DELAWARE HEALTH AND SOCIAL SERVICES
Division of Child Support Enforcement

APPENDIX B
SCOPE OF WORK AND TECHNICAL REQUIREMENTS

I. Vendor Requirements and Responsibilities

The following are contractor responsibilities and project requirements under this RFP. Given the limitations of assigning State staff to this project, the contractor is expected to provide most of the expertise and provide for the full range of services during the project. Bidders must discuss each of these subsection requirements in detail in their proposals to acknowledge their responsibilities under this RFP.

A. Experience

Bidders must have demonstrated experience and depth in the following areas:

- Application Development and Implementation including analyzing, planning, designing, developing, script writing and testing, documenting, security, training and implementing the solution
- Child Support Enforcement, especially pertaining to collections and distribution/disbursement
- State Disbursement Unit Automation
- Image-based payment processing
- Document imaging, processing and indexing
- Knowledge transfer to state staff
- Warranty/Warranty Support
- Help desk to provide post implementation support
- Upgrades
- Disaster Planning/Continuation of Operations

This experience is critical in ensuring project success, as well as maintaining an open partnership with project partners.

B. Staffing

Contractor will propose and supply resumes for the following key positions including:

- Project director
- Project manager
- Lead Business analyst
- Lead Developer
- Lead Hardware specialist
- Lead Network specialist
- Lead Systems analyst
- Electronic Security specialist
- Trainer

The resumes will be for specific named individuals and will be in the format specified in Appendix D. Other positions may be proposed at the contractor's discretion. One person may be proposed to fill more than one role. The contractor project manager will be required to be on site in New Castle, Delaware, during the entire project. Other key staff like the Business Analyst(s) will be required to be on site in New Castle, Delaware during the appropriate project phases.

Contractor will propose and supply job descriptions and responsibilities for the following positions including:

- Business analyst
- Senior developer
- Developer
- Technical analyst (i.e. DBA, SE, etc.)
- Documentation specialist
- Imaging specialist
- Network specialist
- Systems specialist
- Hardware specialist

Other positions may be proposed at the contractor's discretion. One person may be proposed to fill more than one role.

1. Location

The following key contractor staff are required to be on-site at the Churchman's Corporate Center in New Castle, Delaware, as indicated below:

- Contractor Project Director, when needed on-site
- Contractor Project Manager
- Business analysts, when needed on-site
- Senior developers, when needed on-site
- Technical analysts (i.e. DBA, SE, etc.), when needed on-site
- Documentation specialists, when needed on-site
- Imaging specialists, when needed on-site

The State and the key contractor staff will work very closely together on this project. This requires an on-site presence. The State will provide office space including phones and network connectivity for all on-site project staff. Contractor will be responsible for all other office necessities including workstation/laptop and required software. The State will provide the on-site project manager with an Outlook email account.

2. Offsite Work

The State will permit project work to be done offsite, within the United States. For offsite work, DCSE requires strong management of the resources and assigned tasks; adequate, timely and accurate communications and completion of assigned work by specified deadlines. If the bidder organization is proposing offsite project work, the bidder must specifically address each of the bulleted items below in this section of the proposal. Otherwise, bidder will respond to this section as follows: "**No offsite project work proposed**."

Note: For the purposes of this section, the bidder staff organization includes subsidiary contractors.

- Provide a description of what tasks each job title is responsible for performing.

- Provide a detailed description of work to be completed offsite along with a breakdown of the type of work to be provided on-site. Quantify this by estimating for each of the deliverables identified in this Section, the percentage of work to be done offsite.

- Provide an organization chart with job titles of offsite staff and their relationship to the bidder. Identify if offsite work is to be performed by bidder staff or sub-contractors.

- For offsite subcontractor or bidder staff, please include the names and resumes of key staff, highlighting prior participation on similar projects. Also provide named or sample resumes for lower level staff.

- Detailed plan for managing offsite work including communication strategy to accommodate time differences if any. Include contingency plan for completing the work should offsite relationship be terminated.

- Propose a meeting schedule for project status discussions with offsite management staff.

- Identify the offsite single point of contact who will serve as the project manager of offsite resources. Describe how this project manager and the on-site project manager will interact. The State prefers that the offsite project manager be a bidder employee.

- Provide a contingency plan for substituting on-site staff if offsite relationship becomes problematic as determined by the State.

- Provide a description of prior bidder organization experience with use of offsite bidder staff or subcontractors and provide U.S. client references for that work.

- Provide a detailed description of proposed Project Manager's experience in directing offsite staff and/or subcontractors.

- Describe your understanding that the State will only provide management of this project and bidder resources through the on-site Project Manager. All management/relationships with offsite resources, whether bidder staff or subcontractors, will be handled by Vendor.

- Remote access to the state's network will be limited.

3. Project Director

The Vendor Project Director is the individual who has direct authority over the Vendor Project Manager and will be responsible if issues arise that are unresolvable with the Vendor Project Manager. The Director does not need to be on-site except for designated meetings or as requested. It is critical that a named Vendor Project Director with appropriate experience be proposed.

4. Project Manager Requirement

The contractor Project Manager is required to be on-site and manages the project from the contractor perspective and is the chief liaison for the State Project Manager. The Project Manager has authority to make the day-to-day project decisions from the contractor firm perspective. This contractor Project Manager is expected to host meetings with DCSE Subject Matter Experts to review DCSE business organization and functions along with the organization, functions and data of information systems relevant to this project. The contractor project manager is expected to host other important meetings and to assign contractor staff to those meetings as appropriate and provide an agenda for each meeting. Bi-weekly status meetings are required, as are monthly milestone meetings. Meeting minutes will be recorded by the contractor and distributed by noon the day prior to the next meeting. Key decisions along with Closed, Active and Pending issues will be included in this document as well. In their proposals, bidders must include a confirmation that their project manager will schedule status review meetings as described above. It is critical that a named Vendor Project Manager with prior project management experience be proposed.

In their proposals, bidders must include a confirmation that their Project Manager will schedule status review meetings on-site, at least bi-weekly, and that their Project Manager will provide written minutes of these meetings to the State Project Manager by noon the business day prior to the next meeting.

C. Post-Implementation Help Desk Expectations

The Vendor’s Help Desk expertise in the post-implementation period is critical to the system’s success. DCSE staff in the Systems Unit will provide first-level support. This generally includes resolution of issues such as network connectivity, application log in problems, general PC advice and general application advice. DCSE will triage any issues before the contractor is called for second level support. This will be more system-specific and require application expertise.

Staff proposed for this function does not need to be dedicated exclusively to this role. They may serve a primary role in addition to providing Help Desk coverage. Contractor must supply at least a primary and a backup post implementation Help Desk function during State business hours to callers with system issues.

D. Project Management

The Vendor must be the prime contractor to develop all the deliverables required by this RFP. The Contractor must recommend a core team to work with DHSS over the course of the project and must identify other resources needed. A detailed, up-to-date project plan must be created and maintained weekly to accurately reflect project timelines and tasks. This project plan must include each phase of the project, clearly identifying the resources necessary to meet project goals. For each document deliverable, the Vendor will first deliver for State approval a template with an outline and sample contents. The actual deliverable will follow the approved template. It will be the Vendor’s responsibility to provide complete and accurate backup documentation as required for all document deliverables.

The Contractor is expected to employ a rapid application design methodology to speed customization and development. An iterative model of testing is required which will require early prototypes and subsequent demonstrations of working modules to ensure that the product meets user specifications in terms of user interface and functionality. It will be the Vendor's responsibility to provide complete and accurate documentation for all entities in the system. The Vendor is expected to release prototypes or drafts of project deliverables and components for early state consideration and comment in order to expedite the final review process.

E. Requirement to Comply With HIPAA Regulations and Standards

The selected Vendor must certify compliance with Health Insurance Portability and Accountability Act (HIPAA) regulations and requirements as described in Department of Health and Human Services, Office of the Secretary, 45 CFR Parts 160, 162 and 164, as well as all HIPAA requirements related to privacy, security, transaction code sets (where applicable) and medical provider enumeration.

The selected Vendor is required to customize and develop the system in accordance with HIPAA requirements, implement the system in accordance with HIPAA requirements and, where the vendor will operate and maintain the system, operate and maintain the system in compliance with HIPAA requirements where applicable.

In the proposal, Contractor will explain their understanding of the HIPAA regulations and their impact on this project especially in the area of security.

F. Requirement to Comply with Internal Revenue Service Standards

Vendor must propose a solution which monitors and controls any confidential Federal Tax Information (FTI) that may interface with the SDU, in order to be fully compliant with IRS Publication 1075, Tax Information Security Guidelines for Federal, State and Local Agencies. Any contractor who is allowed access to FTI must certify that he or she understands the DCSE Security Policy and IRS Safeguards Procedures, and complete an annual IRS Non-Disclosure and Unauthorized Access Training while under contract.

G. Requirement to Comply with State Policies and Standards

All proposed solutions submitted in response to this RFP must be fully compatible with the Department of Health and Social Services' technical environment. Vendor solutions that are not fully compliant with State standards may be disallowed.

DHSS technical environment and web standards are specified via the web links in Section IV, F.1.

1. MCI Compatibility

MCI, the Master Client Index, is the system that is used for identifying the clients of services provided by DHSS, which includes DCSE. Each participant is assigned an MCI number that tracks both current services and past services received, and is accessed through a system lookup based upon key demographic information. Payments received and disbursed by DCSE are tracked by MCI number, and need to be taken into consideration in the proposed vendor solution.

