Auditability	The system shall store the description and reason-codes of denials by the access-control mechanism in the log record.				
AUD-34	Auditability	The system shall log data entered into the web interface by Debtors.				
AUD-35	Auditability	The system shall accept user entries in free text format in the comment field of log records.				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
AUD-36	Auditability	The system shall accept alphanumeric entries in log record comment fields by authorized user.				
AUD-37	Auditability	The system shall search log events by Agency and Department Identifier by authorized user.				
AUD-38	Auditability	The system shall search log events by Reason Code by authorized user.				
AUD-39	Auditability	The system shall search log events by Violation Code by authorized user.				
AUD-40	Auditability	The system shall search log events by type of access attempted by authorized user.				
AUD-41	Auditability	The system shall search log events by User Identifier by authorized user.				
AUD-42	Auditability	The system shall save scheduled job control attributes for scheduled job processing designating the business they support in each scheduled job header record.				
AUD-43	Auditability	The system shall sum the number of detail records in each scheduled job file during scheduled job processing. The number of records summed shall be compared to the number of detail records in the file header. If the number of detail records counted does not match the number in the file header an alert shall be sent to the CCU.				
AUD-44	Auditability	The system shall sum the number of detail records during scheduled job processing in each scheduled job file and record the number of detail records in the file header.				
AUD-45	Auditability	The system shall sum the amount in each record of a financial scheduled job file and store the sum from detail records, in the file header during scheduled job processing.				
AUD-46	Auditability	The system shall send an alert to CCU when financial scheduled job files total amount in the file header is not equal				

ATTACHMENT I - CCU DCIS SYSTEM REQUIREMENTS

REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		to the sum of amounts from detail records in the files received.				
AUD-47	Auditability	The system shall send an alert to CCU when the financial scheduled job files total amount in the file header is not equal to the sum of amounts from detail records in the file received from scheduled job processing.				
AUD-48	Auditability	The system shall comply with the American Institute of Certified Public Accountants (AICPA) Statement on Auditing Standards (SAS) No.70.				

5.10 USABILITY

Usability addresses the aesthetic quality of the user interface. Usability requirements statements are listed below:

REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
USE-1	Usability	The system shall use a centralized web interface. The interface places information repeated across multiple web pages in the same format and location on those web pages.				
USE-2	Usability	The system shall allow authorized users access to system components following a single log on.				
USE-3	Usability	The system shall allow authorized users, following a single action of signing out, to terminate access to system components.				
USE-4	Usability	The system shall provide TTY capabilities for hearing and				

ATTACHMENT I - CCU DCIS SYSTEM REQUIREMENTS

REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		speech impaired users.				
USE-5	Usability	The system shall provide language support for English.				
USE-6	Usability	The system shall provide language support for Spanish.				
USE-7	Usability	The system shall provide notifications of upcoming events on CCU workstations.				
USE-8	Usability	The system shall provide authorized users, during live phone calls, with the option to save phone conversations linked to a unique Debtor identifier.				
USE-9	Usability	The system shall provide authorized users, during live phone calls, with the option to recall and play previously recorded Debtor phone conversations.				
USE-10	Usability	The system shall use dashboard software capable of providing business intelligence through the representation of CCU information using cubes.				
USE-11	Usability	The system shall provide centralized administration for system tasks.				
USE-12	Usability	The system shall provide centralized administration for authorized users to create configurations.				
USE-13	Usability	The system shall provide centralized administration for authorized users to modify configurations.				
USE-14	Usability	The system shall provide centralized administration for authorized users to delete configurations.				
USE-15	Usability	The system shall provide centralized administration for authorized users to report configurations.				
USE-16	Usability	The system shall provide centralized administration for authorized users to view configurations.				
USE-17	Usability	The system shall use centralized administration for Application Administrators to maintain look-up tables.				
USE-18	Usability	The system shall use centralized administration for				

