

Information Technology Capital Investment Program
Project Status Report

To: Information Technology Strategy and Investment Committee
John Vittner, Office of Policy and Management

From: Michael Gilbert

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Agency: Department of Social Services

Project: Connecticut Child Support Enforcement System (CCSES) Transition

Project Manager: John Dillon

Reporting Period: Project Inception through 06/30/2021

Total Funds Requested: \$21,479,612

Total Funds Allotted to Agency: \$2,434,142

Accumulative Total Capital Fund Expenditures to Date: \$1,314,591

Brief Project Description/Summary:

The purpose of the Child Support Enforcement System Replacement Project is to modernize the current CCSES system, not only to ensure compliance with federal and state laws and regulations, but to realize the benefits of systems that are in line with industry best practices, including:

- Mining existing data to present more meaningful information for decision making
- Providing users with a more graphical interface to improve productivity, enhance automated workflow, reduce training time
- Providing self-service access to parents and relevant third parties for routine queries and functions that will free up caseworker resources for other tasks
- Receiving accurate, dependable data on participants and case statuses from federal and state interfaces with protocols that are easy to implement with different sources, consistent in how data is received and used, and clearly and easily capable of updating data elements for both incoming and outgoing interfaces.
- Implementing Data Warehouse/Business Intelligence reporting that includes all the data elements required to provide and track data for federal and OCSSS management reports

Summary of Progress Achieved to Date:

December 2018 Update:

A Project Director has been hired and will join the project full-time starting Feb 1, 2019.

- Project Management Tasks completed
 - o Project Charter drafted
 - o Executive Steering Committee formed, and meets once a month, starting Oct 2018
 - o Project Management Plans – Procurement Management Plan, Risk Management Plan, Issues Management Plan drafted.

Procurements

- o Independent Verification & Validation (IV&V) RFP – worked with DAS to publish a Statewide master IV&V RFP that can be leveraged by all agencies. The RFP was published on 11/13/2018, responses were due 1/4/2019.
- o Design Development Implementation (DDI)/Systems Integrator RFP – Drafted the scope section and submitted to DAS on 10/26/2018. Working with DAS on the RFP. Anticipate publishing the RFP in Q2 2019.
- o QA – Decision to perform QA function using internal resources. Drafted MOA with DSS ITS to provide QA to the project.
- o Developed plans for early wins – integrate with Enterprise Master Person Index (EMPI), and a mobile application leveraging Washington DC solution.
- Monthly reviews with OCSE
- o The project team meets monthly with the Federal Agency responsible for the oversight to review the status.

June 2019 Update:

The DDI procurement process continues to move forward with RFP responses for the DDI procurement are due on 8/7/19. The IV&V procurement contracts should be developed in the upcoming quarter. A draft Quality Assurance RFP being developed.

Project data cleansing activities are underway along with legacy system documentation efforts. Efforts have begun to develop a mobile/progressive application.

December 2019 Update:

The notable tasks and activities accomplished for the reporting period are:

- Design, Development, and Implementation (DDI) RFP:
 - o RFP was published with responses due on 8/7/2019. Evaluations complete and DAS has initiated negotiations with the vendor with highest score. Vendor demos were scheduled on 1/7 and 1/8/2020. Anticipate signing the contract by September 2020.
- IV&V Master Services Agreement (MSA) Agreement RFP:
 - o DAS published master services RFP that has 19 vendors. OCSS issued Request for Quote (RFQ) to 9 vendors and received responses from 3 vendors on 11/8/2019. The RFQ responses are being evaluated.
- Quality Assurance (QA):
 - o No new update.
 - o OCSS leadership is still analyzing all options, which includes an RFP for QA services. OCSS leadership met with the EPPO Director on 6/10 to discuss the QA options. The discussions focused on various alternatives that could be used to onboard QA team; one of which could be doing a DSS driven RFP to procure QA services. EPPO Director to discuss this with Department leadership and suggest a direction the team.

June 2020 Update:

Accomplishments in last 6 months:

Procurement

- DDI - Completed clarification with the DDI Vendor.
- IV&V - Completed Request for Quote process and selected the vendor from IV&V master contract. Received approval for the SOW from Federal Agency, Office of Child Support & Enforcement (OCSE)
- QA – Decision from Department to pursue QA SOW from IT Services master contract.

Continue to analyze legacy data for data cleansing opportunities.

Captured legacy business rules to assist the design sessions for the new system

Completed two training modules for the Office of Child Support Services (OCSS) staff to familiarize them with the project and the methodology.

Monthly project status reviews with OCSE.

Completed FFY 2020-21 Annual IAPD that is mandated by OCSE, and is due by 8/1/2020.

