

2022 - 2024 IT Strategic Plan

Agency: 765 Department of Social Services

Date: 1/30/2023

Current IT State

In this section, describe the high-level strategy the agency will use to manage existing operational IT investments over the next year to 5 years. This section should align with identified Business Requirements for Existing Technology (BReTs). At minimum, please address the following questions in your description of your agency's strategy for managing existing operational IT investments:

Are there existing IT investments that will require additional funding over the next year to 5 years, such as license renewals, re-competition of current IT contracts, or system enhancements required by the Agency Strategic Plan?

If there are systems that will no longer support the agency's business needs, either through poor performance or excessive cost, how does IT leadership in the agency plan to address the issues?

If the agency does not have the staff or funding to meet increasing demand for IT services, how will IT leadership fulfill the requests?

VDSS continues with the overall business improvement processes through the use of Information Technology. As new technologies emerge, the opportunity to improve mission-driven activities will also emerge.

This plan also includes an assessment of the current state of IT within the agency, and outlines a strategy for the future state of IT. The current Portfolio supports The Virginia Social Services system. The workforce is comprised of 1700 state staff and more than 10,000 employees to ensure children, adults, families and communities have access to critical services and resources needed to enhance their individual and collective well-being. The Agency is responsible for a variety of programs supported by active operational IT solutions. Current IT solution support the following lines of business: Adoption; Foster Care; child protective services; child care subsidy program; child support enforcement; the Supplemental Nutrition Assistance Program; the Energy Assistance Program; eligibility for Medicaid; the Temporary Assistance for Needy Families Program; the Refugee Resettlement Program; community action agencies; licensing of adult living facilities; child care facilities; and child placing agencies. The agency has legacy systems that support the majority of our lines of business.

These legacy systems will ultimately be migrated to state-of-the-art technologies using a low code application platform (LCAP) known as Sales Force Lightning. This migration is driven by the comprehensive design of a reference blueprint architecture that outlines reuse of functionality using "containers", and integration of data through a comprehensive data management and data governance approach that includes data sources, data lakes, an integrated data warehouse, and data marts. The reference blueprint architecture and the data management approach will be realized into production via an IT Operating Model that addresses multiple components needed for production systems including a strategic vision tied to the agency goal and objectives, a unified IT organization, a centralized governance and delivery pipeline, a consolidated service model, and a set of strategic technology platforms to support LCAP including data analytics, cloud computing, robotic process automation, and artificial intelligence.

Factors Impacting the Current IT

In this section, the agency will describe the changes in their business environment that will require or mandate changes to the agency's current IT investments. These are requirements and mandates from external sources, such as other agencies or business partners, the agency's customer base, product and service providers, or new federal or state legislation or regulations. The agency must identify the business value of the change, any important deadlines that must be met, and the consequences if the deadlines are not met. In your discussion, be sure to note whether the proposed enhancements are funded or not. If the agency's existing current IT investments will not need enhancement due to requirements or mandates from external sources in the foreseeable future, the agency should enter the following text rather than leave the Factors Impacting the Current IT section blank

For each mandated change, summarize your agency's response from your Agency Strategic Plan, and is it the opinion of agency IT leadership that the IT portion of the response is adequately funded?

Do the mandated changes affect IT in other Commonwealth agencies, or in other states? If so, how?

Factors impacting information technology at DSS include:

Ongoing need for new technology to meet customer demands and DSS business requirements.

Aging IT workforce.

Increased governmental compliance requirements, to include EO19, mainframe and Executive Orders pertaining to Covid-19.

Customer expectations for fast and efficient DSS services.

Proposed IT Solutions

In this section, describe the high-level strategy the agency will use to initiate new IT investments over the next year to 5 years in support of the agency strategic objectives documented in your Agency Strategic Plan. The agency does not need to consider specific technologies at this time, however, the strategy should identify how the IT implementation will provide business value to the organization. This section should align with identified Business Requirements for New Technology (BRnTs). At minimum, please address the following questions in your description of your agency's strategy for initiating new IT investments:

What are the most important solutions, based on the priority assigned to the requirements by the business sponsors in your agency, and what is the approach to achieving these priority solutions?

If any new IT initiatives will be started in the upcoming budget biennium, is it the opinion of agency IT leadership that it is adequately funded?

Does the agency's current IT staff have the appropriate skill set needed to support future agency technologies? If not, what skill sets need to be acquired?

If the agency will be engaged in multiple new IT initiatives, how will agency IT staff and agency subject matter experts be used across the initiatives?

In order to perform its core business functions and provide services effectively and efficiently, DSS must continue to focus on the use of innovative technology solutions and services to strengthen DSS' system infrastructure and service delivery processes. Strategic utilization of technology also enables DSS to accomplish its overall mission, goals, and objectives in order to support its core business processes and customers. DSS has developed a variety of Business Requirements for Technology (BRTs) that illustrates the strong need for utilizing technology. Examples of these technology initiatives that DSS plans to undertake during the biennium include, but are not limited to: The state's contract for the mainframe is currently set to expire on June 2022. On November 27, 2018, during the VITA Mainframe Planning Summit, Commonwealth CIO Nelson Moe presented that VITA had classified the DSS

mainframe as a contained/transitional technology effective October 1, 2018 and that service of the platform would be discontinued as VITA considered it “obsolete” effective January 1, 2022

- Child Support Enforcement Modernization - replace DCSE’s outdated legacy system (APECS), which provides child support enforcement services to nearly 350,000 children and families in the Commonwealth. The new child support system will adhere to the agency-established enterprise architecture, which is built to leverage a low-code application platform (LCAP) and reuse of components. The automated system will allow DSS to meet parents where they live and work. The system will offer the ability to provide state-of-the-art customer engagement, including a self-help portal, chat bots, and artificial intelligence (AI) and other bots to process applications and case intake. The projected timeframe for this required funding (\$45M) is FY22 or as soon as possible.

- Comprehensive Child Welfare Information System (CCWIS) - OASIS (Family Services) is a legacy client server solution. As required by the Administration for Children & Families (ACF) and as defined in 45 CFR 1355.50 – 59, which outlines the need for a CCWIS system to ensure the safety and well-being of children and all family members. Ongoing operations are already accounted for in the agency operations and maintenance budget. There is an immediate need because the state cannot meet Federal requirements using the legacy system known as the On-line Automated Services System (OASIS), which is currently used to automate processes and information for child welfare programs and other social services. The new CCWIS system will adhere to the agency established enterprise architecture which is built to leverage a low code application platform (LCAP) and reuse of components. The automated system will meet the new federal Family First requirements, allowing the system to manage the requirements of the program, interface with the courts and mandated court processes, interface with the licensing process for foster homes and licensed facilities, and manage expenditures. If we do not fund the new CCWIS system, VDSS will be forced to invest \$1M in changes to the legacy OASIS system to meet the new minimum federal foster care reporting requirement and avoid financial penalties. The projected timeframe for this required funding (\$23.89M) is FY22 or as soon as possible.

- VaCMS Replacement - VaCMS is the agency’s automated eligibility determination system for public assistance programs. VaCMS initially supported the Child Care Subsidy program, and has provided the foundation upon which additional programs were added, including Medicaid, Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Energy Assistance Programs (EAP), Fraud, and Appeals. The new system will adhere to the agency established enterprise architecture which is built to leverage a low code application platform and reuse of components. The projected timeframe for this required funding (\$39M) is F

A (BRet) iE11 Remediation has been submitted to address these 25 exceptions, the list is attached in the BRet

