



Attachment C – Glossary of Terms and Abbreviations

RFP-23-01-UI

Able

A claimant must be physically and mentally able to work at the time an unemployment claim is filed.

Able & Available

Unemployment Insurance (UI) term indicating that a claimant is able and available for work and actively seeking work while receiving UI benefits.

Alternate Base Period (ABP)

Alternate Base Period - an Unemployment Insurance (UI) term for a base period consisting of the four (4) most recently completed calendar quarters from the effective date of the IC. The ABP is only utilized if an individual does not qualify for the conventional base period.

AC

Additional Claim - an Unemployment Insurance (UI) claim filed by a claimant who has an existing benefit year with unexpired benefit rights and has a break of one week or more in the claim series with intervening employment.

ACH

Automated Clearing House - the network is a nationwide system which enables electronic transfer of funds between financial institutions.

ACH Debit

Automated Clearing House Debit - is electronic funds transfer method that allows employers to transfer funds by authorizing the state to electronically debit their bank account for the amount they specify.

Active Employer

An employer currently liable to pay UI taxes.

ADA

Americans with Disabilities Act - the federal act which protects disabled persons in employment and accessibility to public accommodations. This law requires employers to make reasonable accommodations for qualified individuals with a known physical or mental disability.

Adabas

Adaptable Database System. Database management systems that runs on an IBM mainframe.

Addendum

An amendment and amendments to the RFP, Exhibit, or Appendix

Additional Claim

A notice of new unemployment within a previously established benefit year when a break of one or more weeks has occurred due to intervening employment.

Adequate Reserve Fund

Amount that is equal to the amount derived by multiplying the benefit cost rate that is the highest during the 10-year period ending on Nov 30 of each year by the total remuneration paid by all employers, with respect to all employment for which contributions are payable during the last 4 calendar quarters ending on June 30.

Adjudication

In reference to Benefits, Adjudication is the process of determining if an individual who has filed for unemployment insurance benefits is eligible to receive the benefits based on law and policy and in accordance with Department of Labor requirements. The adjudication process in Benefits is comparable with the determination process in Contributions regarding employer accounts. Formal decisions issued by either section may be appealed.

Adversely Affected

This is a Trade Readjustment Assistance term. Means an individual who, because of lack of work in adversely affected employment, has been totally or partially separated from the firm or a subdivision of the firm where adversely affected employment exists.

AG

Attorney General of the State of Hawaii, State of Hawaii government legal counsel providing legal support to the three special funds (i.e., WC, TDI, PHC)

Agent State

Any state from or through which an individual files an interstate claim for Unemployment Insurance (UI) benefits against another state.

Alien

Foreign-born person who is not a citizen or national of the United States.

Alien Status

A claimant must be legally authorized to work in the United States by Immigration and Naturalization Services during the work period used when we evaluate wages, as well as during the period they are receiving unemployment benefits.

Amended Claim

Unemployment Insurance (UI) amended initial claim to correct the last or next-to-last employer.

API

Application Programming Interface. A way for two or more computer programs to communicate with each other.

Appeal

All formal decisions issued by Contributions and Benefits may be appealed to a higher authority. The first level of appeals is a hearing held with an Appeals Referee, whereby an appellant and other legally interested parties may provide sworn testimony regarding the facts

surrounding the case and a Referee will render a decision on the matter. The second level is to appeal to the Board of Review, who will review the case file and render a decision. Additional testimony is not allowed in a Board of Review hearing.

Appeals Hearing

Administrative hearing conducted by an appeal authority to accept and review testimony and evidence submitted by interested parties, held in accordance with due process, in response to a party's proper and timely request for a hearing, when such party contests an original or previous determination of a department or division.

Appeals Referee

Hearing officer who conducts the appeal hearing and issues the appeal decision for an appeal of Unemployment Insurance (UI) benefits and employer taxation decisions.

Appendices

Appendices A through L RFP Document.

Approved Training

Training approved by the Administrator or appropriate representative of the Employment Security Division.

ATAA

Alternative Trade Adjustment Assistance - ATAA allows older workers at least 50 years or older, for whom retraining may not be appropriate, to accept reemployment at a lower wage and receive a wage subsidy of 50% of the difference between the old and new wages, with a maximum of \$10,000.00 paid over a period of up to two years. A worker must obtain qualifying reemployment within 26 weeks of layoff from trade affected employment and must not have received TAA approved training.

ATO

Authorization to Operate

Authorized Agent

A person authorized to represent an employer in unemployment compensation matters. A power of attorney signed by the employer must be on file with the Contributions Section before information will be released to an agent.

Auto Load SSN

Internet tax and wage reporting option which allows users to automatically load employee information from the prior quarter.

Available

Available for work means the claimant does not have any restrictions, which would prevent them from seeking or accepting employment.

Average Annual Payroll

Average taxable wages for the 3 previous calendar years immediately preceding a UI tax rate computation date.

Axway

Provides a secure, reliable, and easy-to-manage solution for transferring data to and from UI with ETS.

BAFO

Best and Final Offer

BAM

Benefits Accuracy Measurements - timeliness and quality measurements of the Unemployment Insurance (UI) program, reported to the federal government in accordance with federal policy established by the U.S. Department of Labor, Employment and Training Administration, to ensure accuracy of payment or non- payment of claims. Now a part of the Integrity Unit.

Barrier to Employment

Any restriction, controllable or uncontrollable, that limits a claimant's chance of getting work.

Base Period

The first four of the last five completed calendar quarters immediately preceding the first day of an individual's benefit year.

Basic Contribution Rate Schedule**383-68(b)**

A table used to determine employers' U.I. tax rates based on their reserve ratios.

Benefit Charges

Charges against an employer's account for benefits paid based on unemployment claims filed by former workers.

Benefits Section

Employment Security Division (ESD) section responsible for receiving and processing claims for Unemployment Insurance (UI) benefits, determining benefit eligibility, and making proper payments in an accurate and timely manner.

Benefit Year

The one-year period beginning with the first day of the week with respect to which the individual first files a valid claim for benefits and thereafter the one-year period beginning with the first day of the first week with respect to which the individual next files a valid claim for benefits after the termination of the individual's last preceding benefit year.

Benefit Year Beginning Date

The beginning of the 52-week claim-filing period.

Benefit Year Ending Date

The ending of the 52-week claim-filing period.

Between Academic School Terms

Benefits may not be paid to a school employee between school terms based on the wages earned from an educational institution and all school wages will be restricted from use on the claim. However, a claim may be paid if the school employee also has sufficient wages from non-educational employment to qualify for benefits.

Big Bang

A Big Bang implementation occurs when all modules of a solution go live at the same time. The alternative is to adopt a phased approach where solution modules go live in a planned sequence.

BOR (Board of Review)

Board of Review - a three-member board appointed by the Governor which is responsible for conducting higher level hearings of determinations when a referee's decision is appealed to the Board of Review, or when the Board on its own motion decides to review a referee's decision.

BPC

Benefit Payment Control - the Employment Security Division unit responsible for preventing, investigating, and resolving cases of fraud necessary to maintain the integrity of the Unemployment Insurance (UI) program; and establishing and collecting overpayments for the recovery of improper payments received by claimants in error or by willful intent. Now a part of the Integrity Unit.

Break in Filing

A break in filing occurs when an individual has not filed a weekly claim for unemployment benefits for one or more weeks for any reason, including failing to file or working.

BTQ

Benefits Timeliness and Quality

BTW

Back-To-Work - is an Unemployment Insurance (UI) term used when a claimant has returned to work, indicating that the claimant will no longer be drawing unemployment insurance benefits on the existing claim.

Bureau of Labor and Statistics (BLS)

BLS - an independent national statistical agency that collects, processes, analyzes, and disseminates essential statistical data to the American public, the U.S. Congress, other federal agencies, state and local governments, business, and labor. The BLS serves as a statistical resource to the Department of Labor (DOL), <https://www.bls.gov/>

Business Day

Any day that is not Saturday, Sunday, or a public holiday within the state of Hawaii.

BYB

Benefit Year Beginning - the first day of a benefit year.

BYE

Benefit Year End - the last day of a benefit year.

