RFP ADDENDUM #1

DESCRIPTION:
CCSES Replacement Project - Design, Development & Implementation

FOR:
Department of Social Services
55 Farmington Avenue, Hartford, CT

PROPOSERS NOTE:

- Sign In Sheet Attached from the Optional Pre-Proposal Meeting on Thursday, May 23, 2019.

- Slides Attached from the Optional Pre-Proposal Meeting on Thursday, May 23, 2019.
# Request for Proposal #18PSX0277

CCSES+ Bidders Conference Attendee List

May 23, 2019

<table>
<thead>
<tr>
<th>#</th>
<th>Name</th>
<th>Company</th>
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<tbody>
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Child Support Enforcement System Replacement

May 23, 2019

Bidders Conference
Agenda

Introductions  5 min
Procurement Overview (Susanne Hawkins)  15 min
Program Overview – DSS Vision (John Dillon)  20 min
RFP Overview (Karen Main)  20 min
Introductions

Susanne Hawkins  Contract Specialist, DAS
Diana Speranza  Contracts Manager, DSS
Sharon Condel  Director, Integrated Services, DSS
John Dillon  CT IV-D Director, Office of Child Support Services, DSS
Karen Main  Project Director, CCSES+, DSS
Mark Hennessey  CCSES Systems Manager, DSS
Procurement Overview
Susanne Hawkins, DAS Procurement Services
Child Support System Procurement: Overview

Key Procurement Dates (Reference Page 20 of the RFP Document)

Questions due: Thursday May 30, 12:00 pm Eastern Time
Answers due: Monday June 10 or sooner
Proposals due: Friday July 12, 2:00 pm Eastern Time

Communications only with Contract Specialist Susanne Hawkins
Email: susanne.hawkins@ct.gov

Key Items to address in Proposal: Business forms

How to Submit the Proposal: Electronic Submissions Only uploaded through the Companies BizNet Account(s)

Orals Presentation: State reserves the right to request Proposer demonstrations after the proposals are submitted

Questions: Any questions asked today and any responses provided by the State are not binding. Proposers must submit any and all questions in writing by the due date referenced the RFP Document
RFP Package: What's What

**Core RFP**
- RFP 18PSX0277 RFP22

**Sample IT Contract and Bid Terms and Conditions**
- RFP 18PSX0277 IT CONTRACT
- RFP 18PSX0277 Form SP-19 Standard Bid Terms and Conditions

**Cost Proposal**
- RFP 18PSX0277 B97 Price Schedule

**RFP Appendices**
- Appendix A - Requirements Matrix
- Appendix B - CCSES Reports
- Appendix C - IRS Publication 1075
- Appendix D - List of Interfaces
- Appendix E - Federal Certification Guide
- Appendix F - DSS Technology Catalogue
- Appendix G - DSS Enterprise Architecture Principles
- Appendix H - NIST Risk Management Framework
- Appendix I - CCSES Feasibility Report
- Appendix J – High Level Timeline and Deliverables
Proposal Format

- Reference RFP Submittal Requirements located on pages 94 & 95 in the RFP Document
Procurement: Do’s and Don’ts

• Read the entire RFP carefully – there is still time to ask questions

• Any RFP questions or clarifications should only be submitted in writing to Susanne Hawkins, Contract Specialist of DAS Procurement Services

• The file size for online submittal is less than 30 MB – so if the file is larger, please break up into parts for uploading to the portal

• The deadline for submission is 2:00 pm July 12, 2019

• Word of caution: Don’t wait until the last minute to upload proposal submission documents to the DAS Contracting Portal. DAS will not have access to view proposal submissions until the RFP closes.
Program Overview – John Dillon
Program Briefing – Child Support Snapshot

Program Mission: Improve the well-being of children, promote self-sufficiency of families, and deliver quality child support services.

Customers: Children and families of Connecticut, other states and countries.