IT Strategic Plan Budget Tables

Agency:	765 Department of Social Services			
Date:	1/30/2023			
Current IT Services				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Projected Service Fees	\$24,186,221.50	\$24,186,221.50	\$24,911,808.15	\$24,911,808.15
VITA Infrastructure Changes				
Estimated VITA Infrastructure	\$24,186,221.50	\$24,186,221.50	\$24,911,808.15	\$24,911,808.15
Specialized Infrastructure				
Agency IT Staff	\$6,132,328.00	\$6,132,328.00	\$6,132,328.00	\$6,132,328.00
Non-agency IT Staff	\$3,709,440.00	\$3,709,440.00	\$3,506,062.50	\$3,506,062.50
Cloud Computing Service				
Other Application Costs				
Total:	\$34,027,989.50	\$34,027,989.50	\$34,550,198.65	\$34,550,198.65
Proposed IT Investments				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Major IT Projects:	\$8,287,256.65	\$18,411,949.81	\$7,205,262.00	\$13,753,038.00
Non-Major IT Projects:	\$60,000.00	\$60,000.00	\$60,000.00	\$60,000.00
Agency-Level IT Projects:				
Major Stand Alone IT Procurements:	\$21,224,973.86	\$28,401,553.86	\$14,128,321.11	\$20,932,321.11
Non-Major Stand Alone IT Procurements:	\$1,185,214.39	\$1,241,668.16	\$119,807.88	\$172,362.48
Agency-Level Stand Alone IT Procurements:				
Procurement Adjustment for Staffing:				
Total:	\$30,757,444.90	\$48,115,171.83	\$21,513,390.99	\$34,917,721.59
Projected Total IT Budget				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Current IT Services:	\$34,027,989.50	\$34,027,989.50	\$34,550,198.65	\$34,550,198.65
Proposed IT Investments:	\$30,757,444.90	\$48,115,171.83	\$21,513,390.99	\$34,917,721.59
Total:	\$64,785,434.40	\$82,143,161.33	\$56,063,589.64	\$69,467,920.24

Business Requirements For Technology

Agency:	765 Department of Social Services
Date:	1/30/2023
(BReT) IBM License Renewal	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	10/12/2021
Mandate:	
Mission Critical:	Yes
Description:	
<p>While working on the ITSP - we discovered that DSS neglected to submit the VITA documents for IBM license renewal for 36 months FY21 - FY23. IBM license products are Websphere & Rational. Quotes for FY21 - FY23 are attached. DSS requires PGR approval for FY 22 & 23 in the amount of \$1,629,173 in order to submit eVA requisitions for the renewal FY21: \$953,079 FY22:\$798,005 FY23: \$831,168</p>	
(BReT) VaCMS - Deloitte Sole Source	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/12/2021
Mandate:	Yes
Mission Critical:	Yes
Description:	

The Virginia Case Management System (VaCMS) is the system of record for statewide public assistance programs, including Medicaid, Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Child Care, Low Income Home Energy Assistance Program (LIHEAP), Fraud, Appeals, and other public assistance programs.

Since the Fall of 2013, over time, the program areas listed above have requested over 570 enhancements due to federal, state, and program priority changes. Every year, additional program changes are added to this list for that reason. Between 60-70 enhancements have been implemented each year. Currently, change management for VaCMS has recorded over 200 remaining enhancements out of 570 that need to be prioritized and implemented over the next 3-5 years. The programs completed their prioritization of 127 system enhancements for implementation that covers the accompanying Procurement Business Alignment (PBA) timeframe.

These critical system changes continue to be needed for compliance with federal program requirements that require specialized resources to achieve and enhance processing for these public assistance programs. The specialized resources must know the VaCMS system technology, workflow, business processes, tables, automated processes, interfaces, etc. These system changes result in modification of the VaCMS to include updates to the database structure, rules engine for eligibility determination, reports, and system workflows that will require requirements, design, development, testing, and implementation.

A large part of the effort is related to SNAP (i.e. Federal Final Rule, APA audit findings) and Medicaid enhancements (i.e. Ofc of Civil Rights changes, increased automation), system stabilization through the resolution of reported defects, and software upgrades prioritized by the internal technical team (ex. ESB, WODM). The implementation of these changes within VaCMS will optimize existing functionality, streamline business processes, and minimize the level of manual processing for local department workers and call centers. Additional legislatively mandated changes will affect the actual number of enhancements being requested and implemented for a given release. Additional details of the known requested changes can be found in the attachment to this Business Requirement for Technology (BRT) document. The program areas that request enhancements for VaCMS: Medicaid, SNAP, TANF, Childcare, Appeals, LiHEAP, Finance, Fraud, Quality Assurance (QC), internal Security internal Technical.

While this specialized team of resources are focusing on these program enhancements, VDSS and VITA will continue to collaborate on the future strategic direction of the department; movement to the Cloud and the implementation of an enterprise platform solution that will support the majority of the applications used within the Virginia Social Service Systems (VSSS). VDSS and VITA has identified broad platform general technical requirements. The collaborative team will continue their efforts to identify platform data requirements and then focus on business requirements as they relate to the strategic implementation plan determined by the department. Eventually, the improvements and enhancements made within VaCMS will prepare the system for its planned implementation on the selected enterprise platform solution.

This BRT will support VaCMS enhancements activities over a three (3) year period starting February 2020. The total requested for that period within the Procurement Business Alignment (PBA) Document is \$54.3 million. The annual percentage breakdown is 70% for enhancements and 30% for O&M. Refer to the Funding section of this document for the actual annual dollars

(BReT) 2-1-1 Virginia

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/12/2021

Mandate:	Yes
Mission Critical:	Yes

Description:

This request is for RTZ Associates to continue to host the www211virginia.org web site. Under the Code of Virginia VDSS is responsible for a statewide information and referral service that links citizens needing human services with appropriate community resources to satisfy those needs. This responsibility is achieved through VDSS' operation of 2-1-1 VIRGINIA, which is a service of the Virginia Department of Social Services provided through contract by the Council of Community Services in Roanoke, Virginia. Code of Virginia: § 63.2-222.

changed submitted date from 9/4/18 to 9/8/20 to satisfy ITSP

(BReT) Accuity

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/12/2021
Mandate:	
Mission Critical:	Yes

Description:

States are required by the federal Centers for Medicare and Medicaid Services (CMS) to use an electronic interface with an Asset Verification Service (AVS) vendor to verify financial assets to determine eligibility for the Medicaid Aged, Blind, and Disabled (ABD) and Long Term Care (LTC) categories. The AVS vendor must have formal agreements with financial institutions to provide account information both on demand and on a quarterly basis. The scope of financial institutions includes both banks and credit unions. CMS also mandates a preceding 60-month search for accounts.

The ECOS assessment (DSS-0260758) was submitted and is VITA-3rd review.

(BReT) Appriss Justice Exchange - Procurement

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	1/10/2023
Mandate:	
Mission Critical:	

Description:

The JusticeXchange service allows law enforcement and other government agencies to locate wanted persons within moments of their being booked into a local jail. This solves a major gap in the criminal justice system. Often there are cases of wanted person is sitting in a local jail, but the agency searching for the person has no way of knowing the location.

(BReT) Automated Payment Services

BRT Type:	Business Requirement for Existing Technology
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Date Submitted:	3/12/2021
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Mandate:	
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Mission Critical:	Yes
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Description:

The Agency seeks Automated Payment Services that will provide end users with the capability to pay child support payments to the Commonwealth of Virginia by way of cash, check, debit or credit card utilizing one or more payment services: an Interactive Self-Service Kiosk, an interactive voice response system and/or an on-line payment portal.

(BReT) Call Center (Maximus)

BRT Type:	Business Requirement for Existing Technology
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Date Submitted:	5/13/2021
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Mandate:	Yes
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Mission Critical:	Yes
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Description:

Emergency procurement to ensure the Commonwealth has sufficient capacity to administer the Pandemic Electronic Benefits (P-EBT) Program.

(BReT) Child Support Enforcement Power BI Report C

BRT Type:	Business Requirement for Existing Technology
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Date Submitted:	3/12/2021
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Mandate:	
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Mission Critical:	
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Description:

VDSS is in the process of establishing a Microsoft Power BI modern analytics platform as the enterprise standard for an agency reporting and presentation tool. Currently, VDSS reporting capabilities are through a variety of other tools, reports, and applications, including, but not limited to, Cognos, SQL Reports, and Control D reports. With this project, VDSS is requesting vendor support with transitioning a specific set of existing and new reports for the Division of Child Support Enforcement to Power BI, with creating dashboards and visualizations based on DCSE data sets, and with establishing Power BI as the standard for data analytics for DCSE.

VDSS is using a SOW process with the Data Analytics Next Generation contract to engage Deloitte for this required development support to implement to production, to provide training workspaces and materials to VDSS staff, and to transition ongoing support and maintenance to VDSS staff.