CFR

Code of Federal Regulations - the codification of the general and permanent rules and regulations (sometimes called administrative law) published in the Federal Register by the executive departments and agencies of the Federal Government of the U.S. CFR's are published by the Office of the Federal Register an agency of the National Archives and Records Administration.

Change Control Board

A change control board is sometimes referred to as a change review board. It's a group of people from the project team that meets regularly to consider changes to the project. Through this process of detailed examination, the change control board decides on the viability of the change request or makes recommendations accordingly.

Change Control Process

A way for project managers to manage change requests for projects and big initiatives. It's part of a change management plan, which defines the roles for managing change within a team or company.

Change Request

A formal proposal to modify the project scope, cost and/or schedule.

CICS

Customer information control system. Middleware designed to support high-volume online transaction processing.

Claim

Unemployment Insurance (UI) Claim - notice of unemployment filed with the Employment Security Division (ESD) to request a determination of eligibility for UI benefits.

Claimant

A claimant is a person making a claim for unemployment insurance benefits under any state or Federal unemployment compensation program.

Combined Wage Claim

A combined wage claim is a claim based on employment and earnings from two or more states.

Complexity

An indication of functional and processing complexity.

Computation Date

For each calendar year means June 30th of the preceding calendar year.

Continued Claim

A continued claim is a request for a benefit payment when a person has been totally, part-totally, or partially unemployed. These claims are filed each week to certify that the person was unemployed the previous week and verifies the claimant met the requirements of the law for the week being claimed.

Contract

The contract entered pursuant to this RFP by and between the State and the Enterprise Financial Solution contractor.

Contract Administrator

The person designated to manage the various facets of the contract(s) to ensure the Contractor's total performance is in accordance with the contractual commitments and obligations are fulfilled.

Contract Bond

The approved form of security to ensure completion and satisfactory performance of the contract in accordance with the terms of the contract and to guarantee full payment of all claims for labor, materials and supplies furnished, used or incorporated in the work.

Contractor

The Offeror selected by the State pursuant to the RFP who enters into the Contract with the State.

Contribution Rate Schedule (rates in percentage)

383-68(d) Employer's contribution rate shall be a rate that appears on the same line as the employer's reserve ratio for that year in the contribution rate schedule for the year. A table used to determine employers' U.I. tax rates based on their reserve ratios. Rate schedule is A-H based on RNS calculations.

Contributions

Contributions are Defined in Section 383-1 HRS. Money payments required to be made into the state unemployment fund by an employing unit on account of having individuals in its employ.

Contributory Employer

An employer paying the UI state and CEP tax on a regular schedule. A contributory employer's UI rate may be a standard rate or an experience rate. Contributory employers may not be statutorily required to pay contributions but elect to do so.

Cost Center

Center designation for cost accounting and payroll purposes.

COTS

Commercial off-the-shelf software that typically requires configuration that is tailored for specific uses within the defined parameters of the product and not the result of customizations.

Covered Employment

HRS 383-6 Master Servant. Services performed by an individual for wages or under contract of hire is employment unless determined by UI if all 3 are met: 1) individual is free from direction or control over the performance of services and 2) service is either outside the usual course of business or performed outside of all the place of business and 2) individual is engaged in an independently established trade, occupation, profession, or business of the same nature of services provided.

Some employment may not be covered employment if the employee meets specific criteria per law that pertains to the type of service, not limited to some of these possible circumstances are shown below:

- Agricultural labor
- Domestic service
- Casual Labor
- Fishing Vessel
- Services performed of a foreign government including consular or other officer or employee of a nondiplomatic representative
- Service on a foreign vessel or aircraft
- Service performed in the employ of a son, daughter, or spouse, as well as service performed by a child under the age of 18 years in the employ of his parents
- Service by minors under the age of 18 delivering newspapers
- Service by licensed real estate salesmen or brokers solely by commission
- Insurance sales if solely by commission
- Student employment
- Travel sales solely by commission
- Vacuum sales solely by commission
- Direct seller. Service by an outside salesman of merchandise
- Student nurse in a hospital or nurses' training school who is enrolled and regularly attending classes in a nurses' training school.
- Ordained minister
- Service by an inmate of a correctional institution
- Employment for a corporation or foundation organized and operated exclusively for religious, charitable, scientific, literary, hospital or educational purposes or for the prevention of cruelty to children or animals
- Service performed for charitable, religious, and other non-profit organizations, and service performed in "Congress-established" employment systems, such as Railroad Unemployment Benefits.

Crimes in Connection with Employment

A claimant determined to have been discharged for proven crimes in connection with employment is not entitled to use wages earned from the discharging employer to establish a

claim.

Crimes in Connection with the Work

Crimes in connection with the work include a discharge for commission of assault, arson in any degree, sabotage, grand larceny, embezzlement, or wanton destruction of property in connection with the work.

CRP

Contributions Redesign Project - is the employer self-service for registration, tax, and wage submission.

CSI

Child Support Intercept - monies withheld from claimant check for child support.

Current Employment Statistics

Sample-based Bureau of Labor Statistics (BLS) program that produces monthly employment estimates by industry.

CWC

Combined Wage Claim - an Unemployment Insurance (UI) claim filed by a claimant in one state against wage credits earned in two or more states. A claimant may elect to combine wages from covered employment in more than one state, to satisfy the wage qualification requirements of the paying state, or as a means of increasing the weekly or maximum benefit amount.

D.O.T

Dictionary of Occupational Titles – A federal government publication which contains a detailed occupational classification system utilized for identifying numerous details about occupations, to improve linkages between labor supply and demand.

DART

Data Analysis and Reporting Tool - U.S. Department of Labor approved reporting tool for states to generate the following quarterly reports: ETA-9002 A, B, C, D and E, VETS 200 DV, LV and DV/LV.

DBET

Department of Business, Economic Development and Tourism

DCA

Denied Claim Accuracy - refers to BAM cases where the claimant was denied benefits for a given week. DCA cases are broken into three types: those denied for lack of monetary entitlement, those denied for reasons related to a separation from employment, and those denied for reasons not relating to the separation from work.

DCD

The Disability Compensation Division (DCD) is a part of the Hawaii State Department of

Labor & Industrial Relations (DLIR). DCD administers the Workers' Compensation (WC) law, the Temporary Disability Insurance (TDI) law, and the Prepaid Health Care (PHC) law. Employers with one or more employees, whether working full-time or part-time, are directly affected.

DDI

Design, development, Implementation, and Deployment.

Deductible Earnings

Each week that an individual works during a week and claims Unemployment Insurance benefits the same week, even if you will not be paid until a future date, you are required to report that work and the gross amount you will receive for those services. A person who performs less than full-time work to be deemed to be unemployed to include person who are paid remuneration that is less than one and one-half times the amount the person would otherwise receive in unemployment benefits. This applies to all programs currently available: Unemployment Insurance (UI), Pandemic Emergency Unemployment Compensation (PEUC), State Extended Benefits (SEB) and Pandemic Unemployment Assistance (PUA).

Demand Occupation

An occupation that is directly linked to the employment opportunities in the local area involved or in any other area in which job seekers are willing to relocate.

Department of Transportation (U.S.)

The U.S. Department of Transportation (DOT) is responsible for ensuring that America's transportation system works safely and efficiently. DOT works with states and local governments across the United States. DOT funds may provide transportation services for welfare recipients in low-income neighborhoods as part of the Welfare-To-Work (WTW) initiative. Such transportation services are included in the category of 'supportive services' under the One-Stop system.

DHCP

Dynamic Host Configuration Protocol (DHCP) is a client/server protocol that automatically provides an Internet Protocol (IP) host with its IP address and other related configuration information such as the subnet mask and default gateway.

Difference in Wages

DIW - discrepancy between the wage item totals and the total wages reported on the Employer's Quarterly Contribution and Wage Report.

Disaster Recovery

An organization's method of regaining access and functionality to its IT infrastructure after events like a natural disaster, cyber-attack, or even business disruptions related to the COVID-19 pandemic.

Discharge

A separation from employment where the employer has terminated a person from work for a

reason other than a layoff due to a lack of work.

Dislocated Worker

Individual who has been terminated or laid off, or who has received a notice of termination or layoff, from employment.

Displaced Homemakers

Program to assist displaced homemakers in acquiring the job skills, job search skills, and life skills that are necessary to adequately provide the financial and practical needs of their families. The primary goal is to help participants become employed and self-sufficient.