2. Information Technology Standards

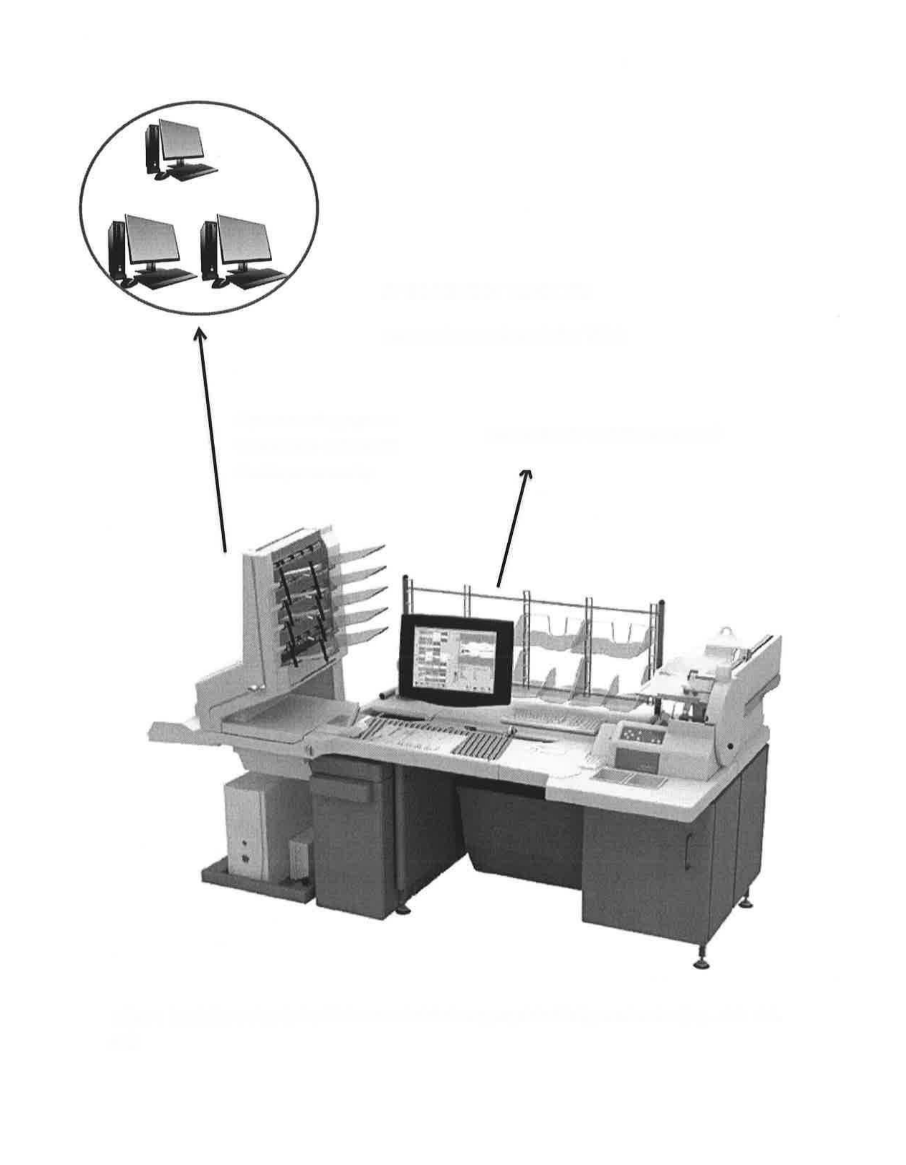
The application will have at least 3 tiers with the tiers configured and secured as in the sample diagram included in the DHSS Information Technology Environment Standards. Please see State of Delaware Systems Architecture Standard and DHSS Information Technology Environment Standards for more information in Section IV.F.1 of this RFP.

Vendor staff accessing State IT resources must comply with DHSS and DTI policies and standards, and will be required to sign the DHSS Biggs Data Center User Authorization Form and the Biggs Data Center Non-Disclosure Form.

All components of the proposed solution, including third party software and hardware, are required to adhere to the policies and standards described above, including any links or documents found at the above referenced web sites. Bidders should recognize that any State Security or IT policy may be modified during the term of the contract resulting from this RFP. **Any and all exceptions must be addressed in your Technical Proposal.** See Attachment 3.

II. State Architecture Requirements

The State prefers to exploit the technical infrastructure and resources presently in place. The current payment processing environment is a hybrid solution composed of an offsite vendor hosted Internet site for electronic payment transactions integrated with an on-premises system which encompasses the core SDU functions and interfaces. The system integrates with an OPEX AS3690t V2.60.108 image processing system, as illustrated below. The OPEX currently feeds up to 20 desktops, and displays an eGalax Touchscreen. The State will provide the infrastructure resources for the on-premises portion of the SDU solution, based upon the requirements that are provided by the vendor as part of the proposal.



The vendor solution should be aligned with State and DHSS architecture for on premise web-based applications, which currently includes:

- Use of Microsoft Windows Server 2008 R2 edition for the operating system
- Use of Microsoft Internet Information Server (IIS) version 7 as their web and application server software
- Systems developed to work with Microsoft SQL 2012 or higher.

Vendor should:

- Use appropriate Microsoft Windows Server edition for the operating system
- Use Microsoft Internet Information Server (IIS) as their web and application server software

- Have been developed using Microsoft. NET (C#.NET is the DHSS standard)
- Utilize Microsoft SQL Server. DHSS is currently working on upgrading from SQL Server 2008r2 to SQL2014 Enterprise Edition and expects testing to begin by June 2016

The current State infrastructure supports a number of systems in this environment. The State will provide up-to-date server, network, database and security testing infrastructure to the winning bidder, based upon the requirements presented in the bid, which must include number of servers, CPUs per server, and memory requirements, both CPU and Disc space.

Bidders are expected to take this existing technical environment as outlined above into consideration for their analysis and recommendations.

In terms of proposal costs, vendor will be expected to develop total project costs that include purchase of any required non-infrastructure related essential hardware and software outside of the State provided system, full year hardware and software licensing, support and maintenance costs along with staffing projection costs.

As part of their technical proposal, vendor will be required to provide a document detailing a full network architecture diagram including communication flows between all on premises and hosted components.

For the hosted portion of the SDU application, the vendor must comply with the terms and conditions for Offsite Hosting Policy as referenced in the link in Section IV, E.1.

A. Web Facing Application Portal

The vendor shall provide a public facing web application that communicates with the payment processing system. The offsite hosted payment solution must be able to handle; at a minimum, direct payments from a bank account, credit card payments, and single and recurring payments from the selected source. The vendor will also provide the maintenance and support of the web application, including a helpdesk to triage user issues.

B. Interface with TouchPay Payment Systems

The vendor shall provide a daily participant interface file to TouchPay Payment Systems. The file will include the key child support participant identifiers needed in order to make child support and/or purge payments using a TouchPay Kiosk.

C. Database Design

Vendor will need to take into consideration the ability to interface with existing table structures in DECSS. Consideration will need to be given to archiving, backups and disaster recovery. As part of their technical proposal, Vendor will be required to provide a data model in Microsoft Visio CA Erwin format and a database dictionary. SDU Database resides on DHSS Shared Database infrastructure. Vendors should not expect to have a dedicated database server for SDU. Vendor will NOT be granted desktop access to database servers. Vendor will need to coordinate with IRM DBA's for any SQL

Server configuration of Server desktop needs. Typically, vendors are granted appropriate permissions for access and support of the SDU databases and use SQL Server Management Studio tool. (Please note: due to size constraints, only Vendors attending the pre-bid conference will be provided a copy of the DECSS table structure diagram) More detail on SDU file layouts can be found in Appendix E.

D. Solution Design Requirements

The following are requirements of the State that need to be taken into consideration in the proposal submitted by the vendor.

1. Performance

Performance of the proposed solution within the DHSS and State technical environment is a critical consideration. The present data center environment in terms of infrastructure, hardware, power, etc. needs to be reviewed. Contractor is expected to review this with DHSS IRM and DTI to ensure that it is sufficient. The current design and capacity of the network especially in terms of connectivity to DCSE business sites must be reviewed along with service upgrade plans.

2. Degree of Customization

In terms of costs, vendor will be expected to account for necessary customization of proposed solution in order to fit DCSE business needs. Regarding terms of customization of COTS software to meet State needs, this must not exceed 15%. The State will waive ownership rights of customization features if they are made part of the standard product, which in fact is the State's preference. DCSE currently utilizes an OPEX AS3690t machine for mail scanning and extraction, and is amenable to a hybrid of an on premise and hosted solution.

3. Backup and Recovery

DHSS requires that onsite systems data be backed up to appropriate media that can be restored as necessary using CommVault, the State’s backup solution. Contractor will coordinate with state resources to make sure the proper backup strategy is implemented for both onsite and hosted portions of the application.

4. Disaster Recovery

DHSS has contracted with Vital Records, Inc. as the offsite media storage contractor for client/server backup media. SunGard Recovery Systems is contracted as the client/server and cold site contractor for the State. The vendor must propose a disaster recover strategy for their proposed solution.

5. Specific Project Tasks

Contractor will be expected to address the following requirements in their proposal in detail. Emphasis is on the limited availability of State staff for the project and the expectation that the contractor express in detail their understanding of their responsibilities for each of these tasks. Contractor is expected to have primary responsibility for each of these project tasks. State versus contractor responsibilities must be delineated.

