REQUEST FOR INFORMATION

Modernization Solutions for the Statewide Automated Child Support System
RFI # 24-630-6000-0003

STATE OF NEW MEXICO

Human Services Department

Child Support Services Division

1474 Rodeo Road
Santa Fe, NM 87505

PO Box 2348
Santa Fe, NM 87504-2348

March 11, 2024

I. Introduction

This is not a request for bid. No purchases will be made on the basis of this Request for Information (RFI). Declining to submit a response to this RFI is not a disqualification from submitting a bid as a response to a potential future Request for Proposal (RFP) to provide Design, Development, and Implementation (DDI) services for the New Mexico Human Services Department (HSD) Child Support Services Division (CSSD) Child Support Enforcement System Replacement (CSESR) Project.

A. Purpose of this Request for Information (RFI)

The purpose of this RFI is to solicit information about potential solutions that are available from any interested party for modernizing New Mexico's statewide automated child support system. Information received in response to this RFI will support CSSD in the future development of a request for proposal (RFP).

Following the submission and evaluation of the RFI responses, and at the Department's discretion, some vendors may be invited to an interview with HSD and CSSD personnel to provide additional details, answer questions about their proposed solution, and provide a presentation or demonstration.

B. General Background

The New Mexico child support program is a division of the Human Services Department (HSD), which serves more than 800,000 New Mexicans through a variety of programs. HSD's programs are administered through four (4) divisions, Medical Assistance Division (MAD), Income Support Division (ISD), Behavioral Health Services Division (BHSD), and CSSD.

CSSD is a state-administered program. While CSSD is state-administered, field offices are located throughout the State to provide local access to customers. To help provide support to the state administered county offices, four (4) regions have been created. The managers of each region are Regional Office Managers (ROM). Additionally, each field office has a director to manage the office.

Two (2) of New Mexico's child support offices are administered by the Navajo Nation. While the Navajo Nation Child Support Program conducts business separate from CSSD, they use the same Child Support Enforcement System (CSES) for case management, through a contract.

In addition to the regions and field offices, CSSD maintains a central office to perform centralized management and functions such as intergovernmental case registry, employer unit services, Information Technology (IT) services, and more.

While offices may be spread out, the New Mexico Child Support Program has a shared mission across the State. To put children first by encouraging both parents to assume responsibility for improving the economic and social well-being, health, and stability of their children through:

- Establishing parentage
- Establishing and modifying right-sized court ordered child and medical support
- Enforcing court ordered child support obligations
- Referrals for job development and job opportunities

C. Category Specific Background

Current System Environment

An automated child support system is required by the Office of Child Support Services (OCSS) to support the New Mexico CSSD business and ensure compliance with federal and state laws and regulations in support of New Mexico's children by assisting parents with their child support responsibilities. In March 1998, the federal government certified New Mexico's CSES for FSA88, and in 2001 the federal government certified CSES for the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA). Today, CSES maintains case records and account information on nearly 50,000 active cases. CSSD has distributed an average of more than $122 million in child support payments annually from non-custodial parents over the past five (5) years. These collections provided assistance with child rearing expenses for over 70,000 New Mexico and Navajo Nation children, over three-quarters of whom are born out of wedlock. CSES allows the State to conduct automated matches with numerous data sources, and it generates income withholding notices, driver's license suspension notices, and numerous other notices to custodial parents, non-custodial parents, and employers.

From 2014 through 2016, the Child Support Enforcement System Replacement (CSESR) Project was focused on the full replacement of the CSES. In 2017, HSD decided to complete the system modernization through two (2) separate phases: Phase 1, re-platforming the system by moving it to the cloud and using code-translation techniques, and Phase 2, full system replacement. Phase 1 completed when the CSES system was re-platformed and moved to the cloud in February 2022, resulting in significant cost savings for the program through the retiring of the CSES mainframe.

The current CSES system is deployed and hosted on the Amazon Web Services (AWS) cloud platform but also interacts and leverages tools and components on the New Mexico Data Center platform.

As part of the re-platforming process, the CA Gen front-end from the legacy mainframe system was converted into a web-based user interface that still functions in block-mode, similar to how it functioned on the mainframe. The CSES business logic controls the application's functionality by performing detailed processing on the application server. As part of the re-platforming process, COBOL and CA Gen code were migrated to Java to support online and batch processing. At the data layer, the CSES system is supported by the Oracle 19c database management system (DBMS).