ATTACHMENT I - CCU DCIS SYSTEM REQUIREMENTS

REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		Application Administrators to edit selection lists.				
USE-19	Usability	The system shall use centralized administration for Application Administrators to configure pages.				
USE-20	Usability	The system shall use centralized administration for Application Administrators to maintain user-defined value parameters.				
USE-21	Usability	The system shall use centralized administration for authorized users to maintain look-up tables.				
USE-22	Usability	The system shall use centralized administration for authorized users to maintain selection lists.				
USE-23	Usability	The system shall use centralized administration for authorized users to configure pages.				
USE-24	Usability	The system shall use centralized administration for authorized users to edit user-defined parameters.				
USE-25	Usability	The system shall provide drop-down lists.				
USE-26	Usability	The system shall provide auto-population of fields.				
USE-27	Usability	The system shall provide sorting of query result data.				
USE-28	Usability	The system shall provide filters for query result data.				
USE-29	Usability	The system shall provide navigation shortcuts.				
USE-30	Usability	The system shall place alerts on user pages, such that the user must acknowledge the alert before being allowed to continue work.				
USE-31	Usability	The system shall display a message on unsuccessful login to system login page "The attempted user cannot be authenticated by the system."				
USE-32	Usability	The system shall search by available fields including wild card and fuzzy searches.				
USE-33	Usability	The system shall use centralized administration for				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		authorized users to initiate user-specified value parameters.				

5.11 DATA RETENTION

Data retention addresses how long data will be retained and addressable by the system. Data retention requirements statements are listed below:

REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
RET-1	Data Retention	The system shall provide full data lifecycle services. Data Lifecycle services are a policy-based approach to regulating the flow of an information system's data throughout its life cycle: from creation and initial storage to the time when it becomes obsolete and is deleted.				
RET-2	Data Retention	The system shall provide full data lifecycle data retention.				
RET-3	Data Retention	The system shall provide full data lifecycle data archiving.				
RET-4	Data Retention	The system shall provide full data lifecycle data disposal.				
RET-11	Data Retention	The system shall archive imported data files.				
RET-12	Data Retention	The system shall archive exported data files.				
RET-13	Data Retention	The system shall provide tiered data retention periods.				
RET-14	Data Retention	The system shall retain production data for the life of the debt.				
RET-15	Data Retention	The system shall retain archived data for the life of the debt, plus a period of time less than three years should the data be successfully audited.				
RET-16	Data Retention	The system shall retain imported data files for 10 years.				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
RET-17	Data Retention	The system shall provide use of archived data until the end of the retention period.				
RET-21	Data Retention	The system shall retrieve archived data.				
RET-22	Data Retention	The system shall backup system data.				
RET-23	Data Retention	The system shall retain satisfied debt information for a period of time less than three years should the data be successfully audited.				
RET-24	Data Retention	The system shall provide a unique debt linkage to stored faxes.				
RET-25	Data Retention	The system shall provide a unique Debtor linkage to stored faxes.				
RET-26	Data Retention	The system shall save CRUD events log files for a period of 1 year.				

5.12 FAULT TOLERANCE

Fault tolerance addresses the ability of the system to remain operational, even during periods when there is component (hardware, software, communications) failure. Fault tolerance requirements statements are listed below:

REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
FLT-1	Fault Tolerance	The system shall maintain production availability for authorized users in the event of system component failure.				
FLT-2	Fault Tolerance	The system shall maintain the operation of the Cashiering peripherals in the event of a system failure.				
FLT-3	Fault Tolerance	The system shall synchronize the payments received by the Cashiering peripherals during a system failure to the production databases upon recovery to an operational status.				
FLT-7	Fault Tolerance	The system shall in the event of a failure recover to an operational state without loss of data				

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5.13 IMPLEMENTATION

Implementation addresses any constraints on the use and cost of third-party components, the implementation languages to be used, the platforms that the system will support, the limits on the use of resources (e.g. memory and disk space), and any standards to which the system must conform. Implementation requirements statements are listed below:

REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
IMP-1	Implementation	The system shall include a web interface to the core debt collection system that can be accessed by Debtors from the internet.				
IMP-2	Implementation	The system shall include a web interface to the core debt collection system that can be accessed by State Clients from the internet.				
IMP-9	Implementation	The system shall meet State of Maryland, CCU, and State of Maryland Department of Information Technology DoIT compliance requirements.				
IMP-10	Implementation	The system shall comply with the Department of Information Technology (DoIT) Policies and Guidance http://doit.maryland.gov/policies/Pages/default.aspx				
IMP-11	Implementation	The system shall comply with the State of Maryland Information Technology Security Policies and Standards http://doit.maryland.gov/support/Pages/SecurityPolicies.aspx				
IMP-12	Implementation	The system shall comply with DoIT System Development Life Cycle (SDLC) http://doit.maryland.gov/policies/SDLC/Pages/Home.aspx .				
IMP-13	Implementation	The system shall comply with the State of Maryland Information Technology Disaster Recovery Guidelines http://doit.maryland.gov/support/documents/security_response/stateofmarylanddisasterplanning.pdf				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		and http://doit.maryland.gov/support/pages/securitydisasterrecovery.aspx				
IMP-14	Implementation	The system shall comply with the State of Maryland Personal Information Protection Act (PIPA) http://www.oag.state.md.us/idtheft/businessGL.htm or search for "PIPA" at http://www.oag.state.md.us/index.htm				
IMP-15	Implementation	The system shall comply with State of Maryland, DoIT Non-visual Access requirements as stated in 36 CFR 1194 (Section 508 of the Rehabilitation Act (29 U.S.C. 794d) as amended by the Workforce Investment Act of 1998 (P.L. 105-220) (August 7, 1998).				
IMP-16	Implementation	The system shall adhere to FIPS 140-2 encryption standards.				
IMP-17	Implementation	The system shall comply with Payment Card Industry Data Security Standard (PCI DSS) for system components that use or store credit card or debit card information.				
IMP-18	Implementation	The system shall comply with Payment Application Best Practices (PABP) for subsystem components that use or store credit card or debit card information.				
IMP-21	Implementation	The system shall comply with the Financial Accounting Standards Board (FASB) Generally Accepted Accounting Practices (GAAP) standard.				
IMP-22	Implementation	The system shall comply with the Gramm-Leach Bliley Act.				
IMP-23	Implementation	The system shall comply with the Fair Credit Reporting Act.				
IMP-34	Implementation	The system shall comply with Federal Information Security Management Act 2002 (FISMA).				
IMP-35	Implementation	The system shall comply with Federal Information Processing Standards (FIPS) 200.				
IMP-36	Implementation	The system shall use Structured Query Language (SQL) that is				

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REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		American National Standards Institute (ANSI) International Committee for Information Technology Standards (INCITS) 135-1992 SQL compliant.				
IMP-37	Implementation	The system shall use data migrated from the current CCU production environment including archived data.				
IMP-38	Implementation	The system shall store data in a RDBMS.				
IMP-39	Implementation	The system shall use RDBMS software which is either Microsoft (MS) Structured Query Language (SQL) [®] /Server or Oracle [®] .				
IMP-41	Implementation	The system shall place a referential constraint on Federal Government address updates, such that the use of those addresses shall be limited to Tax Refund Intercept Program (TRIP) food stamp accounts.				
IMP-45	Implementation	The system shall provide dynamic file format creation for reading data files.				
IMP-46	Implementation	The system shall provide dynamic file format creation for writing data files.				
IMP-47	Implementation	The system shall provide for the display of images (e.g. scanned payments, checks, court documents and payment plans).				
IMP-49	Implementation	The system shall allow authorized users to download query results into PC based report writing software (e.g. Excel [®] , Lotus [®] , and Crystal Reports [®]). Offeror should list reporting products that are compatible with their COTS product in the comments column.				
IMP-53	Implementation	The system shall provide online, ad hoc reports through the CCU web interface.				
IMP-64	Implementation	The system shall be able to produce files using American Standard Code for Information Interchange (ASCII) character sets that can be read by computer systems in the COMP ADC.				
IMP-65	Implementation	The system shall be able to produce files using Extended Binary				

ATTACHMENT I - CCU DCIS SYSTEM REQUIREMENTS

REQ ID	Category	Requirement Description	COTS	Configuration	Customization	Comments
		Coded Decimal Interchange Code (EBCDIC) character sets that can be read by computer systems in the COMP ADC.				
IMP-87	Implementation	The system shall configure workstation user access rights to enforce the principle of least privilege.				
IMP-88	Implementation	The system shall comply with the Fair and Accurate Credit Transactions Act (Red Flag Rules), http://www.ftc.gov/bcp/edu/microsites/redflagrule/index.shtml Or search for "Red Flag Rules" at http://www.ftc.gov				
IMP-89	Implementation	The system shall allow an authorized user to specify paper size when printing to include: .1 letter .2 legal .3 tabloid				