6. Data Migration

The contractor will be expected to address the migration of the data in the existing state solution, and present a solution to migrate that data to the new solution. Consideration should be given to both the state hosted solution, and the external hosted payment solution, as well as the image archive. The current volumes and number of accounts below can be used as a guideline.

E. Current Volumes

The Vendor's solution must be able to accommodate the following volumes (07/01/2014 through 06/30/2015) **See Appendix D for glossary of terms.**

	FI Count	FI % to Total	Trans Count	Trans % to Total	Amount	Amount % to Total
MEDIA TYPE						
ACH	317631	65.92%	350310	56.85%	47,800,197.85	54.64%
CSV	52	0.01%	20239	3.28%	1,317,047.00	1.51%
PAPER	164103	34.06%	244819	39.73%	38,154,326.74	43.61%
XLS	51	0.01%	823	0.13%	211,077.93	0.24%
PAYMENT METHOD						
ACH	315567	65.49%	348246	56.52%	47,446,535.85	54.24%
BCHK	117952	24.48%	196205	31.84%	25,422,883.57	29.06%
CCHK	1109	0.23%	1198	0.19%	1,372,072.36	1.57%
FGN	25	0.01%	25	0.00%	5,575.00	0.01%
FILE	103	0.02%	21062	3.42%	1,528,124.93	1.75%
MO	25863	5.37%	25864	4.20%	5,001,502.63	5.72%
PCHK	16560	3.44%	16563	2.69%	5,717,396.95	6.54%
SCHK	2277	0.47%	4647	0.75%	576,694.21	0.66%
TREAS	317	0.07%	317	0.05%	58,202.02	0.07%
WEB	2064	0.43%	2064	0.33%	353,662.00	0.40%
PAYMENT SOURCE						
EMP	356412	73.97%	465230	75.50%	61,361,547.70	70.14%
FIN	121	0.03%	121	0.02%	281,504.79	0.32%
IND	44766	9.29%	44833	7.28%	12,439,057.60	14.22%
INT	78343	16.26%	80721	13.10%	10,415,162.12	11.91%
OTH	2195	0.46%	25286	4.10%	2,985,377.31	3.41%
PAYMENT TYPE						
BAIL	171	0.04%	171	0.03%	111,636.15	0.13%
CS	356412	73.97%	465230	75.50%	61,361,547.70	70.14%
CSLL	2	0.00%	2	0.00%	9,200.21	0.01%
CSLW	1685	0.35%	1698	0.28%	484,024.73	0.55%
DB	29	0.01%	29	0.00%	5,800.78	0.01%

DP	731	0.15%	792	0.13%	247,707.08	0.28%
FD	121	0.03%	121	0.02%	281,504.79	0.32%
II	48269	10.02%	50641	8.22%	6,021,500.80	6.88%
IO	29685	6.16%	29690	4.82%	4,303,925.31	4.92%
IT	227	0.05%	228	0.04%	75,246.61	0.09%
LTO	64	0.01%	80	0.01%	121,299.81	0.14%
LUMP	195	0.04%	195	0.03%	98,654.92	0.11%
PSP	42670	8.86%	42676	6.93%	11,452,816.04	13.09%
PURGE	996	0.21%	996	0.16%	525,711.87	0.60%
QR	2	0.00%	2	0.00%	2,158.00	0.00%
RI	135	0.03%	135	0.02%	12,233.37	0.01%
RO	8	0.00%	8	0.00%	504.89	0.00%
RT	1	0.00%	1	0.00%	46.11	0.00%
SEQ	122	0.03%	128	0.02%	373,403.95	0.43%
ST	49	0.01%	2141	0.35%	551,592.52	0.63%
UEMP	243	0.05%	21207	3.44%	1,439,556.85	1.65%
URESA	18	0.00%	18	0.00%	1,705.03	0.00%
VN	2	0.00%	2	0.00%	872.00	0.00%
TRANSACTION TYPE						
Not Identified	0	0.00%	1144	0.19%	225,360.40	0.26%
Others	0	0.00%	615047	99.81%	87,257,289.12	99.74%
Total:	**481837**		**616191**		**87,482,649.52**	

F. Mail Extraction & Scanning Equipment Requirements

The vendor shall be responsible for supplying, programming, and implementing Mail Extraction Equipment. DCSE, at its discretion, may elect to purchase the hardware necessary to support the solution through its procurement process. DCSE prefers that the vendor integrate with the existing OPEX AS3690t or equivalent mail extraction solution that includes the following:

1. A self-feed system that will automatically present opened contents to operator, which will handle a variety of flat mail, pre-extracted mail, and mixed sized documents.
2. A sensor that will alert and ensure that all contents are removed from the envelope.
3. Waste disposal bins to automatically receive envelopes, once all of the contents have been removed. Operator must be able to remove envelope, as needed, to image payment source for non-custodial parent (NCP) identification.
4. A monitoring tool that will track and report productivity, which will be used in determining performance of operators.

5. A speed requirement of a minimum of 3,500 envelopes extracted per hour, per operator with variable speed control mechanism.
6. A speed requirement of a minimum of 90 pages scanned per minute.
7. Ability to handle multiple sizes and weighted envelopes, which includes; Height: 2 inches to 8 ½ inches, Length 9 ½ inches to 14 inches, and a thickness of 1/16 inches.
8. Provides an efficient, ergonomically designed operator workspace with controls to allow easy adjustments when switching between operators, whether sitting or standing.
9. Demonstrates maximum efficiency of payments moving through the sizing, opening, sorting, and imaging module.
10. Provides multiple output trays, with flexible sorting options, including a reject output location.
11. Images a variety of payment sources (i.e. checks, money orders, foreign currency) utilizing current, up-to-date technology and capture software.
12. Continuously feeds images without performing manual adjustments due to changes in document size.
13. Bi-tonal duplex output that produces images, front and rear, of all payment sources and attachments.
14. Bi-tonal scanning capability at multiple resolutions to meet accepted industry standards.
15. Images must meet state audit and archival requirements.
16. Must support the following industry standard output formats:
    a. Image - TIFF, JPEG
    b. Data – ASCII, XML

Note - Disk space must be a consideration when determining the output file formats.

17. High-capacity feeder with an automatic document feeder.
18. High capacity output bin for documents passed through the scanner.
19. Shall separate payment sources from related attachments in output bins for bank deposits.
20. Retains payment sources and related attachments in a consistent order for research purposes.
21. Provides immediate view of image for cropping and workflow needs.
22. Produces scanned electronic images that will be transmitted to a workflow environment for processing.

23. Shall have indexing capability to identify a single payment source and its multiple attachments, with identical sequential indexing number as assigned to single payment source.

24. Allows user ability to reset or restart numbering sequence to payment source and attachments for exceptions such as misfeeds, jams, rescans, etc.

25. Ability to add or delete images that were processed erroneously, due to various exceptions, as a supervisory function.

26. User ability to assign a control receipt date and predefined sequence numbering format, which will be run sequentially on all payment sources and repeated for each related attachment.

27. Utilizes Magnetic Ink Character Recognition (MICR), Optimal Mark Recognition (OMR), or Object Character Recognition (OCR) technology to recognize and identify each new payment source scanned, to endorse sequence numbering on payment source, or provide other means that minimizes operator intervention.

28. Provides a working solution to recognize payments without a MICR line, such as money orders, travelers' checks, or cash.

29. Ability to use Courtesy and Legal Amount Recognition (CAR/LAR) technology to read dollar amounts and automatically populate high confidence dollar amounts on payment source into payment entry fields.

30. Provides a maximum of 48 alpha numeric characters for predefined sequential numbering for each payment source and related attachment.

31. Provides a minimum of 4 lines of 20 character spaces for restrictive deposit endorsements on each payment source.

32. Continuous mode feeding for single payment sources without attachments.

33. Batch mode feeding control to allow separation of predefined batches of 50 or more payment sources and payment types.

34. Provides an easy-to-navigate user interface, preferably through a touch-sensitive screen.

35. PC Controller for workstation must integrate with the State's technology infrastructure, including LDAP security integration.

G. Batch Payment Workflow

The vendor shall be responsible for supplying, programming, and implementing a Batch and Payment Workflow module that will route scanned images, in individual and multiple batches, to workers for processing. The requirements for the payment workflow module include:

1. Immediately after scanning transmit files in batches to Queue for processing. Flexible routing logic to prioritize batches for processing by type as follows:

a. Payments received in Counties (Payment Receipts Report)

b. Single Payment Sources SSN/Case/Master Client Index number or MCI (individual ID number used throughout DHSS agencies)

c. Multiple Payment Sources SSN/CASE

d. Other Receipts such as FIDM, lump sums, lottery, settlements, fees, etc.

e. No-Information Payments

2. Assign batches, through automated workflow, to authorized operators for immediate payment entry.

   a. Allow access to authorized users to obtain batches from Batch Queue for processing in predefined order of Receipt Date and Batch Type.

   b. At the completion of each batch, worker will be prompted by system to request next batch.

   c. Batch single-payor source documents into an administrator-defined maximum number of items per batch while allowing a smaller number of items for "end of day" batches.

   d. Import and batch rejected electronic EFT files for processing.

3. Maintains the sequential numbering, endorsements, and all other predetermined batch requirements throughout the entire process.

4. Route and reconcile all payment source images, in defined batch sizes, through the processes in imaging, including receipts, payment entry, bank deposits and other designated units.

   a. This process must include a "double-key" process for vital fields, such as payment amount.