The following diagram illustrates the current CSES re-platformed system and supporting applications system architecture:
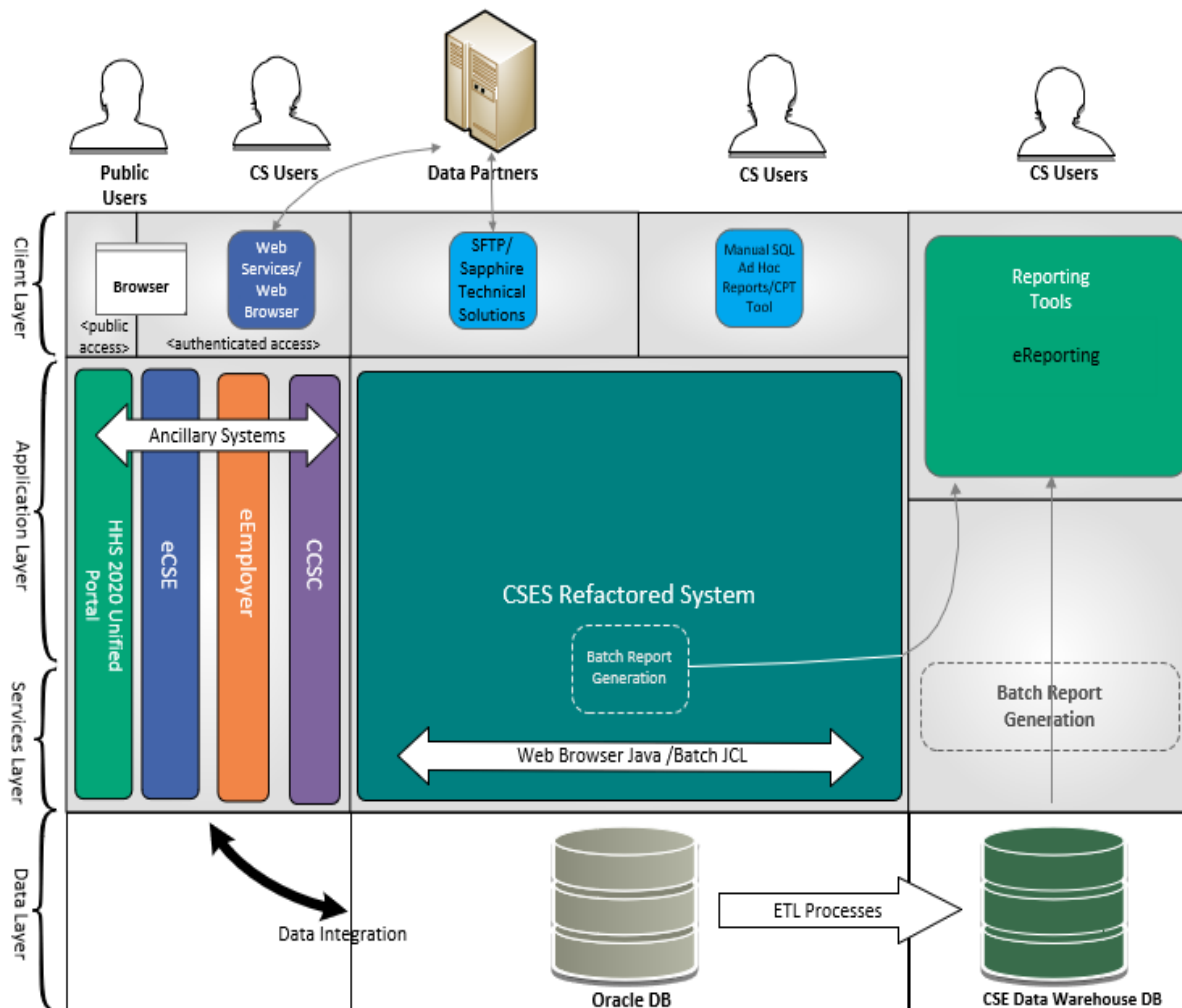
Figure 1- Current System Architecture

Vision and Objectives

The vision for the New Mexico child support modernization effort is to transform from a child support enforcement program to a child support services program and to improve performance that is severely constrained by the limitations of the existing CSES. New Mexico is interested in modernization solutions that are innovative, configurable, and able to be implemented in the shortest possible time frame with the lowest possible cost.

CSSD has identified and organized modernization project objectives into five (5) groups: overall, business, functional, technical, and approach.

Overall Modernization Objectives

- Align with the multi-year, evolutionary initiative of Health and Human Services (HHS) 2020 to reduce the impact of poverty on people living in New Mexico by creating an ecosystem where all New Mexico Human Services Department Divisions can share infrastructure, services, and data.

- Provide managers and workers with the information they need, in the format they need it, at the time they need it, so they can make informed decisions and perform business functions without having to leave the system to gather information from other sources.

- Improve customer relations through the significant increase in automation, allowing workers to focus on a more holistic approach to providing service.

- Improve program performance for the benefit of families.

- Reduce training time for new employees.

- Implement a modern solution which addresses all functional and technical limitations/needs in the shortest possible time frame.

Business Modernization Objectives

- Implement a federally certifiable solution that incorporates national best practices.

- Increase customer engagement, satisfaction, and compliance by enabling customer interaction in the manner customers are accustomed to in the second decade of the 21st Century.