(BReT) Child Support Payment Processing Software a	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/12/2021
Mandate:	Yes
Mission Critical:	Yes
Description:	
<p>The Virginia Department of Social Services' Division of Child Support Enforcement is required to operate a State Disbursement Unit (SDU). Since 2005 the SMILE (Support Money Impacts Lives Everyday) system has been utilized to process incoming child support payments from employers, agencies, and non-custodial parents for the Commonwealth. SMILE was custom-built to match VDSS' current hardware selections for imaging and mail extraction. Since implementation, enhancements have been made to SMILE to meet Image Cash Letter Presentment processes for bank deposits.</p> <p>This RFP is to replace or update the existing SMILE system to meet this agency need and to allow for additional functionality. The continuity of support and maintenance for this software system is critical to ensure prompt processing of child support payment operations.</p>	
(BReT) Data Builders	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	12/14/2021
Mandate:	Yes
Mission Critical:	Yes
Description:	
<p>DSS is submitting BReT & PBA for Q5i Software due to additional scope to be included in the VDSS contract. This application provides an automated database to submit SNAP Quality Assurance findings to USDA. It creates state and local error rate analysis and allows for ad hoc reporting. It is a vendor supplied and supported client server software package running on Dell servers using an MS SQL database.</p>	
(BReT) Data Governance Implementation - InfoTech	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	4/26/2022
Mandate:	
Mission Critical:	
Description:	

Info-Tech will assist the Office of Research & Planning to formalize Data Governance

- * Draft Data Governance Documentation
- * Implement Data Stewardship within CSE
- * Establish Data Frameworks, Requirements and Artifacts
- * Define Data Requirements and Artifacts within CSE

(BReT) DSS - Fieldprint Fingerprinting

BRT Type: Business Requirement for Existing Technology

Date Submitted: 12/13/2022

Mandate: Yes

Mission Critical: Yes

Description:

Fieldprint statewide contract VA-221201-FPIC will be used by DSS Family Services, Licensing, HR and Child Support Enforcement.

(BReT) DSS 2013 Overall Audit Program

BRT Type: Business Requirement for Existing Technology

Date Submitted: 10/22/2021

Mandate:

Mission Critical: Yes

Description:

DSS Audit - Security Upgrade

(BReT) DSS 2016 Overall Risk Program

BRT Type: Business Requirement for Existing Technology

Date Submitted: 10/22/2021

Mandate: Yes

Mission Critical:

Description:

DSS Risk Program - Security Compliance

(BReT) DSS Enterprise FieldPrint

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	8/25/2021
Mandate:	Yes
Mission Critical:	Yes

Description:
 FieldPrint statewide fingerprinting solution will allow all Foster, Adoptive and Kinship Families to submit fingerprints for mandatory criminal history background check conducted through the Central Criminal Records Exchange and the National Crime Investigation Center via the Virginia State Police in a secure approved environment. Services to be obtained via VITA contract VA-170525-FPIC. VDSS will be paying all costs associated with every applicant and background check. This includes all fees to VSP and FieldPrint administration costs as well as any applicable fees.

(BReT) DSS Network Refresh

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/15/2021
Mandate:	
Mission Critical:	

Description:
 DSS submitted a request to the Secretary's Office for funding of \$6M in Federal Fiscal Recovery Funds to upgrade the VDSS network that provides mission critical network connectivity to 120 local DSS offices, 5 regional offices, and 25 state offices.

(BReT) EAP Direct Deposit for Payments to SFTP Ven

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/12/2021
Mandate:	
Mission Critical:	

Description:
 Project will implement Direct Deposit payments with Bank of America Account Clearinghouse (ACH) for EAP Vendors and transition payment processes from current Treasury Check Printing process (Check Type #105 & #106). VACMS will allow for entry & maintenance of Vendor Banking information including Account Name, Account Number, Bank Number, Routing Number, etc. Vendor may choose to continue receiving Check as payment type. Financial Warrant Reports will generated for 'new' Payment Type of Direct Deposit for EAP Vendors. VACMS will include ACH Return & Reject processes similar to existing TANF processes.

(BReT) EAP PIPP (CR671)

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	10/13/2022
Mandate:	
Mission Critical:	
Description:	
Virginia HB2330 established the Percentage of Income Payment Plan (PIPP) as a component of the Energy Assistance Program (EAP). PIPP is to assist low-income customers in Virginia with paying their electricity bills.	
(BReT) EBT Processing for SNAP	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/12/2021
Mandate:	Yes
Mission Critical:	Yes
Description:	
Electronic Benefit Transfer (EBT) services for SNAP recipients which are authorized through the VDSS Eligibility Determination System (ADAPT/VaCMS).	
(BReT) Electronic Child Care (ECC)	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/12/2021
Mandate:	Yes
Mission Critical:	Yes
Description:	
Electronic Child Care (ECC) attendance tracking, online transaction processing, payment processing (which includes posting attendance transactions manually), reporting and financial services for the Child Care subsidy program.	
The ECC system provides an automated means to track attendance for children of families eligible for the subsidy program, provides the basis for payment for vendors providing child care for the children and provides data to enable the department to monitor and analyze metrics and strategic goals.	
(BReT) Enterprise Print & Mailing Service (BMS)	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	11/3/2021
Mandate:	

Mission Critical:	Yes
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Description:

Printing & mailing (including postage) notices and forms for Medicaid, SNAP, TANF, Child Care, Energy Assistance Program, and Child Support Enforcement.
 IFB conducted June 2020 and awarded to BMS Direct - DIS-20-065 effective 11/1/2020 4 one year optional renewals
 Agency submitted year 2 purchase order - PGR was requested:
 Contract Award:
 APECS: \$ 396,450.40
 Central: \$1,634,087.84
 Total: \$2,030,538.24
 MODS:
 APECS: \$3,252.86
 Central: \$88,353.12
 Year 2: Printing
 APECS: \$399,703.26
 Central: \$1,722,440.96
 TOTAL: \$2,122,144.22
 Postage: \$2,600,000.00

(BReT) Gartner Annual Renewal

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	1/17/2023
Mandate:	
Mission Critical:	

Description:

Gartner Membership Renewal

(BReT) iE11 Remediation

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	1/12/2023
Mandate:	Yes
Mission Critical:	Yes

Description:

iCAL, Harmony, Safe Measures, SNAP APPTRK, Q5i, ANOWAS, DCSTS, Rushmore, Data Warehouse Reports in Cognos, EPIC EBT, iAPECS, FAAS, LASER, LETS, SNAPCALC, VaCMS, SAMS, DSNAP, SPIDeR, Dolphin, VEMAT, SNAP MANUAL, SDM, MIAP, BIS,

(BReT) ORACLE License Renewal

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	10/13/2021
Mandate:	
Mission Critical:	Yes
Description:	
While working on the ITSP - we discovered that DSS neglected to submit the VITA documents for Oracle license renewal for FY22 in the amount of \$2,042,208.79 - submitting estimated license renewal cost for FY23 which will be included in the biennium strategic plan in the amount of \$2,144,319	
(BReT) Perceptive Content Management Software	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/12/2021
Mandate:	
Mission Critical:	Yes
Description:	
DSS uses Perceptive Content software for Document Management Storage and Imaging. This request is for the renewal through the GSA contract GS-35F-0119YGS-35F-0119Y for three years; \$289,220.77/annually \$867,662.31/3years	
(BReT) Perceptive Content Mgmt Software (DCSE)	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	6/17/2022
Mandate:	
Mission Critical:	Yes
Description:	
DCSE uses Perceptive Content software for Document Management Storage and Imaging. This request is for the renewal through the GSA contract 47QSWA18D008F for three years; \$127,668.36/annually \$383,005.08/3years	
(BReT) Project Online License Renewal	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	10/13/2021
Mandate:	
Mission Critical:	

Description:

While working on the ITSP - we discovered that DSS neglected to submit the VITA documents for Project Online license renewal for FY22 in the amount of \$813,216.42 - submitting estimated license renewal cost for FY23 which will be included in the biennium strategic plan in the amount of \$813,216.42

(BReT) Qualtrics

BRT Type:	Business Requirement for Existing Technology
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Date Submitted:	10/4/2022
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Mandate:	
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Mission Critical:	
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Description:

Qualtrics provides an all-in-one solution for in-depth analysis of survey data giving VDSS a single platform to use across the Commonwealth to identify operational strengths and opportunities for improvement.