Disqualification

A situation where the claimant is not entitled to receive unemployment benefits. Disqualifications may be for reasons such as separations from employment, receipt of separation pay, or personal circumstances. Any time a person is disqualified from receiving benefits, they are notified in writing (see Non-Monetary) and have the right to appeal the disqualification.

DLA

Desired Levels of Achievement - goal established by the Department of Labor as a performance measure to determine if the department is meeting DOL's established performance criteria.

DLIR

Department of Labor and Industrial Relations

DMV

Hawaii Department of Motor Vehicles - they assist the department with verifying claimant identification with respect to Unemployment Insurance claim filing.

DNP

Do Not Pay (code) - an Unemployment Insurance (UI) term for an alpha or numeric character entered into a specific claimant's monetary record designating a specific non-monetary disqualification in order to prevent the payment of any benefits to the claimant until the code is removed.

DNS

The Domain Name System (DNS) is a hierarchical and distributed naming system for computers, services, and other resources in the Internet or other Internet Protocol (IP) networks.

DOL

Department of Labor - the U.S. Department of Labor is responsible for preparing the American workforce for new and better jobs and ensuring the adequacy of America's workplaces. It is responsible for the administration and enforcement of over 180 federal statutes. Some of the responsibilities include protecting workers wages, health, safety, employment, and pension

rights; promoting equal employment opportunity, administering job training, unemployment insurance and workers compensation programs, and collecting, analyzing and publishing labor and economic statistics. <https://www.dol.gov/>

DUA

Disaster Unemployment Assistance - is a Federal Unemployment Insurance (UI) program that provides assistance payments to workers whose unemployment is attributable to a major disaster declared by the President of the United States.

EAP

Employee Assistance Program - is a program to assist employees in dealing with problems affecting work performance.

Earned Value Management

A project management technique for measuring project performance and progress.

Economic Dislocation and Worker Adjustment Assistance Act

Federal Act funding the program to assist dislocated workers.

EDPSO

Electronic Data Processing Systems Office – DLIR IT Department

Effective Date

The beginning date of the claimant's benefit year, additional or reopened claim filing period. This date is the Sunday of the week the claim was filed.

EFT

Electronic Funds Transfer - is a method of instructing financial institutions to transfer money from one account to another electronically, through the Automated Clearing House (ACH) network by utilizing either ACH Debit or ACH Credit methods.

EIN

Employer Identification Number - is a number assigned by Contributions to identify an employer for Unemployment Insurance purposes.

Eligibility Benefits Rights Interview

Detailed interview with an Unemployment Insurance (UI) claimant, or a group of claimants, for the purpose of explaining the claimant's rights and responsibilities under the law.

Eligibility Requirements

Actions required of a claimant to be eligible to be paid unemployment benefits such as: filing timely weekly continued claims, providing correct or requested information relating to the claim, and contacting the division as directed.

Eligibility Review Interview

ERI - Unemployment Insurance (UI) interview with a claimant in accordance with the

eligibility review program to review the work search record and to assist the claimant in finding suitable employment by providing accurate and useful work search information resulting in a commitment to a specific work search plan.

Eligibility Review Program

ERP - Unemployment Insurance (UI) program to assist the claimant in obtaining employment by providing accurate and useful information resulting in a specific plan of action or work search plan, and to evaluate the claimant's continued eligibility for benefits in accordance with the law.

Eligible Employer

A contributory employer that has accumulated or acquired (through, for example, a transfer) at least 14-17 quarters of experience—contributions paid, benefit charges.

Employer

Any employing unit which for some portion of a day within a current calendar year has or had in employment one or more individuals; and, 2) for the effective period of its election pursuant to section 383-77, any other employing unit which has elected to become subject to this chapter.

Employer Rating

Unemployment Insurance (UI) Contribution rate assigned to an employer based on their experience record.

Employer Ruling

An Employer Ruling is a decision issued to a base period contributory employer who has reported 75 percent or more of the claimant's total base period wages. The Employer Ruling advises of the charge or non-charge to the employer's experience rating record for UI benefits paid to the claimant.

Employing Unit

1) All individuals performing services in the state for any employing unit which maintains two or more separate establishments in the state shall be considered performing services for a single employing unit. 2) individuals employed to perform or assist in work of any person in service of employing unit whether the individual was hired or paid directly by the employing unit.

Employment

Service, including interstate commerce, performed for wages or under any contract of hire, written or oral within the United State, Virgin Islands, or Canada if services are not covered under the unemployment compensation law and the place from which the service is directed or controlled in this state,. 383-2

EPS

Electronic Payment System - is a method which allows employers to pay Hawaii Unemployment Insurance Tax and file report summary data via IVR (telephone) or

electronically (internet).

ERI

Eligibility Review Interview - Unemployment Insurance (UI) interview with a claimant in accordance with the eligibility review program to review the work search record and to assist the claimant in finding suitable employment by providing accurate and useful work search information resulting in a commitment to a specific work search plan.

ESARO

Employment Security Appeals Referees' Office. Its primary function is to conduct an independent hear and decide appeals arising from determinations issued by the Hawaii Unemployment Insurance division (UID).

ESS

Employer Services Section (Tax). Maintains employer/TPA/CPA transactions for contribution taxes and quarterly wages reported. Services employer/TPA/CPA.

ETA

Employment and Training Administration - U.S. Department of Labor office that provides information and guidance for several labor market and career information programs such as one-stop career centers, America's Labor Market Information System, and Workforce Development Performance measurements. <https://www.dol.gov/agencies/eta>

ETS

State of Hawaii Office of Enterprise Technology Services

EUC

Emergency Unemployment Compensation - a Congressionally approved extension of unemployment compensation that becomes available when regular benefits have been exhausted.

Evaluation Committee

The committee that will evaluate the Offers and determine in writing who provides the best value to the State; it is established by the Procurement Officer and consists of at least three State employees.

Experience Rate

A UI state tax rate based on at least 14 quarters of employer historical data, including benefit charges, contributions, and average annual payroll. A contributory employer's rate may vary from year to year depending on the annual reserve ratio rate schedule. Until eligible for an experience rate, contributory employers must be assigned a Standard Rate.

Experience Rating

Experience Rating refers to Hawaii's use of a "Reserve Ratio" experience rating system in determining an employer's unemployment insurance rates.

Experience Record

Employer-specific historical data relevant to computing their UI tax rate. The data includes benefit charges, contributions paid, average taxable wages and reserves.

Excluded payments 383-11

Wages does not include

Excluded Service 383-7

Employment shall not include. Not considered wages for UI tax purposes.

Extended Benefits

Additional unemployment insurance (UI) benefits payable to claimants who have exhausted their regular benefits during periods of high unemployment. Extended benefits include State Additional Benefits and Federal Emergency Unemployment Compensation.

Fact-Finding

The process of gathering all pertinent facts and information to make a determination of eligibility.

Failure to Apply / Refusal

Failure to apply for employment or refusing a referral to apply for employment as instructed by the Division.

FCCC

Federal Claims Control Center

Federal Emergency Unemployment Compensation

Additional unemployment insurance (UI) benefits paid by the Federal Government, administered by the state, to claimants who have exhausted their regular unemployment insurance benefits. The criteria for paying Federal Emergency Unemployment benefits is defined by the U.S. Department of Labor.

FedRAMP (Federal Risk and Authorization Management Program)

A government-wide program that provides a standardized approach to security assessment, authorization, and continuous monitoring for cloud products and services.

FEIN

A **Federal Employer ID Number** (FEIN) identifies a business entity. This number is also referred to as a Federal Tax ID Number. Generally, all businesses need an FEIN. Sole proprietors usually use their SSN as the FEIN.

The number is the same as the FUTA number.

FFY

Federal Fiscal Year - the Federal Fiscal Year is from October 1 through September 30.

Field Audit Office

Also known as ESS on Oahu. neighbor islands also have field office staff. Auditors audit employers.

Financial Management (Get update from VY)

DLIR's Administrative Services Office (ASO)Department - the purpose of ASO is to provide fiscal services to all agencies of the Department in the areas of budgeting, federal reporting, management status reports, processing of accounts payable and receivable, reconciliation of outside bank accounts, employee payroll and leave reporting, time distribution, client payments, development of the Department's cost allocation plan and issuance of revolving fund checks.