- Provide increased worker efficiency and satisfaction, as well as reduce training time.

- Reduce the number of ancillary systems and home-grown workarounds the program depends on to provide vital services through incorporation into the modernized system.

- Improve data access to workers by supporting real-time data exchanges.

- Provide a modernized system and operational capabilities to accommodate law and rule changes more easily.

- Provide time for workers to better understand the needs of their customers.

Functional Modernization Objectives

- Reduce the technology limitations and workarounds which drain worker time and prevent them from efficiently performing vital child support work and customer relations.

- Improve the ability for customers to communicate directly with the program and their worker through methods they are familiar with.

- Automate task direction to ensure timely performance.

- Increase the information available to workers and provide the information they need to know, when they need to know it, in a consumable format so they can be proactive in case management.

- Enable workers to share information with counterparts across the State with ease and efficiency.

- Support tribal agency use of the system.

Technical Modernization Objectives

- Create an environment which allows for quicker, easier, less risky, and less costly system modifications and deployments.

- Provide a modern platform using up-to-date and widely available technologies, toolsets, and skillsets (staff).

- Embody a modular, layered architecture that segregates different kinds of system logic (business logic, presentation logic, workflow logic, etc.) to produce cleaner, easier-to-modify code, and promote greater code reuse.

- Utilize business intelligence (BI) embedded directly with the modernized system to allow for a unified data analytics experience driven off real-time data to allow for data-informed decision making within the case management life cycle.

- Promote efficient and automated data interchanges between systems within HSD and throughout the state and federal government.

- Leverage framework code/products to reduce the amount of application coding required (e.g., object-relational mapping, logging, messaging). Framework-based coding will allow applications to be built using a template-based structure which will allow developers to build upon code to existing software frameworks. This will result in less coding and allow developers to spend more time developing a high-end application.

- Employ technical capabilities that reduce the amount of application coding necessary, including workflow engines and rules engines.

- Support automated workflow with customizable features.

- Include standard system-wide components and allow for the ability to plug into HHS 2020 enterprise-wide components for critical capabilities such as document management, Identity, Credential, and Access Management (ICAM) (single sign-on), end-user portals, and master data management.

- Be hosted in a Federal Risk and Authorization Management Program (FedRAMP)-certified cloud environment such as AWS or Azure.

- Comply with Internal Revenue Service (IRS) safeguard and Social Security Administration (SSA) security requirements as outlined in IRS Publication 1075.

Modernization Approach Objectives

- Limit the amount of disruption to services during the project transitional phase.

- Mitigate the potential loss of collections or delay in disbursement, due to system downtime during transition between the current and new systems by maintaining collection processing while in transition.

- Limit errors by implementing strict data clean-up and conversion rules prior to a project transition phase.

- Empower workers by providing effective training on new technologies immediately prior to a project transition phase.

CSSD has identified New Mexico child support program needs and organized them into categories.

<u>Child Support Program Needs</u>

CSSD has completed a needs assessment of the child support program and its automated child support system, CSES. The analysis has identified key functional and technical needs for the modernized system:

1. **Automated Workflow.** Currently, workers' duties are informed by the Case Prioritization Tool (CPT). The CPT is developed with end of month data, so some data is a full month old when the report is developed. The CPT is a compilation of over forty separate reports which takes up to a week to complete, making the data more aged before it is sent to the offices. **The modernized system needs to provide automated workflow that directs workers to the right information to take actions.**

2. **Document Management.** The document generation system contained in CSES does not allow for document updates. As documents have been updated since the system implementation in 1998, workers have been generating documents outside the system. While there is a statewide imaging solution, OnBase, documents are not printed with identifying information that would allow for automated imaging. Recording document generation and receipt in CSES is done manually. **The modernized system needs to integrate with the enterprise document management system which includes document generation and image retention.**

3. **Fully Automated Data Interfaces**. Data interchange across systems is necessary for the proper functioning of system-to-system interfaces. The current data interchange mechanisms have several deficiencies. As an example, a requirement for states to maintain Born Out of Wedlock Information (BOWI) results in every Acknowledgement of Paternity (AOP) being sent from Vital Records as a file. No matching exists to perform this task, and no filtering is done to receive information pertinent to existing cases. Additionally, workers often must manually exchange data and record exchanges and relevant information, due to lack of automated interfaces. **The modernized system needs to improve, expand, and fully automate its interfaces with CSSD data partners.**

4. **Intuitive User Interface**. The core of the CSES system was originally based primarily on Customer Information Control System (CICS) COBOL code and 80-character-by-24-line "green-screen" user screens before it was re-platformed in Java. When the system was re-platformed it did not change the overall look and feel or the functionality, it simply put the system in the cloud in a more commonly used programming language. Although the user interface is no longer presented through a mainframe terminal emulation screen, but rather a web-based browser, the user interface looks and operates exactly the same as it did under the legacy system. This outdated design is hard to learn and difficult to master for today's workers. The difficulty in understanding the system impacts worker ability to provide effective customer service. **The modernized system needs to implement an intuitive, easy-to-use, easy-to-learn modern user interface.**

