STATE OF CONNECTICUT

Department of Social Services
Bureau of Child Support Enforcement

Request for Information

for

Connecticut Child Support Enforcement System

RFI Release Date: April 9, 2013

Deadline for Questions: April 23, 2013, 2:00 p.m. Eastern Time

Answers Released (tentative): May 8, 2013

Submissions Due: May 22, 2013, 2:00 p.m. Eastern Time

Issued by:
State of Connecticut, Department of Social Services
25 Sigourney Street
Hartford, CT 06106
Telephone: 860-424-5661
TDD: 1-800-842-4524

1 REQUIREMENTS AND DEADLINES FOR QUESTIONS AND SUBMISSIONS

This Request for Information (RFI) outlines the information being solicited by the Connecticut Department of Social Services ("DSS" or "Department") from respondents and includes guidelines for content and format of submissions. From this RFI's release date of April 9, 2013, organizations choosing to respond to this RFI will have **two weeks** to submit clarifying questions and **six weeks** to present completed written submissions.

All clarifying questions must be in written form, submitted using electronic mail, and addressed to:

linda.burns@ct.gov

Clarifying questions must be received **no later than April 23, 2013, 2:00 p.m. Eastern Time**.

Answers to questions will be posted as an addendum to this RFI on the State Contracting Portal, which is embedded as a hyperlink, and on the Department's RFP Web Page, which is embedded as a hyperlink, on or about May 8, 2013.

Submissions in response to this RFI must be presented in writing, including: one (1) original submission; four (4) conforming copies of the original submission; and one (1) conforming electronic copy of the original submission. The Department suggests the respondent use certified or registered mail, or a delivery service such as United Parcel Service (UPS) to deliver the submission. Hand-delivered submissions must be delivered to the loading dock located on the north side of the building, at 555 Capitol Avenue, on business days between 8:30 a.m. and 2:00 p.m. Upon arriving at the loading dock, the respondent or courier must ring the buzzer by the door.

Submissions in response to this RFI must be enclosed in sealed envelopes or packages and be addressed to:

Linda Burns, Contract Administration and Procurement Unit
Department of Social Services
25 Sigourney Street, 9th Floor
Hartford, CT 06106

The Legal Name and Address of the respondent must appear in the upper left corner of the envelope or package. The RFI Name must be clearly displayed on the envelope or package: ***CCSES RFI***.

The electronic copy of the original submission must be submitted using electronic mail, and addressed to:

linda.burns@ct.gov

To be reviewed by the Department, submissions must be received **no later than May 22, 2013, 2:00 p.m. Eastern Time**.

At its sole discretion, the Department may or may not consider late submissions. Submissions will be reviewed by the Department and, depending on the results of that review, the Department may ask a respondent to give demonstrations, interviews, oral presentations, or further explanations to clarify information contained in a submission. Any such demonstration, interview, or oral presentation will be at a time selected and in a place provided by the Department. At its sole discretion, the Department may limit the number of respondents invited to make such a demonstration, interview, or oral presentation and may limit the number of attendees per respondent.

This is a Request for Information (RFI) and no contract will result directly from this RFI. Following the review of submitted information, the Department of Social Services (DSS), Bureau of Child Support Enforcement (BCSE) will determine the best course of action. This RFI process is intended to help DSS/BCSE research a variety of available services so that DSS/BCSE can determine the best strategy for the State. The submissions received in response to this RFI will be used to determine whether a Request for Proposals (RFP) should be issued.

2 SUBMISSIONS IN RESPONSE TO RFI

2.1 Scope of RFI

The purpose of this RFI is to gather information pertaining to the capacity of respondents to provide system operations, application enhancements, and application support for the Connecticut Child Support Enforcement System (CCSES), a legacy system, while also developing, implementing, and managing certain system modernization enhancements as detailed in Section 4.3 of this RFI. It is anticipated that this RFI will gather detailed information about the methodology that a respondent has used in the past to assist other child support programs with legacy system support and modernization efforts.

2.2 Quality of Submissions

Well-organized and concise submissions are encouraged in order to facilitate the State's assessment. Submissions must follow the same order as Section 4 of this RFI and utilize the same section numbering system.

2.3 Product and Service Availability

The State expects that the system and services described in response to this RFI are generally available as of the date that submissions are due. Respondents must explain any exceptions.