FIPS code

Federal Information Processing Standards - Numbers assigned by the feds to uniquely identify a state (two-digit code).

Fiscal Year

Fiscal year (FY) - twelve-month period used for calculating annual ("yearly") financial statements in businesses and other organizations. There are two different fiscal years, Federal (October 1 to September 30) and State (July 1 to June 30).

Fixed-price basis

An established price agreed upon by the Contractor and Purchasing Entity, by agreement or by authority, as the price to be charged for a specified amount of services.

Former Inmate

HRS 383-7 (23) Wages excluded from being reported by the employer if earned as an individual who performs services in the employ of a private employer while incarcerated in a custodial or penal institution and is separated from the employer because of a transfer or release from the institution is not entitled to a claim for unemployment benefits based on the wages from this employment.

FPUC

Federal Pandemic Unemployment Compensation is a temporary program that provided additional payments per week to those who receive unemployment benefits.

Fraud

Knowingly makes a false statement, withholds information, willful misrepresentation, or non-disclosure of a material fact by a claimant or employer for the purpose of obtaining Unemployment Insurance (UI) benefits to which they knew they were not entitled.

Frequency

The business or schedule cycle associated with the requirement.

Frequency Volume

The number of times the requirement occurs per the associated frequency cycle.

Fund Solvency

383-68 (a)

(S)FTP

Secure File Transfer Protocol - Standard network protocol used for the transfer files between a client and server on a computer network.

Full-time

DLIR defines full-time as a 40-hour work week unless regarded otherwise according to the standard practice, custom or agreement in a particular trade, occupation, or business.

FUTA

Federal Unemployment Tax Act - a nationwide unemployment insurance system established in 1935.

FUTA 940 Cert

Federal Unemployment Tax Act Certification - see IRS certification. Annual certification - IRS sends annual file using SDT. A requested job will run and produce reports used in Accuity audit. report will also provide number of records certified correctly, unmatched records. a test job runs in Oct/Nov and actual job runs in Jan. Quarterly certifications are also done. No records are verified. file received from IRS and a job is requested to run file against MF.

FUTA Number

Federal Unemployment Tax Act - assigned by the Internal Revenue Service. The same number is used as the FEIN number.

General Conditions

The General Conditions issued by the Department of the Attorney General of the State of Hawaii, referred to as Form AG-008.

Goods

All property, including but not limited to equipment, equipment leases, materials, supplies, printing, insurance, and processes, including computer systems and software, excluding land or a permanent interest in land, leases of real property, and office rentals.

Government Performance and Results Act (GPRA)

Enacted in 1993, GPRA was designed to improve program management throughout the Federal government. Agencies are required to develop a five-year strategic plan outlining its mission, long-term goals for the agency's major functions, performance measures, and reporting results. The strategic plan is updated every 3 years. DOL's current strategic plan can be found on the Strategic Plan webpage.

In addition to the strategic plan, agencies submit an annual performance report to the Office of Management and Budget with established fiscal year performance goals, objectives on how to achieve these goals, and an explanation of how performance is measured and verified.

Governmental body

Any department, commission, council, board, bureau, authority, committee, institution, legislative body, agency, Government Corporation, or other establishment or office of the executive, legislative, or judicial branch, city or county of any U.S. State, (including the Office of Hawaiian Affairs for the State of Hawaii).

HAR

Hawaii Administrative Rules – rules and regulations supplementing the Hawaii Revised Statutes.

Hawaii Administrative Rules (HAR)

The adopted operating procedures for state agencies authorized by the laws of the State of Hawaii.

Hawaii eProcurement System (HIePRO)

The State eProcurement system, a system for issuing solicitations, receiving responses, and issuing notices of award.

Hawaii Revised Statutes (HRS)

The laws that govern the State of Hawaii.

Head of the Purchasing Agency

The head of any agency with delegated procurement authority by law or from a chief procurement officer of the STATE to enter into and administer contracts.

HICAN

Hawai'i Career Acceleration Navigator

HIRENET Hawaii (HNH)

One Stop Operating System - currently implemented at DETR, OSOS is a comprehensive job matching, case management and reporting system for workforce and economic development professionals who work with employers and job seekers. OSOS contains functions required to meet the business requirements of core WIA and DOL administered programs. The UI Mod solution will need to interface with OSOS.

Hosting Services

An Offeror-Hosted option as proposed by the Offeror and as described in section 4.1.8.2.

HRS

Hawaii Revised Statutes

HST

Hawaii Standard Time

IB1 (ICON) Interstate Initial Claim Form

Used for the filing of new, additional and reopen claims. Memorandum used for communication

between states for Interstate or Combined Wage Claims.

IB4 Request

The request for wages from another state to be used in a Combined Wage Claim.

IB4 Response

The response to the request for wages to be used in another state in a Combined Wage Claim, advised the other state of available wages.

IB5 Sent

An acknowledgment that wages from the other state were received and will be used in a Combined Wage Claim.

IB5 Received

An acknowledgment from another state that HI wages were received by them and will be used in a Combined Wage Claim.

IB6

Quarterly Combined Wage Claim charge statements sent to other states from the liable state for the use of their wages in a Combined Wage Claim.

ICON

The Interstate Connection Network - is the system that allows state agencies to request and receive data for use in filing and processing of combined wage claims, military, and federal claims.

IEEE

IEEE is the world's largest technical professional organization dedicated to advancing technology for the benefit of humanity. IEEE and its members inspire a global community through its highly cited publications, conferences, technology standards, and professional and educational activities.

IETF

The Internet Engineering Task Force (IETF) is a standards organization for the Internet and is responsible for the technical standards that make up the Internet protocol suite.

IRP

Individual Reemployment Plan - a plan which outlines a participant's employment needs and the strategies for meeting their goals.

Initial Claim

A request for determination of entitlement to and eligibility for unemployment compensation.

In-Person Date

Unemployment Insurance (UI) term for a six-digit configuration (MM/DD/YY) specifying when a claimant is scheduled to report to his or her local office in person for an interview, in

order to review the claimant's job search record, assist the claimant in searching for employment, and review the claimant's eligibility to retain UI benefits.

Interstate Claim

Unemployment Insurance (UI) claim filed under an arrangement known as the Interstate Benefit Payment Plan, which provides a method for the payment of benefits to those unemployed individuals who are absent from the state where their covered employment/wages have accumulated or where a valid unemployment insurance claim is already on file. In other words, it is a claim filed in one state (agent state) based on monetary entitlement to compensation in another state (liable state).

Interstate CWC

Interstate CWC is a claim that is filed in another state combining wages from Hawaii and one or more other states.

Intrastate Claim

A claim filed by an individual who lives in Hawaii and uses only wages earned from Hawaii employers.

IPA

Installment Plan Agreement refers to the process of allowing a claimant to pay an overpayment in installments for a balance due or for an employer to pay for a delinquent balance due.

IRORA

Interstate Reciprocal Overpayment Recovery Arrangement

IRS Cert

Internal Revenue Service Certification - for federal unemployment tax purposes, the Unemployment Insurance Division (UID) certifies to IRS the amount of state unemployment taxes paid timely by an employer for a specified calendar year.

Issue

An Act or circumstance by virtue of state law that potentially affects a person's past, present, or future benefits

JCL

Job Control Language. A set of statements that instruct IBM Z/OS operating systems about the work to perform.

Joint Rating

The contribution rate for the joint account year issued to 2 or more employers. Rate is calculated by combining all of the employers' annual taxable payroll, reserve balances, and benefit charges.

Key Performance Indicator (KPI)

How a quantifiable measure is utilized to assess the success of a Contractor in meeting

strategic goals and objectives for performance.

Labor Disputes

Controversies concerning the terms and conditions of employment which cause claimants to be unemployed but does not sever the employer-employee relationship.

Labor Force

Number of workers in a specific area or region.

Labor Market

The geographical area where the claimant can normally expect to secure employment in their customary occupation. This area varies, depending on the type of employment. A person who works as a cashier may have a labor market as small as a section of a city, while a person who normally works as a seafaring merchant marine may have a labor market that is world-wide.

Labor Market Area

LMA - specific geographic area for a given set of Labor Market Information.