RITM0332350 Cloud Oversight

(BReT) Random Moment Sampling (RMS)

BRT Type:	Business Requirement for Existing Technology
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Date Submitted:	3/12/2021
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Mandate:	
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Mission Critical:	Yes
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Description:

The current contract (FIN-15-019) for Random Moment Sampling (RMS) expires on 5/1/21. VDSS needs to issue a RFP for continued services to qualify for federal funding.

The current vendor is Interactive Voice Applications, Inc.

ECOS oversight (DSS-0178825).

(BReT) SafeMeasures 2021

BRT Type:	Business Requirement for Existing Technology
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Date Submitted:	3/12/2021
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Mandate:	
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Mission Critical:	Yes
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Description:

SafeMeasures is a comprehensive reporting and quality improvement system including data analysis, report publishing, and hosting bundled into an annual subscription fee. Reports are delivered using the interactive SafeMeasures reporting engine. The annual subscription fee covers the cost of comprehensive data analysis, design of new reports or modifications to existing reports, hosting of the data warehouse and SafeMeasures application, maintenance of a secure reporting site, training on the use of the software, help desk support, upgrades and enhancements, and unlimited access by state and local departments of social services staff.

ECOS 1-003 assessment has been submitted DSS-0174899.

ECOS Oversight (REQ241656) - waiting for T's&C's to be completed

(BReT) SafeMeasures 2022

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	7/11/2022
Mandate:	
Mission Critical:	Yes

Description:

SafeMeasures is a comprehensive reporting and quality improvement system including data analysis, report publishing, and hosting bundled into an annual subscription fee. Reports are delivered using the interactive SafeMeasures reporting engine. The annual subscription fee covers the cost of comprehensive data analysis, design of new reports or modifications to existing reports, hosting of the data warehouse and SafeMeasures application, maintenance of a secure reporting site, training on the use of the software, help desk support, upgrades and enhancements, and unlimited access by state and local departments of social services staff.

ECOS oversight RITM0241268

(BReT) Staff Augmentation SFY23

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	5/16/2022
Mandate:	
Mission Critical:	Yes

Description:

DSS is requesting approval to extend 36 existing contract staff and 8 new contract staff. Contractors work on projects, operations and maintenance activities. The anticipated costs are \$7,426,085.00.

(BReT) Stellarware

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/12/2021
Mandate:	Yes
Mission Critical:	Yes
Description:	
<p>This is maintenance of the New Hire database as well as New Hire Reporting Center for thousands of employers to report parents in arrears and assist with getting payment to DCSE. This program has been successful for the State and has resulted in locating and obligating non-custodial parents and in increasing child support collections. The data stored in the database is sensitive and will be maintained and managed for DCSE New Hire program by the contractor. Due to the huge volume of employers currently working with Stellarware as well as the increased child support collections, DCSE needs this service continuously. This service stimulates increased case payments in the millions. Stellarware, created and maintains the Reporting center and database. Stellarware has been vigilant in keeping the NCP information up to date as well as the employer information. Information included in the database may be shared by VDSS to other child support agencies out of the state. The New Hire Reporting Center operates and maintains the Virginia State Directory of New Hires and is authorized to share information with the Virginia Employment Commission (VEC). Information that must be provided by the employer includes only that information that is required by federal law.</p> <p>ECOS assessment (RITM0113996) approved on 9/11/19</p>	

(BReT) VaCMS O&M RFP

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	11/28/2022
Mandate:	
Mission Critical:	Yes
Description:	
<p>DSS will be issuing an RFP to provide vendor services to support Operations & Maintenance and perform enhancements for the VaCMS application. The current contract with Deloitte expires on 4/30/2024.</p> <p>DSS plans to migrate the current VaCMS application legacy system to Low Code Application Platform (LCAP).</p>	

(BReT) Virginia Paternity Establishment Program (V)

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/12/2021
Mandate:	Yes
Mission Critical:	Yes
Description:	

The Virginia Department of Social Services' Division of Child Support Enforcement (DCSE) is required to operate a paternity establishment program (VPEP). Congress established the Child Support Enforcement Program in 1975 through Title IV-D of the Social Security Act. The program mandates that states enact laws and carry out required functions to ensure that parents contribute to the support of their children. In the Commonwealth, VDSS through DCSE, has administered the Child Support Enforcement program since 1977. Enacted by Congress in 1993, the Omnibus Budget Reconciliation Act required every state to establish a program for the voluntary acknowledgment of paternity in hospitals at the time of the birth of a child to an unmarried mother. The Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) set forth additional requirements. States must have a process for voluntarily acknowledging paternity in hospitals, state birth record agencies and other state-designated entities. The mother and father must be given notice, either orally or through the use of audio or video equipment and in writing, of their responsibilities, legal consequences of, and alternatives for acknowledging paternity. Since 2003 DCSE has out sourced this program. Due to the imminent expiration of our existing contract, this RFP is being issued to obtain a vendor to satisfy one of the components needed to meet our agency's needs to continue to operate within required federal regulations and state law.

changed submitted date from 5/9/18 to 9/8/20 to satisfy ITSP

(BReT) Xerox Fujitsu Fi-7160 Scanners

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/12/2021
Mandate:	
Mission Critical:	Yes
Description:	
DSS currently has 800 Xerox Fujitsu Fi-7160 scanners that can only be used with the Perceptive Content Management software.	
The scanners will be leased for 48 months per Xerox MPS contract #7145184-001 and VITA contract # is VA-191121-XRX.	

(BReT) XEROX MPS

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/13/2021
Mandate:	
Mission Critical:	Yes
Description:	
DSS needs to replace current Xerox devices, through VITA contract VA-191121-XERX	

(BRnT) Local HR Information System (HRIS)

BRT Type:	Business Requirement for New Technology
Date Submitted:	6/2/2021
Mandate:	
Mission Critical:	Yes

Description:

The purpose of this HR Information System (HRIS) – Local HR project initiative is to procure a Software as a Services (SaaS) solution to improve the HR Technologies for administering the LDSS workforce. The effort includes replacing the current Local Employee Tracking System (LETS), Recruiting Management System (RMS), Learning Management System (LMS), and modernize the HR Administration & Reporting capabilities to support VDSS and the 120 Local Department of Social Services (LDSS) businesses; Delivering a more effective Talent Management solution for Recruiting, Onboarding, Learning Management, Performance Management, and Succession Planning.

The HRIS Technology requirements is a “cloud” solution delivered as software as a service (SaaS) that is accessible from either a thin client “web browser” or program interface “app”. The solution should be FEDRAMP Ready or meet/exceed the ISO 27001 Information Security standards.

The HR Information System project scope includes deploying a SaaS solution to support the following Human Resource functional capabilities.

- Human Resource Management for Personnel Merit and Pay Practices
- Recruitment Management System for attracting, assessing, and hiring skilled workers
- On-Boarding solution to engage newly hired employees
- Learning Management System for DSS local employees.
- Performance Management System for managing goals and performance objectives.
- Reporting and Analytics to interpret HR data and identify insights for decision making.
- Integration with the VDSS Data warehouse for enterprise workforce reporting and analytics.
- Integration with LDSS HR and Payroll Systems. Note: Each locality will unilaterally decide on whether to build the integration to their local system

(BRnT) CCWIS -Comprehensive Child Welfare Info Sys

BRT Type:	Business Requirement for New Technology
Date Submitted:	8/9/2021
Mandate:	Yes
Mission Critical:	Yes

Description:

Replace legacy child welfare systems and modernize delivery of child welfare services. Allow mobility, document imaging, role based security, electronic signature and compliance with COV security standards.