5. **Reporting/Business Intelligence Capabilities**. The current system reporting and BI capabilities are limited and outdated. With CSES, there is no data mapping to tie tables together. Preparing federal reports, including the OCSE-157, OCSE-34, OCSE-396, OCSE-75, and the Self-Assessment Report,

is entirely manual, leaving the potential for human error. Users are limited in their ability to generate ad hoc reports and data queries from the system. **The modernized system needs to provide a robust BI and reporting solution that will fully automate the generation of federal reports, and provide useful, timely business information to workers and program management alike.**

6. **Flexible System Architecture**. The current system requires nearly every functionality change to be programmed in the refactored Java code that was generated from the legacy system COBOL code. The resulting Java code structure is unwieldy and convoluted, making the code changes more difficult than it would be if the code was written in a more traditional manner. Additionally, all system workflow is implemented at the Java code level, requiring any modifications to business rules or workflow to include full system re-compilation. **The modernized system needs to be implemented in a modern architecture and codebase that is less difficult to understand, is easier and faster to make system enhancements, and is more nimble with managing business rules and workflow.**

CSSD has developed a conceptual system architecture for a modernized child support system.

Conceptual System Architecture

CSSD's conception for the next generation modernized system assumes the new system will exist on a modern, multi-tier system architecture and is based upon current technologies, languages, and toolsets. CSSD recognizes that some potential alternatives might yield a future system architecture that is somewhat different from the conceptual system architecture illustrated below. The conceptual system architecture does not attempt to cover all possible alternatives, but instead represents the vision of a modern, multi-tier architecture. The figure below illustrates the conceptual system architecture of the "to-be" modernized system.
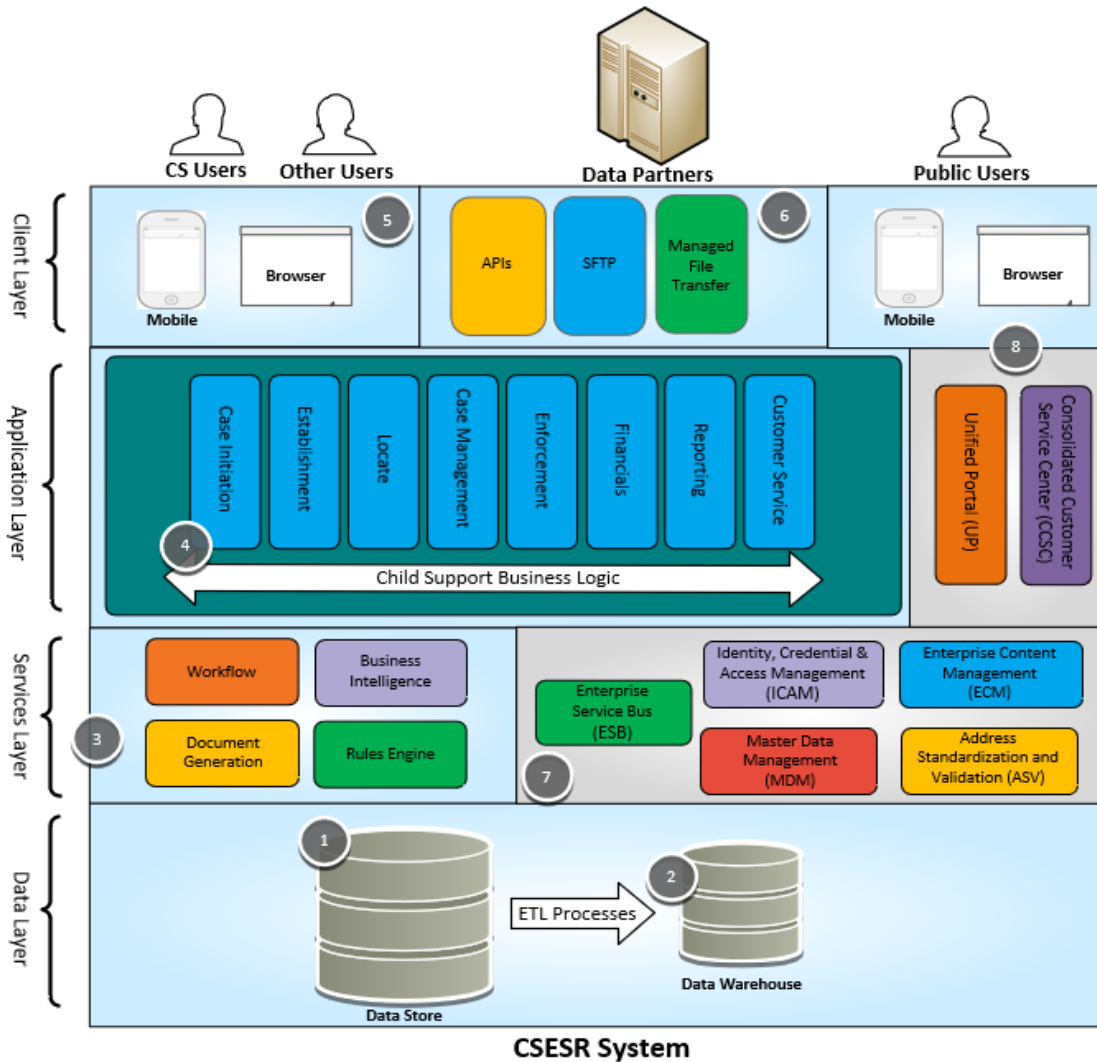
Figure 2 - Conceptual System Architecture