Labor Market Information

Body of information arising from the measurement and evaluation of the socio- economic forces influencing the employment process in a specific geographic area; the content of this information includes the customary conditions of employment, employment opportunities, and methods of seeking work.

LADT

(ICON) Liable/Agent Data Transfer - used for tracking remote initial claims, reopen/transfer claims and interstate benefits and commuter weeks claim.

Lag Quarter

Quarter following the end of the base period and preceding the quarter in which a new Unemployment Insurance (UI) claim is effective.

Laptop Audit Program

Offline computer application for auditors to conduct employer audits. The program will upload employer data, audit assignment data, and wage records from a mainframe file, conduct the entire audit using the PC application when out on the field by entering data. When a laptop is connected back to the network (at an office) and supervisor approves the audit packet using the program, the results will then be uploaded to the mainframe (calculations and any adjustments, changes).

Law

HRS, HAR, and all other statutes, regulations, legislative enactments, and declarations, decrees, directives, judgments, injunctions, regulatory decisions or orders, ordinances, rules or other binding restrictions of or by any governmental authority, including opinions, policies and directions from the Department of the Attorney General.

LAUS

Local Area Unemployment Statistics - Bureau of Labor Statistics (BLS) program that estimates state and county labor force, unemployment rate, employment, and unemployment data on a monthly basis.

Layoff

A temporary or permanent termination of employment by an employer for economic or lack of work reasons.

Liable Date

The first day an employer is liable for UI tax.

Liable Employer

An employer who has an “active” status that is currently liable to pay UI taxes.

Liable State

State in which the claimant had sufficient employment and earnings to establish a valid claim for Unemployment Insurance (UI) benefits.

LWA

The Lost Wages Assistance (LWA) program was a federal-state unemployment benefit that provided \$300 weekly compensation to eligible claimants.

LWIB

Local Workforce Investment Board - local boards mandated by the Workforce Investment Act of 1998 and its replacement, the Workforce Innovation and Opportunity Act (WIOA). These boards are appointed by the chief elected officials and include representatives of business, local educational entities, labor organizations, community-based organizations, economic development agencies and one-stop partners.

Magnetic Media Reporting Electronic Filing

MMREF - Electronic format for reporting Unemployment Insurance Tax summary and Wage detail information.

Mainframe

A large high-speed computer, supporting numerous workstations and peripherals.

M&O

Maintenance and Operations

Mandatory Acquisition or transfer

383-66(b). Common ownership, management or control between employing units or an acquisition or transfer made between an employing unit and a person who is not an employing unit. The department will determine substantially common ownership, management or control. experience records are transferred to the employing unit. the rates of both units shall be recalculated and made effective beginning calendar year following the date of the transfer.

Mass Layoff

Large-scale layoff which has significant impact on a community and which may require intensive service on the part of Unemployment Insurance (UI).

Master Servant Relationship

§383-6 Master and servant relationship, not required when. Services performed by an individual for wages or under any contract of hire shall be deemed to be employment subject to this chapter irrespective of whether the common law relationship of master and servant exists unless and until it is shown to the satisfaction of the department of labor and industrial relations that:

- (1) The individual has been and will continue to be free from control or direction over the performance of such service, both under the individual's contract of hire and in fact;
- (2) The service is either outside the usual course of the business for which the service is performed or that the service is performed outside of all the places of business of the enterprise for which the service is performed; and
- (3) The individual is customarily engaged in an independently established trade, occupation, profession, or business of the same nature as that involved in the contract of service.

Maximum Benefit Amount

The maximum benefit amount is the total amount of benefits a claimant will be entitled to receive during the period of their claim. This amount is twenty-six times the weekly benefit amount. For claims filed against other states, this amount is set by the law of the paying state.

Medical Waiver

§12-5-35(d) For the waiver, due to illness or disability, of the availability requirement of section 383-29(a)(3), Hawaii Revised Statutes, to apply, an individual shall have registered for work, as provided by law and this chapter, prior to the onset of the illness or disability, and shall have filed an initial claim to establish that individual's eligibility for benefits prior to the beginning of the illness or disability. Illness or disability shall be evidenced by a physician's certificate.

MEUC

Mixed Earners Unemployment Compensation

Misconduct

Misconduct connected with work consist of actions which show a willful or wanton disregard of the employer's interest, such as deliberate violations of the employer's rules or policies, or deliberate disregard of the standards of behavior that an employer has the right to expect of an employee, or carelessness or negligence of such a degree or recurrence as to show wrongful intent or evil design.

Misrepresentation

§383-30(5) If the department finds that the individual has within the twenty-four calendar months immediately preceding any week of unemployment made a false statement or representation of a material fact knowing it to be false or knowingly failed to disclose a material

fact to obtain any benefits not due under this chapter, the individual shall be disqualified for benefits beginning with the week in which the department makes the determination and for each consecutive week during the current and subsequent twenty-four calendar months immediately following such determination, and such individual shall not be entitled to any benefit under this chapter for the duration of such period; provided that no disqualification shall be imposed if proceedings have been undertaken against the individual under section 383-141.

Monetary Determination

Written notice issued to inform a claimant and the employer whether or not the claimant meets the employment and wage requirements necessary to establish entitlement to compensation under a specific Unemployment Insurance (UI) program, and if entitled, the weekly and maximum benefit amounts that the claimant may receive, the liable employer(s), quarterly wages, and the beginning and ending of the benefit year.

Monetary Eligibility

The minimum earnings that an individual must have within a base period to meet monetary qualification for benefits. Each state sets their own criteria to determine this. In Hawaii, the following conditions apply:

- The person must have base period wages:
- Equal to or exceeding 26 times the weekly benefit amount, and
- Wages in at least two quarters in the base period.
- In both conditions, the person must have been paid wages of at least \$105.00 in the high quarter. The minimum weekly benefit amount is \$5.00.

Monetary Ineligibility

If an individual does not have sufficient wages in their base period to meet the minimum earnings conditions, they will not be able to establish a monetarily eligible claim.

Monetary Redetermination

Decision made after reconsideration and/or re-computation of a claimant's monetary entitlement to Unemployment Insurance (UI) benefits based on the receipt of new employment and wage information, or a non-monetary determination.

MSA

Metropolitan Statistical Area - the City and County of Honolulu and the Maui County (islands of Maui, Molokai and Lanai).

Multiple Account

The current tax system uses cross-reference accounts, or “sub-accounts,” to track single employers that split and report their wages separately, but not limited to this example. For state government (Noncontributory/reimbursable), they have a master tax account where contribution taxes are reported and paid. The wage details for state employees are reported under sub-accounts (units) known as appropriation codes (which are created and assigned to departments by DAGS). Department of Education (DOE) also. Wages may be split by employee type or worksite location or by some other logic that is meaningful to the state government employer. While wage reports may be split based on specific codes, the tax reports

fall under a single employing unit with respect to experience records and tax rates for contributory employers. Wage details are reported under the units for benefit purposes.

MWBA

Maximum Weekly Benefit Amount - the total amount of Unemployment Insurance (UI) benefits that can be paid weekly, which is set by law and effective with the first full week in January unless modified by legislation.

NACHA

National Automated Clearing House Association - NACHA develops operating rules and business practices for the Automated Clearing House (ACH) Network and for electronic payments.

NAFTA

North America Free Trade Act - Federal Act effective on January 1, 1994, which provides for transitional adjustment assistance for workers displaced because of open and free trade with Canada or Mexico. When the U.S. Department of Labor issues a certification under NAFTA, workers become eligible to apply for Trade Adjustment Assistance (TAA) in the form of reemployment services, job training, Trade Readjustment Allowances (TRA), job search allowances, and relocation allowances.

NAICS

North American Industrial Classification System - is the new six-digit industry coding structure currently being implemented to replace the SIC, which will allow comparison of industry codes among firms in U.S., Canada, and Mexico. standard used by Federal statistical agencies in classifying business establishments for the purpose of collecting, analyzing, and publishing statistical data related to the US business economy.

Natural

A proprietary programming language used to write a run program against an *Adabas* database.

New Employer Rate

A UI state tax rate assigned to contributory employers that do not qualify for an experience rate. The rate changes yearly based on the ratio schedule provided by Research & Statistics.