(BRnT) Child Support Enforcement Modernization

BRT Type:	Business Requirement for New Technology
Date Submitted:	10/8/2021

Mandate:	
Mission Critical:	Yes
Description:	
<p>The Virginia Department of Social Services Division of Child Support Enforcement (DCSE) provides for the location, establishment, and enforcement of child support orders through education, prevention, technology and enforcement activities. The batch functionality of DCSE application APECS currently runs on the mainframe using programming languages COBOL and JCL. The current VITA mainframe contract with Unisys ends June 2022, however there are 2 - 1 year extensions, term ending June 2024. DSS' plan is to migrate off of the mainframe by May 2024. VITA is encouraging agencies to migrate off of mainframe as soon as possible. VDSS plans to retire existing mainframe technology and replace the functionality with a Low Code Application Platform. There are approximately 450 jobs consisting of 770 programs that make up the mainframe batch schedule and executed from 6pm to 6am every day of the year. The batch application programs perform the processing of; Incoming and outgoing payments, Case management, Order enforcement and Action while interfacing with 36 external entities. These batch processes also interface with internal DSS systems such as Family Services, Benefit Programs and other entities. The Project will ensure all the batch jobs are identified and migrated to a Low Code Application platform solution. The project will ensure that Software development principles are followed and the functionality is thoroughly tested prior to production use. The project will also seek recertification from the federal Office of Child Support Enforcement (OCSE). The Mainframe batch migration is expected to be performed by a vendor. The vendor is expected to be selected by RFP process.</p>	
(BRnT) CommonHelp & Utilities	
BRT Type:	Business Requirement for New Technology
Date Submitted:	4/5/2022
Mandate:	Yes
Mission Critical:	Yes
Description:	
<p>The CommonHelp & Utilities project will be implemented in two Phases: Migration to Salesforce LCAP Phase I: Migration of the Utility Programs functionality to Salesforce LCAP Phase II: Implementation of a new self service portal to replace CommonHelp for Virginians to perform screening, apply for benefits for SNAP, TANF, Energy Assistance, Child Care and Medical Assistance.</p>	
(BRnT) DCSE Staff Aug for CSE Modernization	
BRT Type:	Business Requirement for New Technology
Date Submitted:	2/1/2022
Mandate:	
Mission Critical:	Yes
Description:	

DSS DCSE does not have the internal resources to develop the design, development and implementation readiness plan and will use the CAI staff augmentation contract to secure resources from CSG to perform the work of the DDI. The DDI consists of data conversion readiness, procurement support, project management foundational documentation and governance planning documentation. DCSE selected CSG to do this work since they have done the work for the planning documentation and CSG is familiar with the project scope and effort.

(BRnT) Enterprise Licensing Solution

BRT Type:	Business Requirement for New Technology
Date Submitted:	3/12/2021
Mandate:	
Mission Critical:	Yes
Description:	
DSS is requesting to replace the current Division of Licensing Programs Help and Information Network (DOLPHIN) application which tracks the inspection and licensing of Adult and Child Care facilities using the Salesforce Low Code Application Platform (LCAP). In addition, a mobile application is needed to replace the current mobile application in use by licensing inspectors in the field. The implemented solution must utilize human centric design.	

(BRnT) ITS - Call Center Support Services (CCSS)

BRT Type:	Business Requirement for New Technology
Date Submitted:	9/15/2021
Mandate:	
Mission Critical:	
Description:	
DSS is requesting funds for the implementation of the Commissioner and CIO strategy for call center integration within VDSS ITS Enterprise Operations and lines of business, enabling the Enterprise to successfully provide a point of consolidation for all eight existing agency call centers. This also paves the path for the assumption of support services as the agency transition a portion of the existing Enterprise Call Center (contracted to vendor Young Williams) to ensure compliance with Federal regulations for eligibility determination.	

(BRnT) Promise Pay

BRT Type:	Business Requirement for New Technology
Date Submitted:	7/29/2022
Mandate:	
Mission Critical:	
Description:	

VDSS received federal funding from ARPA and the CRRSA to establish and operate a new program; Low Income Household Water Assistance Program (LIHWAP). The funding must be obligated by 9/30/23 and expended by 12/31/23 so it is critically important to begin to operate this program as quickly as possible.

(BRnT) Random Moment Sampling (RMS)

BRT Type:	Business Requirement for New Technology
Date Submitted:	3/12/2021
Mandate:	
Mission Critical:	Yes

Description:
 Random Moment Sampling (RMS) services to replace current MAPPER technology on the Unisys platform.

changed submitted date from 2/6/15 to 9/8/20 to satisfy ITSP New RFP in process.

(BRnT) Robotic Process Automation (RPA) - Blue Pri

BRT Type:	Business Requirement for New Technology
Date Submitted:	3/12/2021
Mandate:	
Mission Critical:	Yes

Description:
 The Division of Child Support Enforcement (DCSE) continues to have a strong focus on modernization, innovation, new technology, automation and process improvement. In an effort to streamline the existing case initiation process, the Division engaged in a Kaizen-driven process improvement initiative focused on reducing manual data entry for staff, reducing cost, improving business cycle time, reducing errors and enhancing customer service. It was determined that the incorporation of Robotic Process Automation (RPA) in the assistance of the case initiation process would best serve this effort.

The goal for this project is for the RPA to receive, review and initiate incoming applications received by the Division, create cases, forward referrals and exceptions to caseworkers as appropriate and send correspondence to our customers in a timely manner. It is expected, that with the assistance of RPA (also known as the Digital Assistant), the Division will be able to allocate resources more effectively, reduce human error and increase the number of cases initiated successfully within required timeframes.

(BRnT) Salesforce Integrator Pool RFP

BRT Type:	Business Requirement for New Technology
Date Submitted:	5/18/2022
Mandate:	
Mission Critical:	
Description:	
The Virginia Department of Social Services would like to release a Request for Proposals (“RFP”), Salesforce Integrator Pool #ITS-22-051, to establish of a pool of experienced suppliers that are able to configure the Salesforce Low Code Application Platform (“LCAP”) for health and human services programs, eligibility and enrollment, and benefits determination and issuance.	
(BRnT) VaCMS System Replacement (LCAP)	
BRT Type:	Business Requirement for New Technology
Date Submitted:	8/9/2021
Mandate:	Yes
Mission Critical:	Yes
Description:	
DSS plans to migrate the current VaCMS legacy system to low code application platform (LCAP). Current contract with Deloitte expires 4/30/2024. The agency is requesting ARPA funding for this project. the project will be done in phases with CommonHelp slated first	
BReT Experian Aperature Data Studio	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/30/2022
Mandate:	
Mission Critical:	Yes
Description:	
36 month renewal of Experian Aperature Data Studio, the agency is currently using Experian products for address verification and real time quality matching. This software allows the agency to provide accurate data on the number of customer VDSS serves through a variety of benefit programs, by eliminating duplicates for customers receiving multiple benefits. The Agency uses an on premise solution, leveraging the VITA AIS (SOA) stack to host the Experian products.	
BReT PC Refresh 2022Q4 Docking Stations	
BRT Type:	Business Requirement for Existing Technology
Date Submitted:	8/10/2022
Mandate:	

Mission Critical:	
Description:	
PC Refresh 2022 Q4 - 2725 Docking Stations HP USB-C Dock 5 to support refresh for state & local office staff	

IT Strategic Plan Projects

Agency:	765 Department of Social Services (DSS)
Date:	1/30/2023

Random Moment Sampling (RMS)

Category 3 Investment Business Case Approval

The RMS process distributes 6,500 sample requests to approximately 5,800 random direct employees to collect data concerning federal programs they are working on at the time of the sample. This statewide data is gathered throughout the quarter and reports are generated by the DOF - Local Reimbursement Unit (LRU) from the automated system in order to provide statistics for the VDSS cost allocation process.

The VDSS project manager will interact with the vendor project manager to coordinate internal and external resources and dependencies to rollout the product.

Project Start Date	12/21/2020	Project End Date	8/31/2022
Estimated Costs:	Total	General Fund	Non-General Fund
Project Cost	\$600,000.00	\$300,000.00	\$300,000.00
Estimated first year of biennium:	\$0.00	\$0.00	\$0.00
Estimated second year of biennium:	\$0.00	\$0.00	\$0.00

Project Related Procurements

Random Moment Sampling (RMS) - Procurement

RPP - Enterprise Licensing Solution

Category 1 Project Initiation Approval

Division of Licensing Programs Help and Information Network(DOLPHIN) is the current application that VDSS Licensing Programs uses to conduct inspections and track licensure case load and stats for Adults, Child Welfare and Children's programs. DOLPHIN is a 17-year old legacy system. The application has two components: Versa Regulations (VR), the database and Versa Mobile (VM), a tool utilized for synchronization to VR.