The primary sections of the architecture diagram are outlined with numbered bullets as follows:

1. At the base of the modernized system is an enterprise-grade relational database containing all the data that will be converted from the existing CSES system. The data will be converted from the existing refactored Oracle database supporting the CSES system. This data may need further refactoring to meet the expected normalized database design standards for modern relational databases.

2. Extract, Transform, and Load (ETL) processes will propagate the modernized system data into a dedicated child support data warehouse that will support reporting and BI needs for the child support program.

3. The future modernized system will include a new services layer. The services layer will include components and tools that expand, enhance, and support overall system functionality and capabilities. Certain services are either required to be provided, or may be provided optionally, via the State's HHS 2020 enterprise initiative (see Number 7), while others will be provided solely

under the auspices of the future modernized system. The current list of services to be provisioned under the modernized system includes the following:

- **Document Generation.** A document generation service or component to aid in the design, deployment, and generation of system forms and documents. Note that this may optionally be provided under the State's HHS 2020 System Services offering.

- **Workflow.** A workflow engine allows the steps in a structured business process to be externalized from the system's application source code and managed in a more configurable manner.

- **Business Rules Engine.** A rules engine often works in concert with a workflow engine. It also allows the business rules logic and data parameters to be externalized from the system's application source code and is suitable for use with certain processes such as setting thresholds for enforcement actions or some aspects of financial distribution logic.

- **Business Intelligence.** A BI/reporting tool to support the child support program's data analytics and operational reporting needs. Note that additional HHS cross-program data analytics is expected to be provided via the State's Data Services (DS) module under the HHS 2020 initiative.

4. The application layer holds the primary business logic of the child support system. It is presumed that the core logic of the system will be based on a current-generation software development language like Microsoft .NET or Java, with some additional use of Structured Query Language (SQL) at the database layer. All child support functionality will be hosted in this layer, including functional areas like Case Initiation, Establishment, Locate, etc.

5. The client layer is the primary interaction point between the system and its users, which for most users will primarily be a web browser. It is expected that some users may need or prefer to use mobile devices for certain functions of the system. Note that public users, such as case participants and employers, will access the system through the YES.NM.GOV unified portal module under the HHS 2020 System Services initiative. Child support workers and other authorized users will access the modernized system web application directly.

6. Data partners will access the modernized system via a specific area of the client layer. The primary modes of interaction will be:

- **Application Programming Interfaces (APIs).** A dynamic method of exchanging data over Hypertext Transfer Protocol (HTTP)/Hypertext Transfer Protocol Secure (HTTPS), either on-demand or via scheduled batch routines. Often implemented as Representational State Transfer (REST) or Simple Object Access Protocol (SOAP)-based web services, APIs are common for use cases where on-demand data exchange is needed or preferred.

- **Secure File Transfer Protocol (SFTP).** A very common and traditional method for exchanging data with data partners, typically via a scheduled batch routine. The unencrypted File Transfer Protocol (FTP) method has been largely phased out but may be required in limited situations.

- **Managed File Transfer (MFT).** A data exchange platform that is generally more reliable and secure than SFTP and is often used with federal data partners.

7. The State's HHS 2020 initiative is an IT enterprise effort aimed at providing a single platform of services and modules for all the New Mexico health and human services agencies. This service platform is referred to as the System Integration Platform, or SIP. SIP will include configurable integration points and accelerators through a Software-as-a-Service delivery model. These services are expected to be available for use by the modernized system. They will be exposed integration points (e.g., APIs) that provide key Child Support system functionality, while remaining external to the child support system itself. The modernized system will be required to utilize certain HHS 2020 SIP services, while others will be available for optional use. Please refer to the HSD Procurement

Library at **https://webapp.hsd.state.nm.us/Procurement/** for details about the HHS 2020 initiative. The current list of HHS 2020 SIP services that the modernized system is expected to utilize includes the following:

- **Enterprise Service Bus (ESB).** A communication platform that supports data exchanges and a service-oriented architecture. The HHS 2020 initiative will use an ESB to manage and monitor system services and modules.