NOA

Non-disclosure Agreement

Non-liable Employer

An employer that previously paid wages to employees but is no longer paying wages to employees.

Non-Monetary Determination

A formal written notice sent to the claimant and employer, if applicable, advising of the claimant's non-monetary eligibility regarding receiving UI benefits. The notice also provides

the claimant and/or employer with appeal rights. A non-monetary determination may also be an informal written notice for department file only.

Non-Monetary Redetermination

Decision made in accordance with statute, regulation or policy specifically requiring the reopening of a non-monetary determination prior to its finality or the administrative appeal state, and which affirms, reverses, or modifies such determinations.

Notice of Employers Contribution Rate

A notice advising an employer of their tax rates for the calendar year. Commonly referred to as Contribution Rate Notice.

Notice of Claim Filing

A notice is sent to the last employer of an individual who has filed a new or additional claim. It advises the employer that the person has filed for unemployment benefits. The employer has the right to respond to this notice, providing information which may impact payment of the claim. If the individual has not worked 35 or more days for the last employer, a notice is also sent to the next-to-last employer.

After the monetary determination, notices are sent to any employer who has contributed wages to the claimant's base period. If the employer is not the most recent employer or the next previous employer, these employers may protest that their accounts not be charged for benefits paid.

Notice of Hearing

A notice of hearing must be sent to the parties at least 7 days prior to the scheduled hearing. It not only lists the date, time and place of the hearing, but it also informs the litigants as to the specific issues to be covered. Whether claimant quit the employment with good cause." Included with each Notice of Hearing is a brochure (*eHWSD-2*), which explains the overall appeals hearing format and procedures.

Notice of Overpayment of Benefits

Refers to the formal notice of benefit amount overpaid due to a denial or adjustment that creates an overpayment. The notice is sent to the claimant and possibly the employer.

Not Liable Employer

An employer that has not accumulated at least 14-17 quarters of experience— contributions paid, benefit charges.

O*NET

Occupational Information Network - a comprehensive database system for collecting, organizing, describing, and disseminating data on job characteristics and worker attributes.

Occupational Employment Statistics

Detailed employment and wage data categorized by occupation and industry, provided by employers to state employment security agencies, and the U.S. Department of Labor, for the

purpose of evaluating occupational and wage trends, and determining funding allocations for training programs.

Occupational Outlook Handbook

This handbook is available through the Bureau of Labor Statistics (BLS) and provides national information regarding occupations.

OCM

Organizational Change Management (OCM) refers to the approaches and strategies that prepare individuals for transformational change.

Offer

A proposal from an Offeror submitted in response to the Request for Proposal.

Offeror

Any person or entity that intends on submitting a Proposal; provided that after the deadline for submission of proposals, Offeror shall mean any person or entity that has submitted a Proposal.

Office Assessment (OA)

§383-70 Contributions; levy; returns; assessments. (c) If any return filed is erroneous, or is so deficient as not to disclose the full liability, or if the employer disclaims liability for contributions with respect to any wages upon which contributions are required to be paid, the department shall assess the correct amount of contributions and shall notify the employer thereof; and if any employer fails, neglects, or refuses to make a return, the department shall proceed as it deems best to obtain information on which to base the assessment of contributions and shall assess the same and notify the employer thereof. The amount so assessed shall be paid on the twenty-first day after the notice was mailed, properly addressed to the employer at the employer's last known place of business.

Older Individual or Worker

Individual who is age 50 or older. (The term is unique to Reemployment Trade Adjustment Assistance).

OMB

Office of Management and Budget - Agency of the executive branch of the U.S. government charged with helping the President promote and maintain effective government.

On-Call

On-call employment is defined as work that is not regularly scheduled which is done on an as-needed basis. On-call workers normally have no set schedule and work as requested by an employer.

Overpayment (OP)

An Unemployment Insurance (UI) benefit payment made to a claimant to which they are not entitled.

Over the Amount (OA)

Over the Amount - an Unemployment Insurance (UI) term for a claimant's earnings exceeding the weekly benefit amount.

Paid Claim Accuracy

PCA - refers to BAM cases where the claimant was paid benefits for a given week, called the Key week.

Paid Vacation

An individual on a paid vacation from his employer.

Part Total Claim

Refers to a person working part-time, on-call, or intermittent.

Partial Claim

An Unemployment Insurance (UI) claim filed by an individual who, while employed on a regular full-time basis, has had his hours of work reduced to less than full-time because of a lack of full-time work, and whose wages are less than his potential weekly benefit amount.

Parties

The State and the Contractor.

PEO

A professional employer organization (PEO) provides outsourcing of payroll, workers' compensation, human resources and employee benefits administration. It does this by hiring a client company's employees, thus becoming their employer of record. The PEO may lease back the employees under contract to the original employer. This practice is known as co-employment, employee leasing, or staff leasing.

Pension

Deductible pension or retirement income received by a claimant under a plan maintained by a base period employer. Benefits are reduced by a pro-rated amount based on the pension received if the base period employer contributed the entire amount to the pension or retirement plan. Social Security benefits are not a deductible pension.

Personal Time Off

Personal time off (PTO) is a bank of hours in which the employer pools sick, vacation days and personal days that allows employees to use as the need arises and paid to an individual following termination.

PEUC (Pandemic Emergency Unemployment Compensation)

Pandemic Emergency Unemployment Compensation, or PEUC, is a temporary federal program that provides forty-nine (49) additional weeks of benefits to qualified individuals. This program is authorized under Section 2107 of the CARES Act of 2020.

PII

Personal identifiable information. Any representation of information that permits the identity of an individual to whom the information applies to be reasonably inferred by either direct or indirect means. HRS 487N regarding transmitted PII that is not encrypted and password protected. PII is individual's first name or first initial and last name in combination with any one or more of the following data elements, when the name or the data elements are not encrypted 1) SSN, Driver's license number or Hawaii ID card number 3) account number, credit or debit card number, access code, or password that would permit access to an individual's financial account.

POA

Power of Attorney - a document authorizing an agent to represent a claimant or an employer in unemployment compensation matters.

Predecessor

The account of an employer who previously owned all or part of a business acquired by a successor employer.

Prevailing Wage

Customary rate of pay for an occupation in a particular geographical area. A prevailing wage is the average wage paid for the same type of work within the labor market. While employers have the right to pay any wage rate above the legally required minimum wage for any type of employment, the prevailing wage is the average pay for all similar jobs, as reported by the employers.

Procurement Officer

Enterprise Technology Services Procurement Officer

Professional Athlete (29c)

A professional sports/athletic employee between the customary season will be denied benefits based on the wages earned from the professional sport/athletic team. A claim may be paid if the sports/athletic employee has only minimal wages from non-sport employment and sufficient wages from other employment to qualify for benefits.

Project

This includes Implementation Services, etc., to implement the RFP Requirements in whole or in part.

Proposal

The official written response submitted by an Offeror in response to this Request for Proposals.

Proposer

This has the same meaning as Offeror.

Purchasing Agency

Any governmental body which is authorized by law or rules, or by way of delegation to enter into contracts for procurement of goods, services, or construction.

Release Date

The date the RFP is issued. "RFP" means the Request for Proposals document, exhibits, appendices, and addenda.

RFP Process

The procurement process conducted by the State under this RFP.

RFP Requirements

The technical and other specification requirements described in this RFP.

Quit to Seek / Quit to Accept Other Work

Voluntarily leaving employment to seek or accept other employment with another employer.

REA Program (Reemployment Eligibility Assessment).

A federally funded government program that is intended to help the newly unemployed find unemployment more quickly.

Receipt of Benefits

Unemployment benefits paid on an unemployment claim that has been withdrawn or receiving benefits from unemployment claims in two states for the same period.

Refused Suitable Work

Unemployment Insurance (UI) term used to describe a claimant who refused suitable work, disqualifying the claimant from further unemployment insurance benefits.

Reimbursable Employer

State and local governments, certain non-profit employers and Indian Tribes may elect to be self-insured under the "reimbursement" method. When choosing this method, the employer reimburses the state on a quarterly basis, for all unemployment benefits charges to that account. Employers who meet the requirements to register as a reimbursable employer, has the option to instead be registered as contributory employer.