The Division of Licensing Programs has the opportunity to obtain a new customer-centric application that will fully align with its business and public sector technological modernization needs. The strategic technical plan for the new application is to ensure business requirements, workflow processes, interfaces and conversion of data from the existing application are included. Specifically, the two-way interface with VaCMS designed for Subsidy facilities that are marked as Open or Closed for purposes of receiving federal funding from the Child Care Discretionary Fund is a must. Specific data fields such as the Legal Entity of Record (LEOR) must be integrated in the new application. The new application must interface with the Background Information System (BIS) to generate a Fieldprint code that is provided to new or existing children's facilities that are required to secure Fieldprint fingerprint - related background information for employees and/or volunteers from the third-party vendor FieldPrint. Once a fingerprint scan is done, Fieldprint stores all confidential information in a MyFieldprint website portal designed for BIS staff's use. Staff can view individual, weekly and monthly fingerprint requests and associated details. The new application will utilize the Salesforce - Low Code or No Code Application Platform (LCAP).

Project Start Date	10/1/2020	Project End Date	12/30/2022
Estimated Costs:	Total	General Fund	Non-General Fund
Project Cost	\$11,079,120.75	\$1,107,912.07	\$9,971,208.67
Estimated first year of biennium:	\$0.00	\$0.00	\$0.00
Estimated second year of biennium:	\$6,480,921.78	\$648,092.17	\$5,832,829.61

Project Related Procurements

RPP - Enterprise Licensing Solution - Procurement

SNAP Knowledge Base

Category 2

Project Initiation Approval

VDSS to configure the Salesforce platform to include knowledge management for use by the LDSS and VDSS staff to search for answers to frequently asked questions and lookup procedures, policies, and quick reference guide materials; a Chabot that can refer workers to answers or reference materials to help with common support requests; a live agent chat that can address support requests that are not answered by the Chat-bot a learning platform using Salesforce my Trailhead to organize online learning content into modules (courses) and trails (curriculums) that can be assigned to workers with completion progress tracked; SCAR to help reduce error rates in case processing; and a SNAP Calculator to determine SNAP allotment

Project Start Date	5/3/2021	Project End Date	1/31/2023
Estimated Costs:	Total	General Fund	Non-General Fund
Project Cost	\$1,895,875.00	\$545,000.00	\$669,723.00
Estimated first year of biennium:	\$669,723.00	\$0.00	\$669,723.00
Estimated second year of biennium:	\$545,000.00	\$545,000.00	\$0.00

Project Related Procurements

SNAP Knowledge Based - Procurement

Local HR Information System (HRIS)

Category 1

Project Initiation Approval

The purpose of this HR Information System (HRIS) – Local HR project initiative is to procure a Software as a Services (SaaS) solution to improve the HR Technologies for administering the LDSS workforce. The effort includes replacing the current Local Employee Tracking System (LETS), Recruiting Management System (RMS), Learning Management System (LMS), and modernize the HR Administration & Reporting capabilities to support the 120 Local Department of Social Services (LDSS) businesses; Delivering a more effective Talent Management solution for Recruiting, Onboarding, Learning Management, and Performance Management.

The effort includes replacing the current Local Employee Tracking System (LETS), Recruiting Management System (RMS), Learning Management System (LMS), and modernize the HR Administration & Reporting capabilities to support VDSS and the 120 Local Department of Social Services (LDSS) businesses; Delivering a more effective Talent Management solution for Recruiting, Onboarding, Learning Management, Performance Management, and Succession Planning. The HRIS Technology requirements is a “cloud” solution delivered as software as a service (SaaS) that is accessible from either a thin client “web browser” or program interface “app”.

DSS will use the Mythics contract (VA-170130-MYTH) to procure an Oracle cloud solution hosted in the Oracle government cloud.

Project Start Date	1/3/2022	Project End Date	2/15/2023
Estimated Costs:	Total	General Fund	Non-General Fund
Project Cost	\$2,113,531.80	\$921,837.81	\$1,024,055.73
Estimated first year of biennium:	\$0.00	\$0.00	\$0.00
Estimated second year of biennium:	\$1,139,213.86	\$551,606.93	\$587,606.93

Project Related Procurements

There are no procurements for this project

Child Support Enforcement Modernization -Project

Investment Business Case Approval

The Virginia Department of Social Services Division of Child Support Enforcement (DCSE) provides for the location, establishment, and enforcement of child support orders through education, prevention, technology and enforcement activities. The functionality of the DCSE application, APECS, is currently run on mainframe using programming languages COBOL and JCL. The current mainframe contract with Perspecta will end June 2024. VITA is encouraging agencies to migrate off of mainframe at the earlier possible. VDSS plans to retire existing mainframe technology and replace the functionality by June 2024. There are approximately 450 jobs consisting of 770 programs that make up the mainframe batch schedule and executed from 6pm to 6am every day of the year. The batch application programs perform the processing of; Incoming and outgoing payments, Case management, Order enforcement and Action while interfacing with 36 external entities. These batch processes also interface with internal DSS system such as Family Services and other entities. The project will ensure all the batch jobs are identified and migrated to a new solution. The project will ensure the Software development principles are followed and the functionality is thoroughly tested prior to production use. The project will use industry standard (Agile) project methodology. The project will also seek recertification from the federal Office of Child Support Enforcement (OCSE). An RFP will be issued to select a vendor to perform the child support modernization project.

Project Start Date	9/13/2021	Project End Date	6/30/2024
Estimated Costs:	Total	General Fund	Non-General Fund
Project Cost	\$45,000,000.00	\$15,300,000.00	\$29,700,000.00
Estimated first year of biennium:	\$0.00	\$0.00	\$0.00
Estimated second year of biennium:	\$680,000.00	\$231,200.00	\$448,800.00

Project Related Procurements

There are no procurements for this project

CommonHelp & Utilities - Project	
Category 2	Investment Business Case Approval

The scope of this project is for a new Citizen Portal to replace the existing CommonHelp. The Citizen Portal and Worker Portal for processing Utility Programs shall be on the Salesforce Service Cloud provided by the Agency for use by state Home Office and Local Department of Social Services employees.

CommonHelp is a quick and easy resource for people who live in Virginia to check the status of their benefits, report changes to their status, and find out if they may be eligible benefits.

Currently CommonHelp is part of VaCMS (Virginia case management system) application is used to maintain the cases which are registered to VDSS through various programs such as Medicaid, TANF, SNAP, and Child care.

DSS expects to implement both configuration and coding on the Salesforce platform.

DSS states that this will comply with the Commonwealth Architecture Standards for Platform as a Service (PaaS).

DSS will do a sole source procurement with Deloitte Consulting.

Project Start Date	3/14/2022	Project End Date	12/31/2023
Estimated Costs:	Total	General Fund	Non-General Fund
Project Cost	\$9,545,000.00		\$6,740,000.00
Estimated first year of biennium:	\$0.00	\$0.00	\$0.00
Estimated second year of biennium:	\$0.00	\$0.00	\$0.00

Project Related Procurements

There are no procurements for this project

EAP Percentage of Income Payment Program (CR671)

Category 4	Project Initiation Approval
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Virginia HB2330 established the Percentage of Income Payment Plan (PIPP) as a component of the Energy Assistance Program (EAP). PIPP is to assist low-income customers of Dominion and APCo/AEP in Virginia with paying their electricity bills.

VaCMS will be modified to allow the submission of EAP-PIPP applications by Call Center workers. The changes made to RDE will allow PIPP applications to be submitted anytime during the year. The assumption is that CommonHelp will be modified by VDSS to allow residents to apply from CommonHelp where CommonHelp will also allow PIPP applications to be submitted anytime during the year.

Cases approved for EAP PIPP components will be referred to the Department of Housing and Community Development (DHCD) for audit purposes. An interface with DHCD will be created in VaCMS to include the EAP PIPP approved cases in a daily fixed length file that will be sent to DHCD.