- **Identity, Credential, and Access Management (ICAM).** A framework of processes and technologies to manage user identities and access to system resources. The HHS 2020 ICAM module will serve as the primary conduit for user access through the State's Active Directory domain services.

- **Master Data Management (MDM).** A tool and set of processes for creating and managing a single master record for key entities such as persons and employers.

- **Enterprise Content Management (ECM).** A document management software component for storing and retrieving electronic document files and images (currently implemented using Hyland OnBase).

- **Address Standardization and Validation (ASV).** A service to help verify, correct, and standardize the formats for address data. The HHS 2020 ASV module will be implemented using PostGrid software.

8. The State's HHS 2020 initiative will also provide the user portal (YES.NM.GOV unified portal) for New Mexico's citizens and employers to access public-facing child support system features and data.

CSSD has developed an overview of a modernized child support system implementation project.

Modernization Project Overview

To accomplish the modernization vision, and meet ongoing program needs, CSSD has begun a phased approach to modernize the child support program's case management and financial system, and its business processes. The New Mexico Modernization Project Timeline illustrated in Figure 3**Error! Reference source not found.** below provides an overview of the child support system modernization project phases (planning, build, pilot, and O&M).
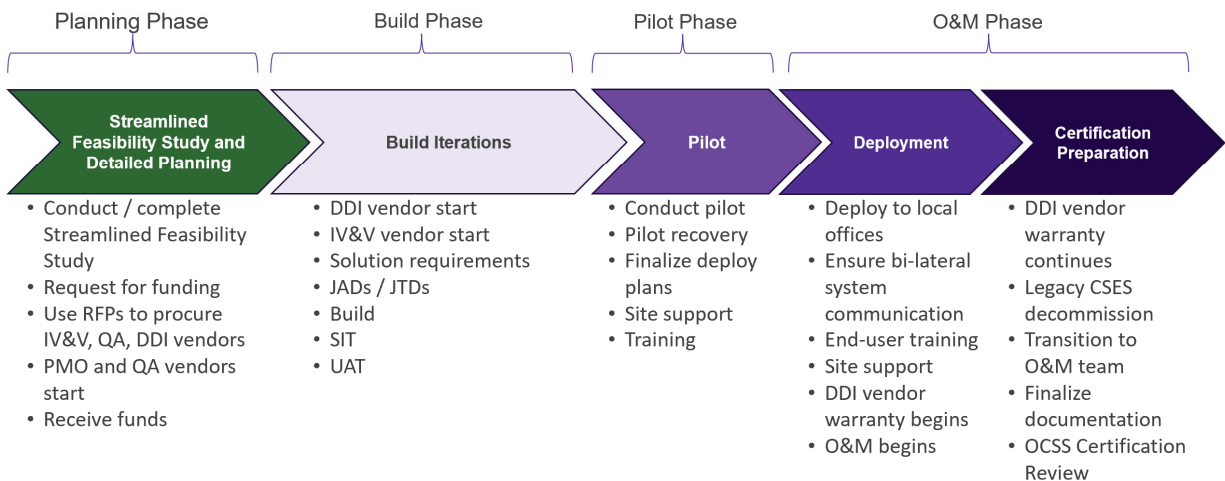

Planning Phase	Build Phase	Pilot Phase	O&M Phase	
Streamlined Feasibility Study and Detailed Planning	**Build Iterations**	**Pilot**	**Deployment**	**Certification Preparation**
• Conduct / complete Streamlined Feasibility Study • Request for funding • Use RFPs to procure IV&V, QA, DDI vendors • PMO and QA vendors start • Receive funds	• DDI vendor start • IV&V vendor start • Solution requirements • JADs / JTDs • Build • SIT • UAT	• Conduct pilot • Pilot recovery • Finalize deploy plans • Site support • Training	• Deploy to local offices • Ensure bi-lateral system communication • End-user training • Site support • DDI vendor warranty begins • O&M begins	• DDI vendor warranty continues • Legacy CSES decommission • Transition to O&M team • Finalize documentation • OCSS Certification Review

Figure 3 - Draft Modernization Project Timeline

The phases of the modernization project are described in further detail below.

1. The **Planning Phase** includes the following planning components:

   - **Streamlined Feasibility Study (SFS)** includes acquiring a planning contractor, conducting a business analysis, completing a needs assessment, and developing high-level requirements for the new system for the SFS Report. The SFS Report requires federal approval.

   - **Federal Funding Approval** includes development and submission of the Implementation Advance Planning Document (IAPD) to OCSS for approval.

   - **Procurements** include development of RFPs, response evaluation and contract awards for DDI, Quality Assurance (QA), and Independent Verification and Validation (IV&V) contractors. The RFPs and resulting contracts require federal approval.

   - **Detailed Planning**, which will start during the time federal approval is being obtained for the SFS, IAPD, and procurement RFPs.