Reimbursement Payments

Payments in lieu of contributions. UI bills nonprofit organizations which elected to make payments in lieu of contributions for an amount equal to the full amount of regular benefits plus ½ of the amount of extended benefits paid during the week attributed to services.

Relief of Charges

UID is not going to include benefit charges when calculating an employer's experience rating record for benefits paid.

Reopened Claim

A claim filed within a benefit year after a break of two weeks or more with no intervening employment.

Reporting Requirements

A claimant is requested to report in person to an office to provide information or to participate in employment services programs.

Requalification

If an individual has been denied benefits for any indefinite period of time, requalification is the process of again becoming eligible to receive unemployment benefits. In no situation does a requalification result in payment of benefits for weeks that were claimed prior to the requalifying event.

Request for Proposals or "RFP"

The entire solicitation document, including all parts, sections, exhibits, attachments, and Addenda.

Reserve Balance

Total Contributions Paid to an employer and credited to the employer account less Total Benefit Charges to the employer's account.

Reserve Ratio**383-67**

Reserve Balance divided by average annual taxable wages for the 3 years immediately preceding the computation date.

RESEA Program (Reemployment Services and Eligibility Assessments)

Reemployment program for claimants receiving regular UI benefits. The program assists individuals with returning to work by developing an individualized reemployment plan as well as providing information about job training and placement services.

RFP

Request For Proposal

Requirements Traceability Matrix (RTM)

A document that demonstrates the relationship between requirements and other artifacts. It's used to prove that requirements have been fulfilled. And it typically documents requirements, tests, test results, and issues.

REST

Representational State Transfer (REST) is an architectural style that specifies constraints, such as the uniform interface, that if applied to a web service induce desirable properties, such as performance, scalability, and modifiability, that enable services to work best on the Web.

SA

Special Activities Unit

SAVES

Systematic Alien Verification for Entitlement System - Program is responsible for

administering programs involving customer access to information contained in the Verification Information System (VIS) database. The database is a nationally accessible database of selected immigration status information. SAVE enables Federal, state, and local government agencies and licensing bureaus to obtain immigration status information they need in order to determine a non-citizen applicant's eligibility for public benefits. When non-citizens apply for public benefits, the Verification Information System (VIS) is used to verify the applicant's immigration status to ensure that he or she is entitled to receive the benefit.

Services

The furnishing of labor, time, or effort by a contractor or Contractor, which involves the delivery or supply of products.

Severance Pay

Payment made to an employee in conjunction with separation from employment in recognition of past years of service which is non-taxable by an employer for unemployment insurance tax purpose only.

SIC

Standard Industrial Classification - is a 4 digits numerical code assigned by the US government that categorized industries by their business activities which has been mostly replaced by the NAICS. Agencies, however, still use the SIC codes. coding system used by State Employment Security Agencies to assign code numbers to employers and establishments on the nature of their activities, for reporting, analysis, and publication purposes.

SIT

System integration testing (SIT) involves the overall testing of a complete system of many subsystem components or elements.

SMTP

The Simple Mail Transfer Protocol (SMTP) is an Internet standard communication protocol for electronic mail transmission.

SME

Subject-Matter Expert

SIDES

State Information Data Exchange System. An electronic method of exchanging information and documentation. There is a similar method of data exchange called SIDES E-Response.

SLA

Service-level agreement. A commitment between a service provider and a client.

SOA

Service Oriented Architecture (SOA) - a technology architecture that exposes a collection of data and functional services based on a specific connectivity standard. The connectivity standard allows services residing on different platforms to communicate and interoperate in a

common way.

SOAP

Simple Object Access Protocol (SOAP) is a standard for an XML-based exchange of information between distributed applications, transferring data over such standard transport protocols as HTTP.

SOC

Standard Occupational Classification - an occupational coding system designed for use in statistical analysis. The SOC arranges all fourth edition D.O.T (Dictionary of Occupational Titles) codes into homogenous groups on the basis of the type of work performed.

Social Security Benefits

Benefits paid for through the Social Security Administration.

Special Disabled Veteran

Veteran who is entitled to disability compensation (or who but for the receipt of military retired pay, would be entitled to compensation) under laws administered by the Veterans Administration for a disability.

SPO

State Procurement Office

SSA

Social Security Administration - federal agency in charge of administering the Social Security Program.

SSN

Social Security Number - the nine-digit accounting identification number assigned to an individual by the Social Security Administration under the Social Security Act, to record earnings and other information necessary for an individual to receive benefits calculated on the basis of those recorded earnings.

SSO

Single Sign On

State Additional Benefits (SAB)

Additional unemployment insurance (UI) benefits paid by the State to claimants who have exhausted their regular unemployment insurance benefits. The State Additional Benefits are triggered by a proclamation by the governor.

Statement of Work

Defines the services to be delivered by the Contractor. Note: For the purposes of this RFP, statement of work describes the services within a Task Order when requesting quotes from awarded Contractor(s).

Subcontractor

A Contractor contracted for work by the Prime Contractor.

Subsequent Benefit Year

A new claim is filed and the claimant may not be eligible for UI benefits in a new benefit year, if after filing a claim for a previous benefit year, the claimant has not worked and earned at least 3 times the weekly benefit amount of the first benefit year. Claimant must meet this earnings requirement before being paid on a subsequent benefit year.

Successor

An employer who acquires all or part of a business of a predecessor employer, often referred to as simply a successor.

Suitable Work

Suitable work means work in the individual's usual occupation or work for which the individual is reasonably fitted for a particular job.

SUTA

State Unemployment Tax Act - the unemployment compensation law that was enacted in 1937 to provide temporary partial replacement of income to unemployed workers.

SUTA Dumping

Tax rate manipulation. Artificial manipulation of corporate structures or employees to reduce state tax payments. This practice undermines the integrity of the unemployment system, result in the avoidance of proper tax payments, and unfair shift costs to other employers.

TAA

Trade Adjustment Assistance - federal program administered through the Employment Security Division providing assistance to workers affected by either imports or because of open and free trade with countries that are parties to free-trade agreements, in the form of reemployment services, job training, Trade Readjustment Allowances (TRA), job search, or NAFTA (North America Free Trade Act) certification.

TAA/RTAA Certified Petition

To obtain TAA/RTAA reemployment services and benefits, completed petitions must be filed with both the USDOL, Division of Trade Adjustment Assistance (DTAA) in Washington, DC and the Trade Adjustment Assistance (TAA) Coordinator or the Dislocated Worker Unit of the state where the plant is located. The criterion for certification covers adverse effects either from increased imports or from a shift of production to certain countries.

Tax Base

Wages paid to an employee in excess of the taxable wage limit.

Tax Performance Standards/System (TPS)

A system established by the U.S. Department of Labor (DOL) for measuring and monitoring the quality of the Unemployment Insurance (UI) Contributions Program as it is administered by the state agency.

Taxable Entity

For the purposes of UI Mod, the distinct unit, however defined, liable for paying a tax. A taxpayer. In Hawaii, under the UI state and CEP taxes, the employer - sometimes called the “employing unit” - is a taxable entity.

Taxable Wages

Wages paid to an employee up to the taxable wage limit.

TCP/IP

The Transmission Control Protocol/Internet Protocol is a framework for organizing the set of communication protocols used in the Internet and similar computer networks according to functional criteria.

TDD / TTY

Telecommunications Device for the Deaf/Teletype - a device attached to the telephone that prints typed messages for deaf or hearing-impaired individuals to read, allowing for effective telephone communications.

Temporary Partial Disability (TPD)

§12-5-35(e) Notwithstanding any other provisions in this section, an individual shall not be deemed able and available for work during any week with respect to which the individual is receiving or has received compensation for temporary partial or temporary total disability under the workers' compensation law of any state. Temporary partial disability is where a work injury causes partial disability, not determined to be permanent, which partially diminishes the employee's capacity for work.

Temporary Layoff

A period in which an individual's regular employer temporarily withholds work to the individual due to lack of work or lack of financial resources.

Temporary Total Disability (TTD)

§12-5-35(e) Notwithstanding any other provisions in this section, an individual shall not be deemed able and available for work during any week with respect to which the individual is receiving or has received compensation for temporary partial or temporary total disability under the workers' compensation law of any state. Temporary total disability is where a work injury causes total disability not determined to be permanent.