5. Ability to create a report or checklist for tracking and monitoring of all batches prepared and submitted daily, as well as the current status of all batches at close of business day.

6. Identify payment types of Employer, Other IV-D Agency, County, EFT, Vendor, and others as needed.

7. Ability to route designated images to other predetermined units for additional processing.

8. Provide the ability to accommodate a second pass of encoding for bank deposit during which the process will endorse payment sources and associated attachments for bank deposit.

9. Ability to enter payments received from electronic reject file and other sources where funds have been posted electronically.

10. Tracking and monitoring capability of required statistical data, related to areas of productivity and job performance.

11. Provide daily productivity and inventory balances at any given point and time for supervisors and managers.

12. Provide user friendly window accessible "error codes" and table for reference.

13. Ability to forward images to other DCSE areas to update case information, such as address changes, SSN updates, or employment status.

14. Provide ability to remove non-negotiable payment sources which must be returned to the payor for various exceptions, including lack of signature, stale or post-dated payment sources, incomplete numeric or written dollar values.

15. Provide EFT import functionality that allows specified SDU users to import EFT files received from the bank into the payment processing module. Incoming EFT files are received primarily from employers and child support agencies in other states. These payments are remitted using the child support DED segment contained within the addenda record(s) of either a CCD+ or CTX transaction. The DED segment contains the case specific information necessary to post the payment to DECSS and must be formatted in accordance with the standard by the originator. For a CTX transaction, the originator must utilize an ASC X12 820 "Payment Order / Remittance Advice" EDI transaction set to transmit the DED segments.

a. EFT files must be able to be imported individually or as a selected group.

b. System must parse each ACH file into valid payment transactions that contain the minimum payment information.

c. Each individual EFT file must be treated as one payment source and processed using the same rules as any other payments received by the SDU.

d. System must ensure that the individual payments included in an EFT file balance to the total amount of the transaction (i.e. DED segment amount reconcile to the amount in the "6" record).

H. Payment Entry Module

The vendor shall be responsible for supplying, programming, and implementing an automated Payment Entry Module for posting payments from images of payment sources and related attachments. The payment processing application shall interface with the DECSS system on a daily basis. The workflow solution will allow users to search information contained in the payment processing application database to aid in resolving unidentified payments.

The Payment Entry module will receive images in individual payment batch format for posting to the automated system. Images are to be presented to payment entry workers in a clear split screen format, displaying both the image as well as the payment entry screen. The desired functions include automated assignment of batches to individual workers as needed, and transmitting payment source image and data entry screens with no greater than one-second response time of previous entry. The Payment Entry module will maintain at a minimum the NCP's and CP's social security number, the MCI number, and the DCSE case number as identifiers for posting payments. Other information as agreed upon with DCSE may be maintained. The requirements for the Payment Entry Module include:

16. Provide the ability to read scanned remittance documents in order to populate the required fields, including but not limited to: SSN, DCSE Case Number, Payment Amount, and Bar Code Data.

17. Present clear and easy to read images to each operator for processing.

- **a.** Images will be presented so that the entire attachment and payment source can be easily viewed.
- **b.** Provide seamless ability to navigate between payment source and multiple page attachments.
- **c.** Maintain payment source and related attachment(s) in sequence order, throughout process, for tracking and retrieval purposes.
- **d.** Provide ability to view payment source and all related attachments on same screen or multiple screens when more than one attachment exists.
- **e.** Vendor will recommend monitors, in size and durability, to provide a split screen with a clear image of payment source and attachment(s), along with the Payment Entry Module's entry screen.

18. Utilize the most current and efficient technology in CAR/LAR, Optical and Intelligent Character Recognition (OCR.ICR), and MICR.

- **a.** Once a MICR code has been identified on a particular payment source, the system will recognize and read same MICR code and self-populate the payment type information on all future payment source documents. User will be able to override payment type when necessary.

19. Utilize "templating" technology to read and define multiple payment listings and sources, along with an automated reconciliation process between Receipts, Payment Entry, and Deposit processing.

20. The following data elements are required to upload the payments to the DECSS system on a nightly basis. *(The vendor must work with the state on the file format and layout.)*

- **a.** NCP SSN (non-custodial parent's social security number)
- **b.** NCP name
- **c.** MCI number
- **d.** Payment Amount
- **e.** Effective Date
- **f.** Payment Type
- **g.** Associated EIN number for each wage attachment

21. Automatically populate certain data entries of sequential numbers, pay type, batch date and any scanable coupon data.

22. Payment types (wage, check, interstate) are important information for processing and reporting. System must promote accurate capture of type such as allowing operator to override payment type for each payment or accept default payment type established with batch header data.

23. System will present bold and easy to read name verifications for matches between Payment Entry Module and name match data. The system must be capable of performing this function against the production DECSS database or a look-up database that is updated by a nightly extraction from DECSS. The final decision regarding which database to use will be made after the Infrastructure Analysis/Recommendation Report is completed in Phase 2.

24. The response time for searches will be no greater than one second for the results to be displayed to the operator.

25. System will boldly display notification when a SSN, MCI or Case number does not match an NCP or CP included in the payment processing database.

26. System will route all unidentified payments, recoupments, and fee images to the Exception Unit.

27. Multiple Payment (MP) Processing
The vendor will provide a module for processing MP batches and developing MP templates that will provide efficient and timely processing in the daily workflow for multiple payments. The requirements include:

- **a.** Ability to image, track, post, and reconcile single payment sources received for multiple NCPs.
- **b.** Provide multiple payments templates to allow routing of multiple payment images to designated workers.
- **c.** Once template is developed for a multiple payment source, the template format will be saved and utilized, based on MICR read match, for subsequent payments.
- **d.** Develop workflow for multiple payment batches ranging in size up to 200 transactions per batch.
  - **1.** SDU management must have the ability to set a global value for batch size.
  - **2.** Create separate workflow for companies submitting large lists of 50 or more transactions with totals by page and payment source balancing.

28. No-Information Payment Processing

The vendor shall be responsible for supplying, programming, and implementing an automated workflow solution and database inquiry functionality as part of the payment processing system for use in processing payments with incomplete or missing information. The requirements are:

- **a.** Images of payments with incomplete or missing information will route through the workflow module to Job Queue for processing by appropriate SDU staff.
- **b.** A database inquiry function is required to locate payor information. This database must include MCI Number, Current Employer, SSN, DCSE Case

Number, Obligation amount and Frequency, and Name and Address inquiry for NCP, Custodial Parent, and Children.

c. Provide “wild-card” features in the database inquiry function to allow operator to search, using partial information, on multiple fields while receiving match information on all like data entered (i.e. first name, last name, NCP address)

d. The database inquiry function will have a response time no greater than one second for inquiry look up results to be displayed to operator without impacting any other production activities that are occurring during the search.

e. All look-up database information will be updated from DECSS on a daily basis.

f. Utilize MICR read technology to store prior posting information necessary to provide operator with additional data to properly identify current payment.

g. Once payments are identified, the case information selected by operator, from the look-up database, will automatically populate to the related payment entry fields.

h. Provide a means to track unidentified payments until they have been resolved or declared unidentifiable.

i. Allow payments to be posted to DECSS utilizing unidentified payor account number. The option to post payments utilizing the unidentified payor account number shall be allowed for payments entered from either the Identification database or the Payment Entry Module.

j. Provide an aging report listing unidentified payments.

k. Payments entered through the No-Information process shall conform to all other Payment Entry standards outlined in Payment Entry Module.

29. Create a file in conjunction with the current DECSS maintenance vendor to post money through a nightly interface into the updated SDU system, where the federal distribution rules are applied.

30. Create a file in conjunction with the current DECSS maintenance vendor to provide NCP and CP information through a nightly interface from the DECSS system.

31. Automatic notification, using the MICR line on identified cases, to alert entry work of a bad check, which will be routed to the Exceptions Unit.

32. Allow tracking and updating of problem check cases to necessary areas as designated in workflow process.

33. Provide a tracking and monitoring tool to report productivity data by worker, hours worked, and transactions processed for supervisors and managers review.

34. Provide a hot key access to Payment Identification information for use in resolving payments where incomplete information is supplied.

35. Allow a user to toggle if needed between the payment processing application and another application that runs DECSS.

36. Ability to select and transfer data found in database inquiry function into the payment entry screen.

37. MICR read or other proposed technology must be utilized to notify entry operator with “red flag reason” and brief description of exceptions.

38. Allow authorized users in the Exceptions Unit and Research/Quality Control Unit, to “red flag” potential posting errors, non-sufficient funds, previous disbursement errors, and foreign currency.

I. Batch Reconciliation

The vendor shall be responsible for supplying, programming, and implementing a Payment & Batch Reconciliation module that will ensure the accurate and complete processing of all payment source batches, through all phases of the SDU. Also the vendor shall provide automated reporting and monitoring of batches. The requirements for the batch reconciliation include:

39. Ensure that Receipts, Payment Entry, and Deposit totals agree prior to releasing payments to DECSS and/or Bank Deposits.

40. Develop automated reconciliation processes that documents and tracks each batch.

J. Bank Deposit & Encoding

The vendor shall be responsible for supplying, programming, and implementing for Bank Deposit encoding equipment, and also provide the inclusion of Bank Deposits into the workflow module to reconcile scanned batch totals to encoded payment source totals. Processes will be developed for individual and multiple payment source batches, as well as, batches received with other legitimate deposits (i.e. Cash). The system will provide a means to reconcile and confirm deposit and entry totals prior to release of transactions to the nightly upload to the bank. The system will provide automated reporting and monitoring of batches. The requirements for the payment workflow module include:

41. Ability to forward payment sources, after they have been imaged, endorsed, and batched directly to the deposit unit.

42. Deposit operator must have capability to encode payment sources for daily bank deposit, ensuring the deposits are processed and submitted to bank on a daily basis.