2. The **Build Phase** includes the following component:

   - **Build Iterations** include onboarding the DDI and IV&V contractors. HSD anticipates a waterfall or hybrid agile/waterfall development approach.

3. The **Pilot Phase** includes the following components:

   - **Pilot** includes a live pilot of the modernized system, including a post-pilot stabilization period.

4. The **O&M Phase** begins at deployment, and includes the following components:

   - **Deployment** includes training users on the modernized system, rolling out the system across the State, and providing staff support during the transition period.

   - **DDI Contractor Warranty** includes the time the DDI Contractor will remain on the project to resolve any systemic issues that come up post implementation.

   - **CSES Decommission** is the point in time that the legacy system will no longer be supported by CSSD.

   - **Knowledge Transfer** includes a ramp up of HSD staff working with the DDI Contractor over the course of the warranty period to ensure the state staff gain the knowledge necessary to assume helpdesk and limited O&M for the modernized system once the warranty period ends. HSD anticipates incorporating some existing technical resources into the build iterations to become familiar with the system architecture, software, and tools.

   - **Certification** includes development of a federal certification review guide, CSSD staff training for those directly involved in federal system reviews, system demonstration rehearsals, demonstration of the modernized system's functionality to OCSS analyst(s) during Phase I and Phase II onsite visits, and correcting findings.

Information Technology Division (ITD) plans to contract with a vendor to provide ongoing O&M services and assume limited responsibility for the O&M of the modernized system once the DDI Contractor has finished system implementation and O&M services. ITD is taking steps to ensure technical resources will gain the experience and knowledge necessary during the phases of the project to take on those limited responsibilities. CSSD plans to assume responsibility for the helpdesk as they do with the CSES now.

For more detailed information about Project needs, please see the DRAFT NM Needs Assessment Report in the Procurement Library.

For more detailed information about the modernized system requirements, please see the DRAFT Business Requirement Document in the Procurement Library. The Business Requirement Document contains working requirements from the Planning Project. These requirements may be further refined before the start of implementation, but they are a reasonable representation of what is being sought.

D. RFI Manager

HSD has designated the following person responsible for the conduct of this RFI:

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Matthew Wallace

RFI Administrator

New Mexico Human Services Department

Information Technology Division

1301 Siler Rd STE B/C, Santa Fe, NM 87507

Phone: 505-629-3869

E-Mail: matthew.wallace@hsd.nm.gov

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II.   Conditions Governing This RFI

A. Sequence of Events

Event	Responsible Party	Date/Time
Release of RFI	CSSD	March 11th, 2024
Submission of RFI Response	Respondents	March 22nd, 2024
Oral Presentations (if requested)	Respondents	April 8th – 12th, 2024

B. Explanation of Events

1. Release of RFI

    This RFI is being issued on the date indicated in the sequence of events above, by the General Services Department/State Purchasing Division.

2. Submission of RFI Response

    All Offeror Responses must be received for review and evaluation by the Procurement Manager or Designee No Later Than 2:00 pm Mountain Standard Time on March 22nd, 2024. Responses received after this deadline will not be accepted. The date and time of receipt will be recorded on each response. Responses must be submitted using the HSD Procurement Portal at the following URL:

    Procurement Portal: https://newmexicohsd.bonfirehub.com/portal

3. Oral Presentations

Offerors may be asked to present their responses to the Evaluation Committee, at the discretion of the Department. The Procurement Manager will schedule the time for each offeror's presentation. All offerors' presentations will be held via remote video conference.

C. General Requirements

Submission of a response constitutes an acceptance of, and consent to, the following General Requirements:

1. No Obligation

This RFI in no manner obligates HSD - CSSD, the State of New Mexico, or any of its agencies to the issuance of an RFP or to the eventual rental, lease, or purchase of any services or items of tangible personal property that may be described implied or proposed.

2. Governing Law

This RFI and any subsequent RFP that may be issued by HSD - CSSD, or any other agency of the State of New Mexico, shall be governed by the laws of the State of New Mexico.

3. Clarifications

All requests for clarifications should be directed to the RFI Manager.

4. Basis for Response

Only information supplied by the RFI Manager in writing, whether on paper or electronically, or in this RFI should be used in the preparation of responses.

5. Response Preparation Cost

Any cost incurred by the respondent in the preparation, transmittal, or presentation of any response or material submitted in the response to this RFI will be borne solely by the respondent.

6. Use of Information

The State of New Mexico reserves all rights available to it by law. If an RFP or other types of solicitation results from this RFI, respondents to this RFI are hereby notified that all information, documentation, and any specific content or approaches included in this RFI will be analyzed, may appear in various reports, and may be used in the resulting solicitation. Therefore, do not submit any copyrighted, proprietary, or confidential information. The State of New Mexico cannot guarantee the confidentiality of the information submitted.