3 OVERVIEW

3.1 RFI Administration

The Department of Administrative Services, Bureau of Enterprise Systems and Technology (DAS/BEST) is statutorily responsible for purchasing, leasing and contracting for all telecommunication facilities, equipment, and services for the support of State agencies, and assisting State agencies in implementing such facilities. DSS will take the lead role in this RFI and DAS/BEST will take the lead role in any resulting competitive procurement, if required, working with both the respondent(s) and the Department of Social Services, Bureau of Child Support Enforcement, to ensure a viable solution is identified, obtained, and implemented in the required timeframe.

3.2 Program Background

The Child Support Program was established in 1975 as Part D of Title IV of the Social Security Act. The purpose of the program is to locate non-custodial parents, establish paternity for children born out-of-wedlock, and obtain and enforce child and medical support orders. In Connecticut, the program is led and administered by the Department of Social Services (DSS), Bureau of Child Support Enforcement (BCSE). BCSE serves as the "lead" IV-D agency responsible for the overall administration of the program. BCSE maintains cooperative agreements with the Support Enforcement Services of the Judicial Branch, the Office of the Attorney General, and other agencies as required by program needs and State law.

The DSS/BCSE is federally mandated to maintain a fully certified automated child support system, including establishment of paternity and support, collection, and enforcement responsibilities under Social Security Act 46 U.S.C. 600, et seq. and corresponding Connecticut state laws regarding child support services at Connecticut General Statutes (CGS) 46b-179, et seq.

The Connecticut Child Support Enforcement System (CCSES) is a federally certified case maintenance system, required by the Federal Office of Child Support Enforcement (OCSE) to carry out all federally mandated functions of the Title IV-D Child Support Enforcement Program. Operation and maintenance of CCSES, including development and implementation of all system enhancements is the responsibility of a private contractor.

3.3 System Detail

The Connecticut Child Support Enforcement System (CCSES) is composed of the following.

1. The actual CCSES application written in UniBasic
2. The UniVerse extended relational data server (presently version 10.2; from Rocket Software, http://u2.rocketsoftware.com/)
3. Sun Fire V490 server (Oracle)
   a. Solaris 10
   b. 4 UltraSparc IV+ processors
   c. 16 GB RAM
   d. Sun StorEdge 2500 and 2501 disk arrays, Fibre Channel attached SAS disks
   e. Sun StorEdge C2 Autoloader

Because of the nature of CCSES (a Unix-based system written in UniBasic running under UniVerse), the desired level of expertise does not exist "in house" at DSS. The current contractor has two staff persons located in Connecticut, as well as a number of staff off site who support the Connecticut contract.

To comply with Federal and State regulations, to exchange data, and to maintain accurate, efficient operations, the administration of CCSES involves numerous scheduled and ad hoc processes, many of which depend on relatively complicated edit rules. This is characteristic of any state child support enforcement system. The CCSES system currently follows the "on-line day, overnight batch/weekend batch" model for routine processing. The on-line day starts at 7:00 AM Monday through Friday. It ends at 7:00 PM Monday through Thursday and at 5:30 PM on Friday. The system is also available Saturday from 7:30 AM until 3:00 PM. For the Federal rules and requirements regarding operation of certified child support systems, refer to the Federal Office of Child Support Enforcement (OCSE) website at: http://www.acf.hhs.gov/programs/css/state-systems.

The CCSES system maintains case records and account information on 201,858 active cases and account records on 151,785 child support orders (Federal Fiscal Year 2012). It allows Connecticut to conduct automated matches with numerous data sources and automatically generates income withholding notices, drivers' license suspension notices, and numerous additional notices to custodial parents, non-custodial parents, and employers without the need for caseworker intervention. In addition, CCSES accommodates centralized payment processing through the Connecticut State Disbursement Unit (SDU) and performs crediting and distribution of payments that meet Federal standards. It is anticipated that numerous minor, intermediate, and major enhancements will be required during the life of any anticipated system contract.