December 2020 Update:

- Design, Development, and Implementation (DDI) RFP:
 - o The Department anticipates signing the contract by June 2021.
- IV&V Master Services Agreement (MSA) Agreement RFP:
 - o The RFQ responses were evaluated and in process of finalizing contract.
- Quality Assurance (QA) Master Service Agreement RFP:
 - o Used DAS Strategic Master Service agreement that has 9 vendors. OCSS issued Request for Quote (RFQ) to 9 vendors and received responses from 6 vendors on 1/29/2021. The RFQ responses are being evaluated.
- Pre-JAD review sessions:
 - o OCSS has sent out various questionnaires to staff to get feedback about pain points and design ideas for a future system. This information is being collected and reviewed by various work groups. The goal of these pre-JAD sessions, is to have a collaborative effort when making design decisions for the new system.

June 2021 Update:

Accomplishments in the last six months:

- Procurement
 - DDI – Draft contract submitted to Federal Office of Child Support Enforcement for approval.
 - IV&V - Completed Request for Quote process and selected the vendor from IV&V master contract. Received approval for the SOW from Federal Agency, Office of Child Support & Enforcement (OCSE)
 - QA – Currently reviewing draft SOW for QA services.
 - Continue to analyze legacy data for data cleansing opportunities.

- Continue to extract legacy business rules to assist the design sessions for the new system
- Monthly project status reviews with OCSE.
- OCSS has sent out various questionnaires to staff to get feedback about pain points and design ideas for a future system. This information is being collected and reviewed by various work groups. The goal of these pre-JAD sessions, is to have a collaborative effort when making design decisions for the new system.
- Workgroup to review forms has been created.

Issues and Risks:

December 2018 Update:

- Continue development Project Management plans
- Procurements
 - IV&V – anticipate contract to be negotiated by Q4 2019
 - DDI/SI – anticipate publishing RFP by Q2 2019, and contract to be negotiated by early Q1 2020
 - Sign QA MOA with DSS ITS
- Facilities – Identify project space by the end of 2019
- Compete an As Needed Implementation Application Planning Document (IAPD-U) to move unused funding from FFY18 to FFY 19.

Risks:

- Procurement delays – Dependency on DAS for IV&V and SI RFP.
- Sufficient Project Funding - The Child Support Enforcement System (CSES) project will be a multi-year project that will require extensive resources and funding. The project funding will be supported by the IAPD and the State Information Technology (IT) Capital funds. The team will need to ensure the project is completed within the available funds
- Dependency on Enterprise Shared Services - Proposed hybrid approach assumes several Enterprise Shared Services components will be leveraged. These shared services need to be available for the Office of Child Support Enforcement (OCSE) solution in a timely manner.

Issues: None

June 2019 Update:

Procurement delays continue to affect project timing and critical paths.

December 2019 Update:

Project milestone dates have been adjusted due to procurement delays

June 2020 Update:

- Procurement delays - Dependency on DAS for the DDI negotiations.
- Sufficient Project Funding - CSES project will be a multi-year project that will require extensive resources and funding. The project funding is supported by the IAPD and the State IT Capital funds.

December 2020 Update:

- Procurement delays - Dependency on DAS for the DDI negotiations.

The continued focus on the Public Health Emergency has pulled shifted priorities both at DSS and DAS has further delayed progress in the procurement process and project.

June 2021 Update:

- Procurement is moving forward. DAS has completed negotiations with DDI vendor and draft contract forward to federal Office of Child Support for review and approval. Once approved, it will need to go through contract approval process.
- Sufficient Project Funding-- CSES project will be a multi-year project that will require extensive resources and funding. The project funding is supported by the IAPD and the State IT Capital funds.

Next Steps & Project Milestones:

December 2018 Update:

- Continue development Project Management plans
- Procurements
 - IV&V – anticipate contract to be negotiated by Q4 2019
 - DDI/SI – anticipate publishing RFP by Q2 2019, and contract to be negotiated by early Q1 2020
 - Sign QA MOA with DSS ITS
- Facilities – Identify project space by the end of 2019
- Compete an As Needed Implementation Application Planning Document (IAPD-U) to move unused funding from FFY18 to FFY 19.

December 2019 Update:

Complete procurements.

June 2020 Update:

- Complete negotiations for the DDI Contract.
- Onboard State resources for the project.
- Continue data cleansing analysis of the current legacy system.
- Conduct pre-JAD sessions with project staff to get prepared for DDI Vendor JAD sessions
- Complete QA procurement.

December 2020 Update:

- Bring the DDI contract to completion and commence with work with the contractor
- Complete negotiations and finalize contracts with the IV&V and QA contractors
- Continue onboarding necessary state resources to support the project
- Conduct pre-JAD sessions with project staff to get prepared for DDI Vendor JAD sessions

June 2021 Update:

- Continue onboarding of state resources for the project
- Complete and finalize DDI contract
- Complete and finalize negotiations for IV&V and QA Contractors
- Continue Pre-JAD sessions with shareholders
- Continue data cleansing analysis and clean up of legacy system