Tips

Any employee who reports their tips properly to their employer may be able to use these tips as wages for the purpose of determining monetary eligibility for a claim. Tips are considered wages by UI and must be reported by the employer.

Total Benefits Charged (TBC)

Total UI benefits paid on an unemployment claim.

Total Contributions Paid

An employer's total contributions paid.

TOP

Treasury Offset Program for Tax and Benefits

TPA

Third Party Administrator - is a person or company hired by the employer to serve on their behalf and as a legally interested party in the pursuit of unemployment insurance benefits

TRA

Trade Readjustment Allowance - a weekly cash benefit payable to a qualified claimant who has exhausted regular Unemployment Insurance (UI) benefits and who is covered under a Trade Act or NAFTA certification. TRA is actually one of the forms of assistance included in the definition of Trade Adjustment Assistance (TAA).

Trade Act

The Trade Act of 1974 is to assist adversely affected workers to return to work in an equivalent or better job as quickly as possible, or where necessary, to upgrade their skills so they can secure suitable employment.

Training and Employment Guidance Letter (TEGL)

Directives and guidance letters issued by the U.S. Department of Labor (DOL), which may be informational or may require changes to state law, rules, policies, and procedures.

Transfer of Experience

Process of transferring an employer's experience records to a successor employer.

UAT

User Acceptance Testing (UAT), or Acceptance testing, is a test conducted to determine if the requirements of a specification or contract are met. It is an important phase of the software development process that verifies whether a product or software is fit for the purpose it was built for in the first place.

UC-B6

Form that employers use to report and calculate taxes due for quarterly wages

UI

Unemployment Insurance (UI) Division is a part of the Hawaii State Department of Labor & Industrial Relations (DLIR). Unemployment Insurance- program funded by employer taxes designed to provide weekly cash benefits to eligible individuals who are no longer employed through no fault of their own, but are able, available, and actively seeking work. Certain monetary and non-monetary eligibility requirements must be met, and certain time frames apply. This program is also known as Unemployment Compensation.

UI DV

UI DV - The purpose of the Data Validation (DV) program is to verify the accuracy of the Unemployment Insurance Required Reports (UIRR) system data. States report UI data to the U.S. Department of Labor (DOL) on a monthly and quarterly basis under the UIRR system. The UIRR data are used for gathering economic statistics, allocating UI administrative funding, measuring state performance, and accounting for fund utilization. Therefore, it is important that states report UIRR data accurately and uniformly. States use the DV software provided by DOL to conduct the validation and submit results.

UI Tax Rate

The contribution (tax) rate each employer pays into the UI Trust Fund. Per statute, unemployment insurance rates change yearly.

UIS

This consists of the combination of UIS System, the UIS Services, and other associated services.

UIS Project

The implementation of RFP requirements in whole or in part to the UIS.

UIS Services

Services provided in connection with the UIS System.

UIS System

This consists of hardware and software, including "COTS" required to meet the "RFP Requirements."

Unemployed Individual

An individual is deemed unemployed in any week in which the individual performs no services and with respects to which no wages are payable, or in any week of less than full-time work if the wages payable with respect to such week are less than the individual's weekly benefit amount. Also, no individual shall be deemed unemployed in any week in which the individual receives temporary disability insurance benefits pursuant to Chapter 392 HRS.

Unemployment Compensation Program

Provides temporary financial support to qualified workers who are unemployed through no fault of their own and meet all eligibility requirements of the law. Employers pay all UI costs through a tax on their payrolls or on a reimbursable basis. Workers do not contribute to the UI program.

Unemployment Compensation for Ex-Service Members (UCX)

The federal program that provides benefits to former military members of the United States Armed Forces. The branch of the military separating the member has sole authority for determinations of eligibility for unemployment benefits.

Unemployment Compensation for Federal Employees (UCFE)

The federal program that provides benefits to former Federal civilian employees.

Unemployment Insurance Account Number

A unique identifying number assigned to employers.

USCIS

U.S. Citizenship and Immigration Services - a federal agency of the U.S. Department of Homeland Security responsible for enforcing the laws regulating the admission of foreign-born persons (aliens) to the United States and for administering various immigration benefits, including the naturalization of resident aliens.

USPS

United States Postal Service

Vacation Pay

Accrued vacation/annual time paid to an individual following termination of employment. Vacation Pay is also considered wages for UI tax purposes.

Vacation Recess

For employees of educational institutions or governmental agencies, the interval period between two successive academic years or any period or term within an institution's academic year during which the individual is not required to perform services.

Vendor

One that engages in selling merchandise or services.

Veteran

Individual who served in active military, naval, or air service, and who was discharged or released from such service under conditions other than dishonorable.

Voluntary Election

Voluntary election of unemployment insurance coverage can be requested for employing units exempt from coverage and for services excluded from coverage. Such voluntary elections must be for at least two calendar years.

Voluntary Quit

Unemployment Insurance (UI) term used to describe the voluntary separation from employment, as opposed to involuntary termination or layoff. An individual who voluntarily leaves his employment or who is determined to be the moving party in the separation, even if the individual felt they had no alternative, or the employer was trying to force them out. In addition, persons who voluntarily retire from employment are considered to have quit; or an owner-employee who brings about their unemployment by divesting ownership, leasing the business interest, terminating the business or by other similar actions where the person is the moving party in terminating the employment relationship is considered to have voluntarily left employment.

Wages 383-10

All remuneration for services from whatever source, including commissions and bonuses, tips or gratuities paid directly to an individual by a customer of the employer and reported to the employer, and the cash value of all remuneration other than cash.

Wage Protest

Wage or monetary determination protest is a request for reconsideration or re-examination of a claimant's wage records by a claimant applying for Unemployment Insurance (UI) benefits, who protests the accuracy or completeness of reported wage records used to determine the claimant's benefit amount.

Wage Protest

Request for reconsideration or re-examination of a claimant's wage records by a claimant applying for Unemployment Insurance (UI) benefits, who protests the accuracy or completeness of reported wage records used to determine the claimant's benefit amount.

Wages in Lieu of Notice

Voluntary payments or payment under an agreement to an employee when an employee is separated from employment.

Warranty Period(s): The one year period(s): (i) which begins following Acceptance of each Deliverable and Service, following Go-Live of each Function and Release, and following Go-Live of the System, in whole and in part, including without limitation Functions, Releases, and other Deliverables and Services that previously received Acceptance and that are integrated into the System; and (ii) during which Contractor shall provide Warranty Services at no cost.

Warranty Services: The Services to be provided to State by Contractor during the Warranty Period(s) as described in Section 10.3 of the RFP and the Response.

WBA

Weekly Benefit Amount

WDD

WDD is a part of the Hawaii State Department of Labor & Industrial Relations (DLIR). WDD provides the following core services and programs to job seekers and **employers**:

Web Services

Web Services are based on standard infrastructures, using XML to communicate across such standard protocols as HTTP, TCP/IP, SMTP or FTP. Because all communication is in XML, Web Services are not tied to any one operating system or programming language.

Welfare to Work

Federal initiative to provide grants to states and local communities intended to help hard-to-employ welfare recipients move into lasting unsubsidized jobs. Local communities have flexibility to design programs that fit their particular needs.

Work Search

Individuals who are totally or part-totally unemployed and claiming benefits, shall make personal efforts to find work as are customarily made by persons in the same occupation who are genuinely interested in obtaining employment. The individual shall use the facilities and methods which are normally used by persons in that person's occupation when seeking work. As the individual's length of unemployment increases, the individual is expected to expand, adjust or broaden their work search efforts.

Worker Profiling

A system established and utilized for profiling new claimants for regular compensation to identify claimants that most likely will exhaust regular compensation and will need job search assistance to successfully transition to new employment.

Worker's Compensation Benefits

Benefits which will pay a proportion of lost wages during the period that the worker is unable to work due to an on-the-job injury and will protect in full for all medical and hospital bills incurred during this period related to the injury.

WPRS

Worker Profiling and Re-employment Services - requires re-employment services to be provided to UI claimants identified as most likely to exhaust their UI benefit.

WPS

Work Performance Standards - are written standards of employee work performance listing all standards for principal assignments and specific assignments, upon which the employee will be evaluated.

WPW

Waiting Period Week Waiver