CCSES electronically interfaces with other Connecticut State agency systems for employment and wage information, unemployment compensation benefits, State tax refund and lottery offset, public assistance data, license data, and motor vehicle license and registration data. CCSES also interfaces with several Federal databases including the Financial Management Service (FMS) of the U.S. Department of Treasury for Internal Revenue Service (IRS) data, National Directory of New Hires, Federal Case Registry (FCR), and CSENet; with other state disbursement units and national employers for electronic funds transfer (EFT) payment processing; with the State Directory of New Hires; and with financial institutions for Financial Institution Data Match (FIDM). Data exchange between CCSES and the IV-A program public assistance Eligibility Management System (EMS) is automated, but data exchange with the system of record for IV-E program data is not as of this writing. (Automation of this interface would be included in the tasks to be completed under any anticipated contract, should the Title IV-E Foster Care Agency, namely, the State of Connecticut, Department of Children and Families, complete development of a new system.)

3.4 System Operations

The following specific activities are required to operate the Connecticut Child Support Enforcement System (CCSES).

1. Run all nightly, weekend, and special batch processing. Start and monitor system back-ups.
2. Maintain nightly, weekly, monthly, and quarterly run schedule templates. Send draft weekend schedule to DSS/BCSE for update/approval. Set up nightly and weekend processing.
3. Monitor nightly and weekend processing. Resolve out-of-balance conditions for money processing. Set up automatic e-mail to users that need to be alerted about the completion of certain processes. Record run times and system resources used for every batch process.

4. Provide 24-hour/7-days-per-week support for operations. Provide assistance for hardware issues. Verify integrity of files following any system crashes or other hardware failure. Provide assistance for UniVerse issues. Act as an intermediary with Rocket Software.

3.5 System Administration

The following specific activities are required to administer the Connecticut Child Support Enforcement System (CCSES).

1. On-site Solaris system administration at a Connecticut location.
2. Administrator support tasks that include, but ***are not limited to*** the following:
   a. <u>UNIX OS Administration</u>
      Install and update operating system, install patches, recommend hardware and software changes, set up/delete/change system users, recommend and coordinate implementation of changes in processing procedures, prepare and evaluate processing schedules, schedule workload based on pre-existing conditions within operating guidelines
   b. <u>Printer Administration</u>
      Set up/delete/change printer and monitor UNIX spooler
   c. <u>System Monitoring</u>
      Check logs daily, observe and report equipment deficiencies, monitor and schedule system activities, schedule all shift activities and priorities for system administration, monitor system security, track open technical questions to hardware/software vendors, monitor the effects of operating system upgrades and patches, plan new or different procedures to increase system efficiencies, document daily processes for current or new operators, troubleshoot to resolve problems, install software as necessary
   d. <u>Back-up/Restore Processes</u>
      Prepare, execute and monitor back-up and restore functions
   e. <u>Disk Monitoring</u>
      Check disk utilization, and set up and run purge schedule daily
   f. <u>Shell Scripts</u>
      Maintain existing shell scripts, and develop new shell scripts as needed for automation and troubleshooting
   g. <u>E-Mail Administration</u>
      Monitor e-mail queue for appropriate function, and maintain aliases file
   h. <u>File Administration</u>
      File placement, and monitoring of permissions and locking problems
   i. <u>Miscellaneous</u>
      Provide support for other items such as FTP, SSH, JAV, Sun Microsystems contact, Archive Data, Data warehousing support

3.6 Application Enhancements

The following specific activities are required to install and provide support for implementation of system enhancements to the Connecticut Child Support Enforcement System (CCSES).

1. UniBasic Programming
2. UniBasic Development

3. Unit Test for System Enhancement
4. Install system enhancements in User Acceptance Testing Account. Send correspondence regarding install of system enhancements and what the client needs to do to implement the enhancements. Work with client during and after acceptance testing, install system enhancements in production account. Provide continued support for the timeframe necessary for implementation of system enhancements

3.7 Application Support

The following specific activities are required to provide application support for the Connecticut Child Support Enforcement System (CCSES).

1. Investigate and resolve Problem Discovery Notices (PDNs/Bug Sheets)
2. Review OCSE Action Transmittals and Dear Colleague Letters for possible system changes; meet with system users regarding difficulties that they are experiencing; determine ways of eliminating difficulty through automated case processing, code table/system control changes, menu changes, and/or system enhancements; assist with annual OCSE DRA Audits Run; monitor and maintain a log of 60+ quality control programs on a weekly basis; add quality control programs as needed; provide training on an as-needed basis; provide on-site visits to client as appropriate
3. Provide telephone support during regular weekly business hours, namely, Monday through Friday, from 8:00 a.m. to 4:00 p.m.

3.8 System Documentation

System documentation must be maintained for existing, modified or new processes.