Services Provided
- Locate non-custodial parents
- Establish paternity of children
- Establish monetary and medical orders
- Enforce child support orders
- Modify child support orders
- Collect and distribute payments

Office of Child Support Services (OCSS)
- Manage OCSS statewide program
- Lead IV-D agency responsible for administration of the CT Child Support Program (CGS Sec 17b-179)

Program Partners
- Office of Attorney General
- Support Enforcement Services (SES) of the Judicial Branch
- Family Support Magistrates
- Superior Court Operations

Total Program Staff: 423

Program Statistics (in 2018)
- Caseload: 151,957
- Children in IV-D Cases: 128,510
- Children Born Out-of-Wedlock: 103,137
- Children w/Paternity Established: 6,073
- Cases w/Orders Established: 4,007
- Total Collections: $288,946,161
- Payments Processed Daily: $1 million (+/-)
Total Collections: $288,946,161

- **Non-IVD Collections, $35,976,151, [12%]**
- **Never TFA (to families), $40,041,923, [14%]**
- **Forwarded to Other States, $16,128,172, [6%]**
- **Current Assistance (TFA & Foster Care to State), $14,205,341, [5%]**
- **Current Medicaid (to families), $51,931,888, [18%]**
- **Former TFA & Foster Care (to State), $19,218,080, [7%]**
- **Former TFA (to families), $111,444,606, [38%]**

Federal Performance Incentive Earned: **$4.9 million (estimated)**

** Financial incentives earned based on performance in (5) mandatory program areas compared to performance of other states. Incentives paid annually from a predetermined funding pool. Performance measures are: **Paternity Establishment, Obligation Establishment, Collection of Current Support, Collection of Arrearages, and Program Cost-Effectiveness.**
Current CCSES Limitations

Data Analytics

Improved Customer Access

DSS/OCSS
Order Establishment
Admin. Enforcement
Refund Processing

Interfaces
EMS/ImpaCT
DOL
DPH
DMV
Banks
Credit Unions
Federal

OAG
Court Preparation

CCSES

Configurability and Automated Workflow

E-Doc Capability

SDU
Payment Processing
Payment Disbursement
Payment Error Correction
Voice Response Unit

CT DRS
Tax Offset Collection

SES
Order Enforcement
Order Modification

Fatherhood Initiative/BICS

IRS
Tax Offset Collection

FED OCSE
Fed Reporting

DSS/Fiscal
Daily Balancing
Fed Reporting
Fed Claims
Fed Reimbursement

Yellow Boxes- Core functionality that exists within CCSES.
Gray Boxes- Current limitations
CT CCSES Modernization - State/Program Drivers

Current System Limitations

- **Application Support** - 30+ year old system with significantly limited *Universe* technical support
- **User Interface** (OCSS and SES staff) - Antiquated “green screen” technology
- **Database & Data Management** - Outdated database does not support current program or technical needs (Improving Core Operations, Analytics, Reporting, Information Security, etc.)
- **Interfaces** - Minimal point to point or real time exchange of data with other DSS or external agency systems
- **Enterprise Technologies** - Inability to leverage and reuse the State and DSS enterprise-level systems/applications and new technology
- **Workflow Automation** - Requires manual worker decision-making and action for case management and most routine functions
- **Limited Staffing** – Outdated application requires additional staff to offset technological limitations
- **Communication & System Access** - Limited system capabilities for program outreach, no customer self-service/portal
CCSES Modernization – Federal Guidance

ACF/OCSE Guides for Child Support Enforcement System Implementations


- Incorporates technological advances that support customer service and cost-effective management practices
- Improves child support collection rates and meets the minimum standards for operational cost effectiveness, and efficiency and integration
- Enhances communication and data sharing with strategic partners and agencies including other states, federal agencies, tribal, international and private sector
- Ensures that the system and processes meet all legislative time frame requirements from application to case closure
- Adheres to all security and privacy guidelines established by ACF/OCSE

*OCSE Rule Guidance* (2016)

- Meets federal system certification requirements
- Sets accurate child support obligations taking into consideration parents’ ability to pay


- Leverages best practices and lessons learned from other modernization initiatives
CCSES Modernization Effort

Critical Success Factors of a Modernized Child Support System

- Increase overall federal performance rank
  - **FFY-18 CT Program National Rank: 34th / CT Target Rank: Top 5**