43. Batch control totals from the Deposit Unit must reconcile to the batch totals created from images in the Payment Entry Unit. Automatically compare the totals within the workflow. Once the amounts are reconciled, the actual payment sources will be prepared for daily courier pick-up and batches may be released for Payment Entry upload to DECSS.

44. System will generate a deposit ticket to accompany the original payment sources to include each payment source amount, sub-totaled by batches.

a. The deposit ticket will include the name and address of the bank, name of user preparing the deposit ticket, date of the deposit, deposit ticket number, the pre-numbered bank bag number, and the agency's name and address.

b. The deposit ticket will include the grand total to be deposited in the bank.

45. A process to encode and reconcile Multiple Payment source type payments through the workflow with the Payment Entry module.

a. Multiple payment batches may include up to 200 payment sources per deposit ticket.

46. Provide equipment that will possess bank encoding capability for presentation to banking depository.

47. Provide an automated solution for processing exception items within the Deposits module, but deposited outside of the Deposit unit.

48. Provide a solution for processing Foreign Currency accurately, efficiently, and timely.

K. Image Viewing System

The vendor shall propose a solution for supplying, programming, and implementing a web-based image retrieval system for use by designated staff throughout the state. The specifications include:

1. Web-based retrieval system

2. Image storage

3. Immediate retrieval and printing of the images

4. Images indexed by key data elements that can be used as search criteria. As a minimum the following data elements must be used for search criteria:

a. MCI

b. NCP SSN

c. CP SSN

5. Secure access to the images and image storage

6. Audit trail of who viewed and printed images. The audit trail must capture the user, the action, date the action was performed and time performed.

L. Exception/Research Unit

1. Unidentified Team

The vendor shall be responsible for supplying, programming, and implementing the following capabilities:

a. Payment Entry staff will route unidentified payments at the completion of each batch to Exception/Research staff. This will give the Exceptions/Research Unit an opportunity to resolve some of the unidentified payments before the suspense file is posted in the nightly batch processing. Those items identified during the daily workflow will be returned to the Payment Entry Unit to update the posting file.

b. Identified payments returned to Payment Entry will be updated to the original batch with appropriate data.

c. Route unidentified referrals in a routing order that will not duplicate ongoing efforts by multiple staff members (i.e. alphabetically or by MICR number so multiple staff are not trying to resolve a referral from the same payee.)

d. Ability to maintain images of unidentified receipts until resolved.

e. Retain and store identifying receipt information to reduce duplication of unidentified referrals to the Exception/Research Unit.

f. Create and maintain a HOT list of non-sufficient entries that may be added or deleted as needed by assigned staff, to assist in research and reconciliation efforts.

g. Maintain a database of non-sufficient fund payment sources to assist in avoidance of processing reoccurring items of non-sufficient funds.

2. Banking Team

The vendor shall be responsible for supplying, programming, and implementing the following capabilities:

h. Scan returned checks and create a permanent record for audit purposes, reduction in research efforts, and to reduce space needed to maintain permanent records.

i. Scan due diligence responses with the possibility of creating reports by scanning check information in a form letter.

j. Provide enhanced solution for Exceptions Unit to submit reports on stop payments and due diligence.

3. NSF Processing

The vendor shall be responsible for supplying, programming, and implementing the following capabilities:

k. Maintain a record of non-sufficient funds (NSF) remittances to prevent reoccurring recoup processes for the same payor.

l. Create and maintain a database for Recoup staff members, who will add or delete entries as needed.

m. Provide a mechanism for loading the existing NSF payment information that is currently stored in an Excel spreadsheet.

M. Reporting Requirements

To the extent possible, reporting should utilize an extracted or near real time copy of the production database so as not to adversely affect the performance and response time of the production application. This is critically important for systems that permit ad-hoc reporting or user-constructed queries. The State encourages the use of a separate reporting environment especially for complex systems or systems with a large concurrent use base. If a separate reporting environment is being proposed, bidders will include a corresponding system architecture diagram in their proposal.

1. Financial Reports

The system shall have ability to create numerous reports that will be used to analyze the daily activities of the payment processing operations. The contractor will provide the capability for the purchaser to develop additional reports as needed. The specific reports will be determined during the design phase. As part of their proposal, bidders will list and describe the reports that they will recommend as part of their proposed solution.

Additionally, the system needs to be able to create the reports DCSE currently produces:

- ACH vs Non-ACH payments
- Collection File Data Summary
- Current Users in System
- Daily Deposits
- Daily Extracts
- Daily Payment Processing by Payment Method
- Daily Payment Processing by Payment Source
- Daily Payment Processing by Payment Type
- Daily Payment Processing Summary
- Deposit Slip Details
- Deposit Summary with Pulled Checks
- Duplicate Checks Report
- EFT-Pending Envelopes
- EFT-Pending Payments
- Employer EFT Outreach Targets
- Envelopes Not Ready for Deposit
- Envelopes Not Ready for Extract
- Envelopes Processed by State
- Envelopes Sent to Research
- Failed Envelopes
- Mispostings
- New Employers
- Payment Summary by Date Range
- Pending User Action
- Pulled Envelopes
- User Productivity by date range
- User Productivity by hour

N. Physical Security and Internal Controls Requirements

The Federal Office of Child Support (OCSE) sets the state system requirements for child support enforcement. A publication entitled "Automated Systems for Child Support Enforcement: A Guide for States", outlines the requirements to ensure that the SDU meets the physical security and internal controls required for certification by OCSE. The SDU must use automated procedures, electronic processes, and computer-driven technology to the maximum extent feasible, efficient, and economical for the collection and disbursement of support payments. Vendor shall ensure that all procedures, equipment, and technology utilized within the SDU will comply with Objectives F-2 and

H-2g of the Guide, relating to the SDU Physical Security and Internal Controls. The following are included but not limited to the Physical Security and Internal Controls:

1. The vendor will supply recommendations on how to implement the appropriate physical security based on the referenced above including a proposed physical layout of the SDU.
2. Provide internal controls within the system that includes immediate opening of mail, endorsement of payment sources, payments date stamped with date of receipt, recording predetermined elements to an SDU maintained batch log.
3. Ensure duties are segregated in accordance with 45 CFR 302.20, Separation of Cash Handling and Accounting Functions.
4. Ensure that receipts are deposited within 24 hours to the appropriate depository.
Application security and system security must comply with the Department's policy. See Section IV, F. 1 for link.
5. Provide an audit trail for each batch, envelope and payment transaction that includes:
a. Each action, regardless of source
b. The user who performed the action
c. The date & time the action was performed

O. Deliverables

The Contractor shall be responsible for the installation, configuration and implementation of a child support payment-processing operation that may include but is not limited to:

- Mail opening equipment
- Imaging and image archival equipment web based technology for image retrieval
- Software development for payment entry and reports modules
- Supporting database
- Pre-and post-implementation training
- Implementation services to replace the existing system if necessary
- Code development to facilitate the interface to and from the existing child support enforcement system

In Phase 1, all deliverable documentation will be initially introduced in an "Outline and Sample Contents" template submitted by the contractor. State staff will approve each template. These templates may also be subject to federal review as well. Each deliverable will follow their respective approved template design.

Each document deliverable must be delivered in two (2) paper copies sent to the State Project Director along with uploading an electronic copy to a state-provided location. Each deliverable shall be reviewed by DHSS and will require formal approval from DHSS prior to milestone approval and payment. Federal approval may also be required for certain documents as well. **Formal approval of a deliverable is State approval of the final version.** State staff time is limited on this project, especially for deliverable review. The project plan must include sufficient time for serial deliverable review. The contractor must include at least ten (10) business days, per deliverable, in the project plan for State staff to complete a review and to document their findings.

Based on the review findings, DHSS may grant approval, reject portions of or reject the complete document, request contractor revisions be made, or may state the inability to respond to the deliverable until a future specified date. Upon each rejection, the contractor will have five (5) business day periods to revise the document. Additional three (3) business day periods shall be required by the State for subsequent reviews whenever revisions are requested or a deliverable is disapproved. Bidder will include reasonable federal timeframes in the project plan for those deliverables requiring federal review, comment and approval. Formal milestone approval by the State will be required for milestone invoicing.

The source code (or executable, in the case of COTS products) for each application module deliverables will initially be delivered to the IRM Manager of Application Support responsible for DCSE (or designee) at the time of User Acceptance Testing. The Vendor is responsible for installation in the DHSS test environment with IRM staff present and installation of the hosted payment application. The vendor must remain on-site to address any errors until the application is successfully installed. The project plan must include sufficient time for UAT, which will be coordinated with training for the UAT group. The vendor is responsible for developing a test plan and providing UAT test scripts along with each application module.