3.9 Financial Institution Data Match

Connecticut General Statutes §17b-137(c) requires DSS/BCSE and financial institutions operating in the State of Connecticut to enter into agreements to conduct the Financial Institution Data Match (FIDM) on a quarterly basis. The quarterly matches identify bank and credit union accounts belonging to noncustodial parents who are delinquent in their child support obligations. Once identified, the accounts may be subject to liens and levies issued by DSS/BCSE. The following specific activities are required related to FIDM.

1. Prepare all media sent to financial institutions
2. Process all media returned from financial institutions
3. Maintain FIDM technical help desk
4. Prepare letters of delinquency to financial institutions
5. Generate and forward weekly FIDM status report to DSS/BCSE

4 INFORMATION REQUESTED

Each of the categories in this section should be acknowledged and addressed. Concise but thorough information that addresses all points is expected. Submissions should clearly address both transitional and ongoing issues.

4.1 Organization Profile

Provide a brief description of your company including mission, vision, and years in operation.

4.2 Qualifications and Relevant Experience

Provide a concise but thorough description of the following, which demonstrates your company's capability to deliver the services detailed in Section 3 of this RFI directly, without subcontracting:

1. Knowledge of and experience with other state child support enforcement systems;
2. Qualifications and experience providing administration and modernization enhancements of legacy systems; and
3. Company practice of subcontracting such services (if applicable).

4.3 System Modernization

Limited funding for total system replacement and continued dependability of CCSES (the current federally-certified legacy system) has prompted consideration of the following system modernization enhancements. Provide a concise discussion of each, including feasibility, estimated product and implementation cost, prospective hardware/software supplier(s) (if applicable), whether programming would be provided directly or through subcontracting (if through subcontracting, identify prospective subcontractor(s)), and estimates of the amount of time and resources required to achieve the desired result.

1. Develop and implement a self-service, web-based portal for child support custodial parties (CP), noncustodial parents (NCP), and program-related employers. It is anticipated that this enhancement will minimally provide: ability for CPs and NCPs to access and update case and personal information contained within CCSES; access and complete forms; initiate a request for child support services; and complete other case activities without the direct assistance of a caseworker. The employer portal would minimally provide the capacity for reporting new hires and/or terminations. Both portals should include the capability to issue information in various media and formats to client users.
2. Provide flexibility such that Interactive Voice Response (IVR) technology can be easily and cost-effectively incorporated into CCSES and the web-based portal enhancement.
3. Design and install a new graphical user interface (GUI) to address the limitations associated with the existing menu-based, green-screen environment. Such an enhancement is expected to increase caseworker productivity by delivering a user-friendly data presentation, while providing a more flexible environment for future system enhancements.
4. Integrate document imaging/management technology into the CCSES environment.

4.4 Other Information

Include any other information, suggestions, and discussion that would be informative and appropriate regarding the Connecticut Child Support Enforcement System (CCSES).

5 DISCLAIMERS

The Department is asking for submissions in response to this RFI for informational and planning purposes only and will not be obligated in any way to use any of the information received. Respondents are solely responsible for all expenses associated with responding to this RFI. Also, responding to this RFI will not enhance any respondent's chances of receiving future work from the State. Similarly, not responding to this RFI will not be a detriment to any respondent when competing for future work. Submissions received in response to this RFI are not an offer and cannot be accepted to form a binding contract. This RFI should not be considered an opportunity to "market" to the Department or to any entity for the State of Connecticut.

All RFI submissions will become the property of the State of Connecticut. Submissions will not be returned. In addition, the Department will not be providing feedback regarding the quality or suitability of the respondent's submission to any subsequent RFP. The Department may, however, contact individual respondents for clarification of information contained in the submission.

6 FREEDOM OF INFORMATION ACT

Due regard will be given for the protection of proprietary information contained in all submissions received; however, respondents should be aware that all materials associated with the RFI are subject to the terms of the Freedom of Information Act (FOIA) (§1-210 of the Connecticut General Statutes) and all rules, regulations, and interpretations resulting therefrom. It will not be sufficient for respondents to merely state in general terms that the submission is proprietary in nature and, therefore, not subject to release to third parties. Any submission that makes such a general or overarching claim may be subject to disqualification at the Department's sole discretion. **Those particular sentences, paragraphs, pages or sections that a respondent believes to be exempt from disclosure under FOIA must be specifically identified as such.**