- Increase federal incentive revenues

- Maximize program cost recovery and cost avoidance

- Improve paternity establishment and monetary order establishment

- Increase child support collections on new and pre-existing court orders

- Increase number of new applications for child support services

- Maintain efficient distribution and disbursement of child support

- Improve capability, accuracy, and timeliness of federal reporting

- Produce accurate, timely reports and dashboards by leveraging business intelligence and predictive analytics

- Implement technical support and long-term cost controls for maintenance and operations (Service Level Agreements)
CCSES Modernization Effort

Critical Success Factors of a Modernized Child Support System

- Improve customer service and accessibility
  - User-friendly web access via DSS Home Page
  - Mobile access via Smartphone
  - Facilitate web-based customer self-help wherever possible
  - Implement new IVR as single point of access for phone
CCSES Modernization Effort

Best Opportunities for System Modernization

- Leverage successful current practices
- Maximize reuse of existing DSS or State-owned Enterprise Technology
- Apply modern technologies for effective and efficient processes
- Incorporate best practices and lessons learned from other modernization initiatives
- Integrate CT Fatherhood Initiative with Child Support Services
- Apply Child Support Behavioral Intervention Strategies
- Meet all State and Federal mandates
Feasibility Study Proposed Solution: Hybrid Approach

Key Advantages of using a Hybrid Approach

- **Meets OCSS Vision**
  - Addresses all OCSS modernization critical success factors
  - Best meets all federal and state drivers/mandates
  - Was Ranked #1 in the Alternatives Analysis and Cost Benefit Analysis
  - Maximizes OCSS ability to leverage existing DSS enterprise systems and technologies
  - Streamlines workflow and data sharing with key stakeholders such as the Judicial Division
  - Most efficient option for improvements to customer service and accessibility
  - Managed with fewer State staff - new build anticipates a greater commitment of State staff

- **Lower Risk and Cost**
  - Among three Alternatives has: Lower Negative Risk, Lower Cost, Earlier ROI

- **Cost Efficient**
  - Presents lowest Estimated System Replacement Cost

- **Flexibility in Implementation**
  - Provides flexibility to utilize key components from other state systems whether federally certified or not
  - Creates opportunities for earlier return on investment by utilizing iterative/agile methodology - Phased approach & implementation with “Early Wins”
RFP Overview – Karen Main
Architecture: High Level Vision

Federal Interfaces
- FCR
- NDNH
- CSENet
- QUICK
- SSN Verification

State Interfaces
- IV-A/TANF - IMPACT
- Courts
- Judicial Department
- State Case Registry
- State New Hire
- IV-E System
- State Employment Security Agency (SESA)
- State Treasurers Office
- Department of Public Health

Others
- Payment Processing
- Address Verification

Integration Engine
- Web Services
- Queue Manager
- Message Channels

Frameworks/Shared Services
- EMP
- Document Management
- Workflow Management
- Document Generation
- Business Rules
- Batch Services
- Reporting
- Appointment Scheduling
- Error Handling
- Audit Support
- Security Management
- Administration

Database Layer
- Transactional, Historical
- Audit Logging, Reports

Presentation Layer Services - Channels
- Phone (VR)
- Walk-In
- Intranet
- Internet
- Email
- Mail
- Fax

Business/Application Services Layer
- Authentication
- Authorization

Business Process and User Workflow Management
- Case Initiation
- Locate
- Establishment
- Case Mgmt.
- Enforcement
- Financial Mgmt.
- Reporting
- Fatherhood Initiative

Integration and Authorization

Database

ETL

Data Warehouse
Core RFP: Key Scope of Work Sections

- Introduction (Background, Purpose, Business Problem)
- Success Criteria, Goals and Objectives
- Current System
- Agency Structure
- Project Organization
- Project Team Roles and Responsibilities
- **Scope of Work**
  - Functional Requirements
  - Technical Requirements
  - Project Tasks and Deliverables
    - 18 Tasks are described (Project Kickoff to Warranty)
    - Expected Deliverables for each task
  - Expected Key Staff
  - High Level Project Schedule
- References Section
Functional Requirements