Project Start Date	11/1/2022	Project End Date	8/31/2023
Estimated Costs:	Total	General Fund	Non-General Fund
Project Cost	\$1,373,427.00	\$1,373,427.00	
Estimated first year of biennium:	\$0.00	\$0.00	\$0.00
Estimated second year of biennium:	\$0.00	\$0.00	\$0.00

Project Related Procurements

There are no procurements for this project

IT Strategic Plan Procurements

Agency:	765 Department of Social Services (DSS)
Date:	1/30/2023
Stand Alone Procurements:	
Procurement Name:	2-1-1 Virginia - Procurement
Procurement Date	1/1/2019
Procurement Description:	<p>Under the Code of Virginia VDSS is responsible for a statewide information and referral service that links citizens needing human services with appropriate community resources to satisfy those needs. This responsibility is achieved through VDSS' operation of 2-1-1 VIRGINIA, which is a service of the Virginia Department of Social Services provided through contract by the Council of Community Services in Roanoke, Virginia. Code of Virginia: § 63.2-222.</p> <p>In the event of a disaster, the Governor directs the general public to seek information through 2-1-1 VIRGINIA. In addition, through an MOU, VDEM promotes 2-1-1 as the public inquiry portal for disasters. 2-1-1 must be available 24 hours a day, 365 days per year. The vendor, RTZ Associates, is located in California providing safeguards during a Virginia disaster. Their support services are available 24/7.</p> <p>RTZ has provided the Get Care database to 2-1-1 VIRGINIA since 2008 through an initial competitive process and subsequent sole source contract. Most citizens call 2-1-1 to obtain information (150,000 calls/year) but some citizens complete a web based search on the www.211virginia.org web site. The web site was designed by and is hosted by RTZ and its content pulls from the 17,000 program listings in the Get Care database.</p>
Procurement Name:	Accuity - Procurement
Procurement Date	12/1/2020

Procurement Description:	<p>The existing sole source contract expires 8/31/20. DSS has requested an extension of the existing contract through 11/30/20. DSS is in the process of a new sole source contract.</p> <p>The ECOS assessment (DSS-0260758) was submitted and is VITA-3rd review.</p> <p>10/28/20 - Update for ECOS Assessment - Demetrias Rodgers determined that ECOS does not apply.</p>
Procurement Name:	Data Builders - Procurement
Procurement Date	6/30/2025
Procurement Description:	This application provides an automated database to submit SNAP Quality Assurance findings to USDA. It creates state and local error rate analysis and allows for ad hoc reporting. It is a vendor supplied and supported client server software package running on Dell servers using an MS SQL database.
Procurement Name:	Data Governance Implementation - Procurement
Procurement Date	12/31/2022

Procurement Description:	<p>Info-Tech will assist the Office of Research & Planning to formalize Data Governance&#x0D;&#x0D;</p> <ul style="list-style-type: none"> * Establishing foundational data governance documentation for the Department including Data Governance Charters , Data Policies, Standards & Procedures , and a Data Stewardship Model and accompanying Implementation Manual&#x0D;&#x0D; • Providing a Proof of Concept for Data Governance implementation in the Child Support Enforcement (CSE) program area including&#x0D;&#x0D; documenting a Client Journey Map and Data Steward Use Cases for CSE to identify how data governance will impact CSE stakeholders&#x0D;&#x0D; • Establishing Data Frameworks, Requirements and Artifacts such as the Data Lifecycle Framework , Data Quality Framework , Business Glossary and Data Dictionary to enable effective Master and Reference Data Management&#x0D;&#x0D; • Providing a Proof of Concept for Data Frameworks by defining data requirements and artifacts for within CSE such as populating the Business Glossary and Data Dictionary, identifying required reports, and defining Data Quality Requirements including Metrics , Reports,&#x0D;&#x0D; Roles responsible for their creation.
Procurement Name:	DSS - Fieldprint Fingerprinting - Procurement
Procurement Date	12/31/2024
Procurement Description:	<p>Fingerprint background checks for foster and adoptive parents, licensed child care centers and hiring of DSS employees and contractual staff.</p> <p>Fieldprint will provide an electronic copy of your FBI criminal history results in PDF format available only through the Report Management Portal (RMP). The results are delivered exactly as provided by the FBI and will contain any criminal history record information the FBI has on file in their system.</p> <p>Users will get fingerprinted at the local Fieldprint office.</p>
Procurement Name:	DSS Enterprise FieldPrint - Procurement

Procurement Date	5/31/2022
Procurement Description:	<p>Field Print statewide fingerprinting solution will allow all Foster, Adoptive and Kinship Families to submit fingerprints for mandatory criminal history background check conducted through the Central Criminal Records Exchange and the National Crime Investigation Center via the Virginia State Police in a secure approved environment. Services to be obtained via VITA contract VA-170525-FPIC. VDSS will be paying all costs associated with every applicant and background check. This includes all fees to VSP and FieldPrints administration costs as well as any applicable fees.</p> <p>This contract provides a network of supplier established locations for fingerprinting and background information collection sites within the Commonwealth of Virginia. The contract also includes a call center for support and a web portal for scheduling appointments, making payments and to collect demographics of the individuals getting fingerprinted.</p> <p>Individuals do not pay for this service. Fieldprint bills DSS monthly.</p> <p>The SaaS solution is hosted at the Fieldprint centralized data center.</p> <p>Fieldprint follows the FBI Security Program. More detail can be found in the 7.0 Live Scan Requirements.</p> <p>Fieldprint bills DSS monthly. Individuals do not make a payment.</p> <p>Fieldprint purges data at specified intervals</p>
Procurement Name:	EBT Processing and Financial Services for SNAP
Procurement Date	9/30/2022
Procurement Description:	Electronic Benefit Transfer (EBT) services for SNAP recipients which are authorized through the VDSS Eligibility Determination System (ADAPT/VaCMS).
Procurement Name:	ECC Attendance Tracking and Payment Procurement

Procurement Date	7/23/2028
Procurement Description:	<p>Electronic Child Care (ECC) attendance tracking, online transaction processing, payment processing (which includes posting attendance transactions manually), reporting and financial services for the Child Care subsidy program.&#x0D;</p> <p>&#x0D;</p> <p>The ECC system provides an automated means to track attendance for children of families eligible for the subsidy program, provides the basis for payment for vendors providing child care for the children and provides data to enable the department to monitor and analyze metrics and strategic goals.</p>
Procurement Name:	Enterprise Print & Mailing Services - Procurement
Procurement Date	10/31/2025

Procurement Description:	<p>This is a contract extension. DSS sends a encrypted file to BMS Direct. BMS mails paper egilbility forms to citizens. The cost covers forms, processing and mailing.</p> <p>Printing & mailing (including postage) notices and forms for Medicaid, SNAP, TANF, Child Care, Energy Assistance Program, and Child Support Enforcement. IFB conducted June 2020 and awarded to BMS Direct Contract: DIS-20-065 effective 11/1/2020 4 one year optional renewals Agency submitted year 2 purchase order - PGR was requested:</p> <p>Contract Award: Year 1 APECS: \$ 396,450.40 Central: \$1,634,087.84 Total: \$2,030,538.24</p> <p>MODS: APECS: \$3,252.86 Central: \$88,353.12 Year 2 - 5: Printing APECS: \$399,703.26 Central: \$1,722,440.96</p> <p>Contract Print Total: \$10,610,721.10 Annual Postage: \$2,600,000.00 * 5 years = \$13,000,000</p>
Procurement Name:	Experian Aperature Data Studio - Procurement
Procurement Date	12/31/2025
Procurement Description:	36 month renewal of . This software allows the agency to provide accurate data on the number of customer VDSS serves through a variety of benefit programs, by eliminating duplicates for customers receiving multiple benefits. The Agency uses an on premise solution, leveraging the VITA AIS (SOA) stack to host the Experian products.
Procurement Name:	Gartner Membership

Procurement Date	1/31/2024
Procurement Description:	Gartner Membership
Procurement Name:	IBM License Renewal - Procurement
Procurement Date	10/31/2023
Procurement Description:	<p>While working on the ITSP - we discovered that DSS neglected to submit the VITA documents for IBM license renewal for 36 months FY21 - FY23. IBM license products are Websphere & Rational. Quotes for FY21 - FY23 are attached.</p> <p>DSS requires PGR approval for FY 22 & 23 in the amount of \$1,629,173 in order to submit eVA requisitions for the renewal.</p> <p>FY22:\$798,005</p> <p>FY23: \$831,168</p>
Procurement Name:	Microsoft License Renewal - Procurement
Procurement Date	1/31/2023