Deliverables are listed as follows. Milestones are indicated with the Mn designation:

	Mandatory Project Deliverables & Milestones (M1-5)
Phase 1	Deliverable 1: Detailed Project Plan
	Deliverable 2: Deliverable Document Templates
	Approval of Phase 1 **(M1)**
Phase 2	Deliverable 3: Business Process Analysis/Recommendation Report
	Deliverable 4: Infrastructure Analysis/Recommendation Report
	Approval of Phase 2 **(M2)**
Phase 3	Deliverable 5: System Requirements
	Deliverable 6: Functional Design
	Deliverable 7: Technical Design
	Deliverable 8: Testing Plan
	Approval of Phase 3 **(M3)**
Phase 4	Deliverable 9: Training Plan for functional/technical staff

	Deliverable 10: Training material for functional/technical staff
	Deliverable 11: Install and Test Hardware
	Approval of Phase 4 **(M4)**
Phase 5	Deliverable 12: Training for functional/technical staff
	Deliverable 13: Implementation
	Deliverable 13a: Scanning Solution Hardware
	Deliverable 13b: Image Viewing Solution
	Deliverable 13c: EFT Import Functionality
	Deliverable 13d: Web-based Payment Solution
	Deliverable 13e: TouchPay Kiosk Payment Solution
	Deliverable 14: Parallel Testing
	Deliverable 15: System Manuals
	Deliverable 16: Warranty
	Approval of Phase 5 **(M5)**
Post Implementation	Post Implementation Support

Except for Phase 1, vendors may propose a different sequence of phases and deliverables.

Phase 1

This phase is the kickoff of the project where the overall project planning, project management and schedule are agreed to and the ground rules and expectations are set.

The deliverables in this phase are:

Deliverable 1: Detailed Project Plan

Vendor must create a project plan in Microsoft Project with the following information:

- Key dates including dates for deliverable submission, federal approval timeframes (as needed per deliverable) and milestones
- Structure, using a breakdown of activity, task and subtask within the entire project
- An organization chart with staff names & functional titles
- Description at the subtask level including duration and required staff resources (contractor vs. State) and hours

- Resource staffing matrix by subtask, summarized by total hours by person, per month

The project plan is a living document and must be updated at least weekly throughout the project to reflect actual project status and timelines. The State must approve any change that results in the change of a milestone date.

Deliverable 2: Deliverable Document Templates

Vendor must work with State staff to design templates for each subsequent document deliverable, status reports, issues tracking, executive meeting summaries and other project documents. These template designs are critical to ensuring that the deliverables and other project documents are in a format agreed to by all parties. Each template must be separately approved by the State.

With formal State approval of all deliverables in this phase, the milestone payment (M1) minus 10% retainage shall be invoiced.

Phase 2

The deliverable(s) are as follows:

Deliverable 3: Business Process Analysis/Recommendation Report

Vendor must review the current SDU processes, including exception processing, document the processes that must be preserved and those that can be improved. During this phase the Lead Analyst will analyze the current process used by the SDU and make recommendations concerning business processes that could be changed to gain efficiencies or reduce errors, and provide benefit to the State.

The Business Process Analysis/Recommendation Report will document all process and recommendations for the SDU operation moving forward. The Business Process Analysis/Recommendation Report must include a gap analysis that can be given to the front line staff so that they can understand what the new system will do and how it will affect the current processes.

Deliverable 4: Infrastructure Analysis/Recommendation Report

Vendor will analyze the technical infrastructure currently in place in Delaware and make recommendations for any changes that need to be made for optimal operation of the new system. The Infrastructure Analysis/Recommendation Report must include a list detailing all hardware/software to be delivered.

With formal State approval of all deliverables in this phase, the milestone payment (M2) minus 10% holdback shall be invoiced.

Phase 3

The deliverable(s) are as follows:

Deliverable 5: System Requirements

Vendor will document requirements in a Software Requirement Specification (SRS) document describing in detail all deliverables for the project, including all artifacts associated with software, documentation, deployment, post-implementation support, training, and testing. The requirements will describe:

- Functions the system will provide
- User roles
- Constraints and regulations governing the system, how it is designed and how it functions
- Infrastructure design
- Schedule of system actions that occur such as file transfers
- Data Migration, including a design to transfer data to the new solution

Deliverable 6: Functional Design

Vendor will provide a Functional Specification Document that defines the appearance, behavior, and design of the application based on the features and functions defined in the Software Requirements Specification and be written from the user's point of view. The Functional Design must include a block diagram of communication flows between all components.

Deliverable 7: Technical Design

Vendor will provide a Technical Design Document that provides the developers with the programming specifications needed to do the coding on the application. The Technical Design Document as a minimum must include:

- Network Architecture Diagram and description of the intended architecture
- Description of system security including security roles and profiles
- ERD in Microsoft Visio format of the database and a full data dictionary

Deliverable 8: Test Plan

Vendor will provide a Test Plan that defines how software will be tested to verify that the requirements are implemented properly. The Test plan as a minimum must include:

- Unit test methodology
- System test plan
- User acceptance test plan
- Parallel testing plan
- End to end testing plan (Plan to test interfaces to and from other systems)
- Test scripts

With formal State approval of all deliverables in this phase, the milestone payment (M3) minus 10% holdback shall be invoiced.

Phase 4

The deliverable(s) are as follows:

Deliverable 9: Training Plan for functional and technical staff

Training shall be provided as a mix of classroom presentation and hands-on activities for all staff, supervisors, and managers. Vendor must create a training plan with the following information:

- Description of each training class
- Delivery method for each training class
- Instructor (state or vendor) for each training class
- Which classes are “Train the Trainer” classes
- List of training required for each role in the SDU
- Key dates for each of the training classes

Deliverable 10: Training Material for functional and technical staff

Vendor must develop training material and training as it relates to the “final solution” for each training class. At least 45 calendar days before training is to begin, the Vendor shall submit a draft detailed course curricula, handouts, and manuals to the Project Manager for review and approval.

The Project Manager or designee will facilitate the review of the draft documents and submit comments to the Vendor within five business days from receipt. At least 15 days before training is to begin, the Vendor shall submit final training material documents, in Microsoft Office format, to the Project Manager.

The vendor is responsible for production of the all training material for the initial training material as well as supplying an electronic copy to the Project Manager.

Deliverable 11: Install and Test Hardware

Vendor must install and test all hardware necessary outside of the state to support the scanning and imaging solutions.

With formal State approval of all deliverables in this phase, the milestone payment (M4) minus 10% holdback shall be invoiced.

Phase 5

The deliverable(s) are as follows:

Deliverable 12: Training for functional and technical staff

This deliverable consists of the vendor providing all of the necessary and agreed upon training for the functional and technical staff. Training will be conducted at Churchman’s Corporate Center in New Castle, DE. The state has a training facility available that includes:

18 workstations for users
1 trainer workstation for the instructor
Whiteboards

Projector

Deliverable 13: Implementation

This deliverable consists of final State approval of all delivered modules and their implementation into production. The Vendor shall develop the Acceptance Test Procedures with the Project Manager and designated DCSE staff in conducting detailed Acceptance tests prior to beginning the Acceptance Testing.

All test procedures shall be traced back to the requirement. A verification matrix shall be updated to include the test that verifies the requirement. In the event of deficiencies, the Vendor shall determine suitable resolutions for approval by DCSE. The Vendor shall provide the necessary changes to resolve any deficiencies.

The Vendor shall provide Acceptance Test Reports after each of the integration tests. The 'as run' Test Procedures shall be included in the Test Reports. At the conclusion of test and acceptance of the system, the Project Manager will notify the Contractor in writing that the system has been accepted. Once the State has accepted all of the modules the Vendor will develop and execute an installation plan in preparation for the parallel testing and production environment.

Deliverable 13a –Scanning Solution Hardware

The vendor will install and implement the Scanning Solution hardware, regardless of whether the vendor or the State purchased the hardware, pursuant to section VI.D of this RFP as part of this deliverable.

Deliverable 13b –Image Viewing Solution

The Image Viewing Solution option (web-based or other to be negotiated with successful bidder) will be installed and implemented by the vendor as part of this deliverable.

Deliverable 13c –EFT Import Functionality

The EFT Import Functionality will be installed and implemented as part of this deliverable.

Deliverable 13d – Web-based Payment Solution Functionality

The Web-based Payment Solution Functionality will be installed, tested and implemented as part of this deliverable.

Deliverable 13e – TouchPay Kiosk Payment Solution Functionality

The TouchPay Kiosk Payment Solution Functionality will be installed, tested and implemented as part of this deliverable.

Deliverable 14: Parallel Testing

Vendor will participate in parallel processing that will be divided into two phases. During Phase I, the SDU staff will attend a hands-on training using data that has been made part of the parallel processing exercise. The first few days will be light with the goal of working up to a normal full day's processing. During Phase II, staff will process a full day of work for an agreed upon period, with the assistance of Vendor if necessary.

Deliverable 15: System Manuals

The Vendor will deliver the following in hardcopy and electronic form:

a. User manuals

b. Software Application manuals
c. Final database design and ERDs (in Microsoft Visio format)
d. Technical Standard Operating Procedure manual
e. Test Script used for system and parallel testing compiled in a single manual
f. Disaster Recovery/Business Continuity manual

Deliverable 16: Hundred (100) Day Warranty Period
As the final deliverable of the project, vendor will supply 100 days of warranty support after the final production implementation of all modules. The first two weeks of warranty support will be on-site. The warranty period provides for issue resolution, bug fixes and system functionality problems with the new system. This support is included in the firm fixed price.

With formal State approval of all deliverables in this phase, the milestone payment (M5) shall be invoiced. The total M5 payment is the sum total of the holdbacks from milestone payments M1 thru M4.