- Case Initiation
- Locate
- Establishment
- Enforcement
- Intergovernmental
- Financial Management
- Case Management
- Customer Relationship
- Workflow
- Business Rules

Section Highlights

Each sub-section contains
- Short Description of each functional area
- A pictorial representation of the function as follows
- A Guide For States, updated 2017
Technical Requirements

- Conceptual Technical Architecture
- System Requirements
  - Computing Platform
    - All Environments
  - Technical Requirements
    - SOA Architecture
    - Scalability
    - System Performance
    - Audit
    - Usability
    - Portal and Mobile
    - Privacy/Security
    - Business Rules
    - Business Intelligence
    - Application Life Cycle
    - Integration Engine
    - Document Management
    - Print Management
    - Document Generation

Section Highlights

- Conceptual Technical Architecture has a pictorial representation of the future architecture
- Each sub-section under System Requirements has a short description
The Solution: What DSS is looking for

- Cloud-based solution preferred
- Reduce Total Cost of Ownership over 10 years (Cost Proposal structured for that)
- Apply modern technologies for effective and efficient processes
- Propose all required platforms:
  - Development,
  - Integration/System Test
  - Conversion
  - User Acceptance Test and Certification
  - Training
  - Production and
  - Disaster Recovery
Project Tasks and Deliverables

Task 1 – Project Initiation And Project Kick Off Meeting
Task 2 – Setup Application Life Cycle Management System
Task 3 – Project Management And Methodology
Task 4 – Quality Management
Task 5 – System Architecture
Task 6 – Assessments And Specifications
Task 7 – Requirements Analysis
Task 8 – Technical Design
Task 9 - Data Conversion And Migration
Task 10 - Construction (Development)
Task 11 - Testing
Task 12 - User Acceptance Testing (UAT)
Task 13 - User Training
Task 14 - Technical Training And Knowledge Transfer
Task 15 - Implementation
Task 16 - Certification
Task 17 - Post-implementation Warranty Services
Task 18 – Operations And Maintenance (optional)

Section Highlights

- Description for each task and expected deliverables
- A high level project schedule
  - Appx. 40 month implementation schedule
  - 12 months of warranty
  - 2 years of post implementation support (optional)
References

• Minimum 3 References required
  • Solutions implemented in the last 5 years
  • Public Sector Project Experience
  • Large Enterprise Project Experience
  • Child Support experience – preferable but not mandatory
## Requirements Matrix: How to Respond

### 1.0 Enterprise Requirements

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<th>ID</th>
<th>General Description</th>
<th>Requirement Details</th>
<th>Federal Guide Section Ref.</th>
<th>Solution Description</th>
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<td>Alerts and prompts</td>
<td>System must provide alerts to case workers prompting worker action within the system</td>
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<td>1.1.1</td>
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<td>The system must notify the users when a case is assigned to that user</td>
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<td>The system must allow an authorized administrator to set time periods for system activities which will prompt the system to generate alerts</td>
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<td>The system must allow users to set an alert notice on a case and be notified when the alert matures</td>
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<tr>
<td>1.2</td>
<td>Mobile, SMS, Text Messages</td>
<td>System must have the capability of sending text messages to notify parents or other clients in the case. If mobile number is available on record and the client has provided their consent</td>
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<tr>
<td>1.3</td>
<td>Appointments and Scheduling</td>
<td>System will provide the capabilities to allow customers to request an appointment with office staff through client portal</td>
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DSS Tasks Prior to Project Start

- **Data Cleansing**: Initiative to clean data in the source system
- **Integration Engine**: A Proof of Concept to use an integration engine with existing CCSES system
- **Mobile System and Web Portal**: A Proof of Concept to implement a use case to test Progressive application and Web Portal with existing CCSES system
- **Legacy Documentation**: Document key processes in the existing CCSES system using a tool
- **Enterprise Master Person Index (EMPI) Integration**: Proof of Concept to use the EMPI system with CCSES system
All the Best!

Communications only with Contract Specialist Susanne Hawkins

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