7. Eligibility to Participate in Subsequent Procurement

If the State of New Mexico decides to issue an RFP, or other form of solicitation, those parties who choose to respond to this RFI, as well as those parties who choose not to respond to this RFI, will be eligible to participate in that procurement.

8. Ownership of Materials

Ownership of all data, material, and documentation originated and submitted to the State of New Mexico, pursuant to the RFI, shall belong exclusively to the State of New Mexico and be subject to public inspection in accordance with the New Mexico Open Records Act.

9. Unsolicited Proposals

Unsolicited proposals addressing any aspects of the RFI, or any similar project, will not be accepted.

10. Acceptance

The State of New Mexico reserves the right to reject responses that arrive late or do not meet all of the specified requirements.

III.   Response Format

Respondents to this RFI are asked to organize their responses according to the following format for content:

A. Number of Responses

Respondents may submit only one (1) response to the RFI.

B. Submitting a Response

Responses to this RFI should be submitted in Adobe Portable Document Format (PDF). Submissions must be received by Procurement no later than the date specified in the Sequence of Events, Section II-A, and must be sent using electronic submission via the HSD Procurement Portal. Vendor registration on the Procurement Portal is required to submit a response:

Procurement Portal: https://newmexicohsd.bonfirehub.com/portal

The Child Support Services Division is interested in solutions that have the potential to fully satisfy the OCSS federal certification requirements outlined in the latest version of the Automated Systems for Child Support Enforcement: A Guide for States. Submissions that do not offer solutions for complete child support enforcement system functionality will not be reviewed.

C. Response Requirements

A separate response to each number below is required. Responses must be limited to no more than 70 pages in total. The Evaluation Committee expects responses to address the needs identified in the

"DRAFT NM Needs Assessment Report" and the "DRAFT NM Business Requirements Document" located in the Procurement Library. Please also note some specific questions have page limits, as indicated.

1. Please provide an introductory section including:
   a. An executive summary containing a high-level description of your potential solution for system modernization. Please limit the executive summary to one (1) page.
   b. Company information, including company structure, number of employees, location(s), and ownership structure. Please do not include marketing materials with your response. Please limit the company information to one (1) page.
   c. Contact information, including primary contact name(s) and details for follow-up communications with HSD - CSSD.

2. Describe your experience providing design, development, and implementation services for child support system modernization projects. Please cite specific project engagements with dates, your role in the project (prime or sub-contractor), the federal certification status (if applicable) of each implementation, and a brief description of the solution that was implemented.

3. Describe your proposed solution for New Mexico, from both a functional and technical perspective. Include architectural details and technologies utilized, such as required frameworks, cloud-hosted services, third-party licensed components or products, system hosting options, supporting database systems, and any other relevant details. Provide specifics for any required initial and/or ongoing licensed products or services to operate your solution.

4. Describe the scope of child support functionality and business processes your solution provides, including specifics about what it currently provides versus planned future functionality.

5. Describe how system enhancements/modifications are implemented with your proposed solution. Include details and/or examples about the configurability of your proposed solution, and how the solution implements and manages business workflow and business rules. Please include specifics about any specialized components or products such as code accelerators, workflow engines, and business rules engines that are utilized, and how modifications to workflows and business rules are implemented in the system.

6. Describe the reporting/business intelligence (BI) capabilities your solution provides, including required federal reporting, ad hoc reporting, management reporting, real-time reporting, and any innovative characteristics. Provide details on the technologies utilized, any system requirements for the reporting/BI solution, and if your reporting/BI solution is a core component of the primary solution or an add-on, supporting system.

7. Describe how your proposed solution will accomplish the required integrations with HSD's HHS 2020 shared services modules. Include any challenges your proposed solution might encounter. Required HHS 2020 shared services include, but are not limited to:

   • Identity, Credential and Access Management (ForgeRock)

   • Enterprise Service Bus (Oracle Service Bus)

- Master Data Management (Informatica)

- Enterprise Content Management (Hyland OnBase)

- Address Verification Service (PostGrid)

- Unified Customer Service Portal (Salesforce)

8. Briefly describe how your proposed solution will support a live pilot and phased regional rollout, just-in-time data conversion, and legacy system bridging during rollout. Please limit your response to no more than five (5) pages.

9. Describe the required batch operations for your solution, including details about necessary system downtime.

10. Describe the anticipated staffing requirements and necessary technical skillsets for New Mexico's long-term operations and maintenance for your solution.

11. Provide a rough time frame needed to implement your proposed solution, including design, development, implementation services, a live pilot and phased deployment model, and one (1) year of operations and maintenance services. Please include anticipated project staffing to fulfill the project.

12. Provide a rough cost estimate for implementing your proposed solution. Include major cost drivers and any ongoing software and/or services costs to operate the system.

13. Provide any recommendations for adjusting New Mexico's vision and objectives for a modernized system that is innovative, configurable, and able to be implemented in the shortest possible time frame with the lowest possible cost.