Post-Implementation Support
The post implementation support will be for 1 year with nine (9) one year options. The deliverable(s) are as follows:

- The Contractor shall provide post-implementation technical assistance and must provide a solution that can be maintained by DCSE after implementation.
- The Contractor shall provide their on-going system support and maintenance plan.
- Provide on-site response to mail opening & extraction and encoder equipment service calls within four hours maximum response time.
- Provide phone response to software service calls deemed Priority 1 within one hour of receipt of the call.
- Provide phone response to software service calls deemed Priority 2 within two hours of receipt of the call.
- Mail opening & extraction and encoder equipment maintenance must include parts and labor as well as regularly scheduled preventative maintenance visits.
- Must be available during operational hours of the Business Unit, including weekends as needed. Mail opening & extraction and encoder equipment Technicians at a minimum are needed to be on site between the hours of 8am – 5pm and within two hours of service call.
- Must provide solution modifications as necessary to maintain the interface between DECSS and the SDU for the life of the contract. The vendor will provide DCSE with a fixed hourly rate for these anticipated solution modifications beyond the cost cap mutually agreed upon by the parties.
- Must provide free of charge any and all updates to the solution developed by the Vendor for the first post implementation year, with the exception of any non-essential enhancement requested by DCSE. For post implementation years two through nine, the Vendor will suggest solution updates with cost estimates.

1. Scanning Solution

Vendor will provide the proposed scanning solution as described in Section VI.F as a separate line item on the cost sheet. DCSE, at its discretion, may elect to purchase the hardware necessary to support this solution through its procurement process.

2. Image Viewing Solution

Vendor will provide the proposed web based image viewing solution as described in Section VI.K as a separate line item on the cost sheet. DCSE, at its discretion, may elect to purchase any hardware necessary to support this solution through its procurement process.

III. Project Expectations

Contractor will be expected to address the following requirements in detail. Emphasis is on the limited availability of state staff for this project and the expectation that the contractor express in detail their understanding of their responsibilities in the areas of Customization/Development, Implementation, Warranty, Training, and Deliverables.

A. Process Flow of Solution

Vendor must provide a clear, concise process flow detailing the proposed solution. The process flow must include the "normal" flow of payments as well as exception processing. The Process Flow must include flow charts as well as a narrative provided in hardcopy and electronically in Microsoft Office format.

B. Customization/Development

Vendor assumes primary responsibility for this project with minimal assistance from state staff. The vendor will propose this phase of the project although it cannot exceed 90 days of vendor's receipt of the State's purchase order.

C. Site Requirements

For the onsite processing functions and vendor's proposed solutions, the application and database infrastructure should be located at the Biggs Center in New Castle, Delaware. In addition to production, a separate, isolated UAT/Test environment shall be set up so as to minimize interference with the production environment. Additional staging areas may be proposed at the discretion of the vendor. Bidder will address how each of these areas will be set up and utilized. Separate Data Center test and production environments will be maintained for the life of the system. Proposals must provide for adequate ongoing licenses to maintain each environment.

Mail/Payment Processing will remain at Churchman's Center in New Castle, Delaware.

Any software purchased or developed for DHSS must be an appropriate fit into the DHSS IT Environment. The current DHSS IT Environment is found in Section IV of the RFP, F.1.

1. System Testing

Contractor will coordinate with IRM and schedule with the Project Manager to ensure that all aspects of the testing environment are ready. Conversion run tests from existing system will be scheduled through Project Manager. These tests will be scheduled to run during off peak hours so as to minimize network load. Each developed entity will be thoroughly tested by the contractor before it is scheduled for acceptance testing with the State.

Contractor will schedule with IRM any network connectivity, security integration, testing of interfaces to and from DECSS, offsite storage and implementation into the production environment.

a. User Acceptance Testing (UAT)

Each system module will undergo UAT by the State prior to production implementation. The locations for UAT State staff will be at the Churchman's Corporate Center. Upon formal State approval of the module's UAT, it will be scheduled with IRM for implementation into the production environment.

2. Training

Contractor will be responsible for training users in all aspects of the new system. Training will be outlined in a training plan discussing expectations and schedules. A training planning session must be held to review the training plan prior to the first actual training session. This will enable State and Contractor staff to better communicate during these sessions. Contractor will detail in their proposal a training plan outline and schedule for users of each component of the system.

3. Support Services

Bidders must include a description of the ongoing support they are proposing which will start after the warranty phase. Support includes help desk support, bug fixes, updates and new releases. Costs for such services will need to be shown in the Business Proposal volume, together with a statement that such services will be available for a minimum of nine years after the warranty period. The first year will be mandatory; years two through ten will be at the State's option. **Support cost inflation shall be estimated for years two through ten and provided in proposal.**

Bidder must guarantee that their proposed solution will comply with all mandatory requirements throughout the entire support phase. Bidder will also specify expected deadline dates for completion of such modifications after the provision of detailed, written notice of impending changes from DHSS/DCSE.

Bidders must also address the following in their proposal:

- Identify the average of your response and resolution times. Provide examples of current measurements and metrics.
- Describe your process for providing application fixes and enhancements.
- Identify your average turnaround time for fixes and enhancements.
- Confirm whether or not the State has the opportunity to provide input into the prioritization of new features and enhancements.

- Identify your anticipated 2016–2018 schedule for new releases and updates.

It is critical that the proposed solution include ongoing support services and assurance that all regulatory requirements will be met for DHSS/DCSE. Other details and specific requirements are included in various sections throughout this RFP.

4. Maintenance Services

Bidders must also provide:
A schedule of fully loaded hourly rates for the types of services which will apply to this work, as well as to future customization. The schedule of rates must only include rates for:

a. Software developer including database administrators
b. Mail opening & extraction and encoder technician
c. System and server hardware specialists
d. Maintaining and overseeing additional updates that may be needed in order to keep up with state and industry standards as well as compliance with the Physical Security and Internal Controls Requirements set out by the OCSE as stated in Section VI.N

This information will need to be shown in the Business Proposal. Support cost inflation is discussed on the cost forms.

Bidder must guarantee that their proposed solution will comply with all mandatory requirements throughout the entire support phase. Bidder will also specify expected deadline dates for completion of such modifications after the provision of detailed, written notice of impending changes from DHSS/DCSE.

IV. Bidder Instructions and Proposal Reply

A. Submission Information

Each proposal must include a Table of Contents with page numbers for each of the required components of the proposal.

The Request for Proposal may contain pre-printed forms for use by the vendor in submitting its proposal. The forms required by this solicitation shall be considered mandatory, prevailing documents.

When preprinted forms are used, the forms shall contain basic information such as description of the item and the estimated quantities and shall have blank spaces for use by the vendor for entering information such as unit bid price, total bid price, as applicable.

The Vendor's proposal shall be written in ink or typewritten on the form provided, and any corrections or erasures MUST be initialed by vendor's representative completing the bid submission.

If items are listed with a zero quantity, Vendor shall state unit price ONLY (intended for open end purchases where estimated requirements are not known). The proposal shall show a total bid price for each item bid and the total bid price of the proposal excluding zero quantity items.

The prices quoted are those for which the material will be furnished F.O.B. Ordering Agency and include all charges that may be imposed during the period of the contract. All prices quoted must be in U.S. Dollars.

All vendors that maintain a core list of products under this contract shall maintain the appropriate negotiated prices on their core list as applicable. Vendors shall routinely offer to add to the core list material that has been identified as necessary. The Vendors are expected to routinely update any changes to the core list with the appropriate discounts listed.

Vendors' proposal must respond to each and every requirement outlined in the RFP criteria in order to be considered responsive. Proposals must be clear and concise.

This subsection describes procedures and conditions that will affect the preparation and submission of bidder proposals.

The proposal must be submitted in eight (8) separate volumes bound separately and submitted under separate cover.

Volume 1 – Technical Proposal
Volume 2 – Business Proposal

Response copies of each volume:
Two (2) signed originals and six (6) copies.
Two (2) CD's with electronic versions of the entire proposals in Adobe.pdf and Microsoft Word.doc (2010 or higher) formats. This will be used for researching the proposals and reprinting as necessary.

Each CD will contain the following files at a minimum:

- RFP Technical Proposal.doc
- Proposed Solution Process Flow.vsd
- RFP Business Proposal.doc
- RFP Implementation Project Plan.mpp
- CD Directory.doc

Each of the proposal files must be a single file comprising each entire proposal. Each proposal file in pdf format must be a printable copy of each original volume submitted. The project plan contained in the technical proposal files must also be submitted separately as an mpp.file. Other files may be submitted separately. The CD Directory.doc file must contain a Word table listing each file contained on the CD along with a short description of each. Bidder must certify that these CD's have been scanned and are free from viruses and other malicious software.

The original copies of each of the Technical and Business Proposal Volumes must be clearly marked as such. In addition, see Section IV.E for copies of other required forms to be included in each proposal.

The Technical Proposal Volume copies must be labeled on the outside as follows:

State of Delaware Department of Health and Social Services/DCSE RFP Volume 1 Child Support Enforcement State Disbursement Unit Automation - Technical Proposal DHSS RFP #PSC **HSS-16-001** (Name of Bidder**)** ***July 20, 2016 11:00am***

The Business Proposal Volume copies must be labeled on the outside as follows:

State of Delaware Department of Health and Social Services/DCSE RFP Volume 2 Child Support Enforcement State Disbursement Unit Automation - Business Proposal DHSS RFP #PSC **HSS-16-001** (Name of Bidder) ***July 20, 2016 11:00am***

1. Volume 1 – Technical Proposal Contents

The Technical Proposal shall consist of and be labeled with the following sections:

Letter
Required Forms
Project Management Plan
Contractor Responsibilities and Project Requirements
Firm's Past Performance and Qualifications

The format and contents for the material to be included under each of these headings is described below. Each subsection within the Technical Proposal must include all items listed under a heading because evaluation of the proposals shall be done on a section-by-section or functional area basis. **No reference to, or inclusion, of cost information shall appear in the Technical Proposal or Transmittal Letter.**

1.a Transmittal Letter (Section A)

The Transmittal Letter shall be written on the bidder's official business letterhead stationery. The letter is to transmit the proposal and shall identify all materials and enclosures being forwarded collectively in response to this RFP. The Transmittal Letter must be signed by an individual authorized to commit the company to the scope of work proposed. It must include the following in the order given:

1. **An itemization of all materials and enclosures being forwarded in response to the RFP.**
2. **A reference to all RFP amendments received by the bidder (by amendment issue date), to warrant that the bidder is aware of all such amendments in the event that there are any; if none have been received by the bidder, a statement to that effect must be included.**
3. **A statement that price and cost data are not contained in any part of the bid other than in the Business Proposal volume.**

The original of the Transmittal Letter shall be submitted in a separate, sealed envelope inside the package containing the Technical Proposals. All other copies of the Transmittal Letter shall be bound into the copies of the Technical Proposal.

1.b Required Forms (Section B)

This section of the proposal will include the following completed forms:

- i. **No Proposal Reply Form**
- ii. **Non-Collusion Statement**
- iii. **Exceptions**
- iv. **Confidentiality and Proprietary Information**

v. **Business References**

vi. **Subcontractor Information Form (if applicable)**

vii. **Employing Delawareans Report**

viii. **Office of Supplier Diversity Application (if applicable)**

ix. **Appendix A – Minimum Response Requirements**

x. **Appendix C – Resume**

1.c Executive Summary (Section C)

Present a high-level project description to give the evaluation team and others a broad understanding of the technical proposal and the bidder's approach to this project. This must summarize project purpose, key project tasks, a timeline, deliverables and key milestones, qualifications of key personnel, along with subcontractor usage and their scope of work. A summary of the bidder's corporate resources, including previous relevant experience, staff, and financial stability must be included. The Executive Summary is limited to a maximum of ten (10) pages.

1.d Project Management Plan (Section D)

Bidder shall describe the overall plan and required activities in order to implement the project within the budget and described schedule. This must include descriptions of management controls, processes and reporting requirements that will be put into place to ensure a smooth administration of this project.

Project Plan (Section 1.D.a)

Bidder must outline a project plan with the following information:

- Key dates including dates for deliverable submission, State deliverable approval, Federal deliverable approval (if required) and milestones
- Staffing structure, with a breakdown by activity, task and subtask within the entire project
- An organization chart with staff names & functional titles
- Description at the subtask level including duration and required staff resources (contractor vs. State) and hours
- Resource staffing matrix by subtask, summarizing total hours a person per month.

The project plan must be in Microsoft Project format. Bidder must also discuss procedures for project plan maintenance, status reporting, deliverable walkthroughs, subcontractor management, issue tracking and resolution, interfacing with State staff and contract management.

Vendor plans should reflect each deliverable and milestone in the specified format. Review periods as specified in the RFP must be built into the project schedule. Serial deliverable review periods must be shown - the best way to do this is to link the "State Review of Deliverable" task with the prior deliverable's review task. The project plan is a critical deliverable and must reflect all dependencies, dates and review periods. If the plan has issues, the state will not approve the initial milestone payment. Vendor staff expertise in MS Project is critical for proper construction and maintenance of this plan.

NOTE: Deliverables 3 through 15 are described at a module level. The project plan must be more detailed and include duration for each task such as:

- Requirements sessions
- Requirements document
- Design sessions
- Design document
- User manual or on-line help
- Training plan
- UAT
- Parallel processing
- Production implementation

Where appropriate, the duration of tasks must include adequate time for DHSS review and approval while still meeting the overall implementation time frame.
For the items shown above, the plan needs to provide time for DHSS review and approval, approximately 60-90 days.

1.e Project Requirements (Section E)

Bidder must describe their understanding and approach to meet the expectations and mandatory requirements. Please address each numbered subsection in this section separately in sequence such as “RFP Section II.A”. Address bulleted and titled requirement paragraphs within subsections as “Bullet 3” and “Paragraph Title” respectively. Please address State staffing considerations in subsections where staffing is mentioned.

1.f Staff Qualifications and Experience (Section F)

Bidders shall submit a staff skills matrix in their own format to summarize relevant experience of the proposed staff, including any subcontractor staff in the areas of:

- Technical project management
- Planning
- Requirements Analysis

- Technical Analysis
- Development
- Subject Matter Expertise
- Documentation
- Planning
- Training

Additionally, bidders shall provide a narrative description of experience each key staff member has in the areas relevant to this project. Bidder and subcontractor staff shall be separately identified. Contractor staff requirements will be addressed as outlined in Section V.B-D. Resumes will be formatted as outlined in Appendix C and included in this section of the proposal. Bidder must also provide an organization chart of all proposed staff.

If subcontractors are being proposed, then include the name and address of each sub-contractor entity along with an organization chart indicating staffing breakdown by job title and staff numbers on this project. This organization chart must show how the individual subcontractor entity will be managed by your firm as the primary contractor.

Any sub or co-contractor entity(s) proposed will need prior approval by the State before the contract is signed. If proposing no sub-contractors, please state in this proposal section "**No subcontractors are being proposed as part of this contract**."

1.g Firm's Past Performance and Qualifications (Section G)

The bidder shall describe their corporate experience within the last five (5) years directly related to the proposed contract. Also include experience in:

- Other government projects of a similar scale
- Experience with child support payment processing

Experience of any proposed subcontractors should be notated on Appendix C.

Provide a summary description of each of these projects including the contract cost and the scheduled and actual completion dates of each project. For each project, provide name, address and phone number for an administrative or managerial customer reference familiar with the bidder's performance.

Provide an example of an actual client implementation plan, similar in magnitude to the Child Support Enforcement State Disbursement Unit Automation project, including staff, dates, milestones, deliverables, and resources.

2. Volume 2–Business Proposal Contents

The business proposal volume will contain all project costs along with evidence of the bidder's financial stability.

2.a Project Cost Information (Section A)

The bidder shall provide costs for the Technical Proposal Volume.

In completing the cost schedules, rounding must not be used. A total must equal the sum of its details/subtotals; a subtotal must equal the sum of its details.

The Total Cost shown must include all costs (except out year costs) that the selected vendor will be paid by DHSS. If specialized hardware or software will be provided by the vendor, it must be included as a deliverable in this schedule.

Cost information must only be included in the Business Proposal Volume. No cost information may be listed in the Technical Proposal Volume.

2.b Software and Hardware Information (Section B)

On a separate page of the Business Proposal entitled "Software Licensing Structure" list each module and each third party software application listed. Describe what required (or optional) functions from that particular module or application includes. Discuss the licensing structure (per seat, concurrent user, site, etc.) for each.

All licenses must be in the name of the State and must provide for separate test and production environments.

On a separate page of the Business Proposal entitled "Hardware Description" list each hardware item. Provide a description of its function and a detailed component list.

2.c Vendor Stability and Resources (Section C)

The bidder shall describe its corporate stability and resources that will allow it to complete a project of this scale and meet all of the requirements contained in this RFP. The bidder's demonstration of its financial solvency and sufficiency of corporate resources is dependent upon whether the bidder's organization is publicly held or not:

> **If the bidder is a publicly held corporation, enclose a copy of the corporation's most recent three years of audited financial reports and financial statements, a recent Dun and Bradstreet credit report, and the name, address, and telephone number of a responsible representative of the bidder's principle financial or banking organization; include this information with copy of the Technical Proposal and reference the enclosure as the response to this subsection; or**
>
> **If the bidder is not a publicly held corporation, the bidder may either comply with the preceding paragraph or describe the bidding organization, including size, longevity, client base, areas of specialization and expertise, a recent Dun and Bradstreet credit report, and any other pertinent information in such a manner that the proposal evaluator may reasonably formulate a determination about the stability and financial strength of the bidding organization; also to be provided is a bank reference and a credit rating (with the name of the rating service); and**
>
> **Disclosure of any and all judgments, pending or expected litigation or other**

real or potential financial reversals which might materially affect the viability or stability of the bidding organization; or warrant that no such condition is known to exist.

This level of detail must also be provided for any subcontractor(s) who are proposed to complete at least ten (10) percent of the proposed scope of work.

B. Anticipated Schedule

The following timetable is anticipated for key activities within the procurement process:

Activity	Schedule
State Publishes RFP	***May 23, 2016***
Mandatory Bidder's Conference	***June 13, 2016***
Submission of Questions	***June 6, 2016 4:00 pm EST***
Response to Questions	***June 24, 2016***
Receipt of Proposals	***July 20, 2016 11:00 A.M. EST***
Selection Process and Vendor Web Demonstrations	***July 21-August 15, 2016***
Notification of Award	***August 24, 2016***
Contract Signature/Project Start	***September 1, 2016***
Project End	***September 1, 2017***

C. Alternative Solutions

The proposal must contain a single solution, including hardware and software. This is critical in ensuring project success and that project costs are expected, administered and contained. Bidders may propose alternative solutions but only as fully separate proposals that will be evaluated separately. Single proposals containing alternative/multiple solutions will be failed.

D. Cost of Proposal Preparation

All costs of proposal preparation will be borne by the bidder.