Procurement Description:	<p>While working on the ITSP - we discovered that DSS neglected to submit the VITA documents for Microsoft license renewal for FY22 in the amount of \$813,216.42 - submitting estimated license renewal cost for FY23 which will be included in the biennium strategic plan in the amount of \$813,216.42</p> <p>The licenses are MS Project Online, Power BI and CRM that are assigned to the DSS Microsoft platform hosted by VITA.</p> <p>**2/7/22 - the PGR was approved in the amount of \$813,216.42, however there was additional Power BI cost of \$141,232.89. The total cost is \$954,449.31 and exceeds the 10% by \$59,911.24.**</p>
Procurement Name:	ORACLE License Renewal - Procurement
Procurement Date	8/31/2023
Procurement Description:	<p>While working on the ITSP - we discovered that DSS neglected to submit the VITA documents for Oracle license renewal for FY22 in the amount of \$2,042,208.79 - submitting estimated license renewal cost for FY23 which will be included in the biennium strategic plan in the amount of \$2,144,319</p>
Procurement Name:	PC Refresh Docks '22 Q4/'23 Q1-Q4 - Procurement
Procurement Date	12/31/2023
Procurement Description:	<p>***10/18/2022 VDSS is requesting to amend PGR 23-019 from \$441,175 to \$1,012,067.50: This will cover Q4 2022 (2725 docking stations), and Q1-Q4 2023 (3484 docking stations), there will be a total of 6209 docking stations ordered in support of PC Refresh</p> <p>PC Refresh 2022 Q4 - 2725 Docking Stations to support refresh for state & local office staff</p> <p>DSS has several shared support agencies that we provide support (assets & WAN & LAN), we provide the docks for those assets,</p>

Procurement Name:	Perceptive Content Management - Procurement
Procurement Date	10/30/2020
Procurement Description:	DSS uses Perceptive Content software for Document Management Storage and Imaging. This request is for the renewal through the GSA contract GS-35F-0119YGS-35F-0119Y for three years; \$289,220.77/annually \$867,662.31/3years.
Procurement Name:	SafeMeasures 2021 - Procurement
Procurement Date	1/1/2021
Procurement Description:	SafeMeasures is a comprehensive reporting and quality improvement system including data analysis, report publishing, and hosting bundled into an annual subscription fee. Reports are delivered using the interactive SafeMeasures reporting engine. The annual subscription fee covers the cost of comprehensive data analysis, design of new reports or modifications to existing reports, hosting of the data warehouse and SafeMeasures application, maintenance of a secure reporting site, training on the use of the software, help desk support, upgrades and enhancements, and unlimited access by state and local departments of social services staff.
Procurement Name:	Salesforce Integrator Pool RFP - Procurement
Procurement Date	12/31/2024

<p>Procurement Description:</p>	<p>The Virginia Department of Social Services would like to release a Request for Proposals (“RFP”), Salesforce Integrator Pool #ITS-22-051, to establish of a pool of experienced suppliers that are able to configure the Salesforce Low Code Application Platform (“LCAP”) for health and human services programs, eligibility and enrollment, and benefits determination and issuance. Suppliers must also supply and have experience applying accelerators that, when implemented, will deliver desired business outcomes more effectively and efficiently than creating similar functionality on the LCAP without accelerators.</p> <p>DSS intends to migrate multiple applications to Salesforce and desires to set up a pool of qualified suppliers. DSS will submit an individual PGR for each application. VITA SCM is in agreement with this RFP.</p> <p>This RFP is for DSS to qualify sales force vendors.</p> <p>Once the selection of vendors are made DSS will creat a contract and use that contract to do SOW work. It’s like the CAI SOW program. VITA will potentially then use this as a statewide contract.</p> <p>Its a high risk RFP, VDSS leadership advised both Bob Osmond & Phil Pippert and they approved the procurement method to obtain a vendor pool but SCM wanted to review the RFP - Its really a no value RFP, once the vendor pool is selected they will be assigned to projects and we will submit the PGR for the individual procurement/projects</p> <p>SCM wanted it submitted in Planview to review</p>
<p>Procurement Name:</p>	<p>Splunk License Renewal - Procurement</p>
<p>Procurement Date</p>	<p>5/26/2023</p>
<p>Procurement Description:</p>	<p>Splunk is a horizontal technology used for application management, security and compliance, as well as business and Web analytics.Splunk Enterprise Security (ES) is a security information and event management (SIEM) solution that provides insight into machine data generated from security technologies such as network, endpoint, access, malware, vulnerability and identity information. It’s a premium application that is licensed independently from Splunk core. SPLUNK Annual Renewal Cost: \$285,572.65</p>

Procurement Name:	Staff Augmentation SFY23 - Procurement
Procurement Date	6/30/2023
Procurement Description:	DSS is requesting approval to extend 36 existing contract staff and 8 new contract staff. Contractors work on projects, operations and maintenance activities. The anticipated costs are \$7,426,085.00.
Procurement Name:	Stellarware - Procurement
Procurement Date	12/13/2019
Procurement Description:	8/17/22 - requesting to amend the PGR for 6 months (\$179,171.00) to allow time for DCSE to put together a new scope for a new procurement. This is maintenance of a New Hire database as well as New Hire Reporting Center for thousands of employers to report parents in arrears and assist with getting payment to DCSE. This program has been successful for the State and has resulted in locating and obligating non-custodial parents and in increasing child support collections. ECOS assessment (RITM0113996) approved on 9/11/19
Procurement Name:	VaCMS - Deloitte Sole Source - Procurement
Procurement Date	5/1/2020
Procurement Description:	The Virginia Case Management System (VaCMS) is the system of record for statewide public assistance programs, including Medicaid, Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Child Care, Low Income Home Energy Assistance Program (LIHEAP), Fraud, Appeals, and other public assistance programs. Since the Fall of 2013, over

time, the program areas listed above have requested over 570 enhancements due to federal, state, and program priority changes. Every year, additional program changes are added to this list for that reason. Between 60-70 enhancements have been implemented each year. Currently, change management for VaCMS has recorded over 200 remaining enhancements out of 570 that need to be prioritized and implemented over the next 3-5 years. The programs completed their prioritization of 127 system enhancements for implementation that covers this Procurement Business Alignment (PBA) timeframe. These critical system changes continue to be needed for compliance with federal program requirements that require specialized resources to achieve and enhance processing for these public assistance programs. The specialized resources must know the VaCMS system technology, workflow, business processes, tables, automated processes, interfaces, etc. These system changes result in modification of the VaCMS to include updates to the database structure, rules engine for eligibility determination, reports, and system workflows that will require requirements, design, development, testing, and implementation. A large part of the effort is related to SNAP (i.e. Federal Final Rule, APA audit findings) and Medicaid enhancements (i.e. Ofc of Civil Rights changes, increased automation), system stabilization through the resolution of reported defects, and software upgrades prioritized by the internal technical team (ex. ESB, WODM). The implementation of these changes within VaCMS will optimize existing functionality, streamline business processes, and minimize the level of manual processing for local department workers and call centers. Additional legislatively mandated changes will affect the actual number of enhancements being requested and implemented for a given release. Additional details of the known requested changes can be found in the Business Requirement for Technology (BRT) document. The program areas that request enhancements for VaCMS are: Medicaid, SNAP, TANF, Childcare, Appeals, LiHEAP, Finance, Fraud, Quality Assurance (QC), internal Security, internal Technical. While this specialized team of resources are focusing on these program enhancements, VDSS and VITA will continue to collaborate on the future strategic direction of the department; movement to the Cloud and the implementation of an enterprise platform solution that will support the majority of the applications used within the Virginia Social Service Systems (VSSS). VDSS and VITA has identified broad platform general technical requirements. The collaborative team will continue their efforts to identify platform data requirements and then focus on business requirements as they relate to the strategic implementation plan determined by the department. Eventually, the improvements and enhancements made within VaCMS will prepare the system for its planned implementation on the selected enterprise solution. This PBA will support VaCMS enhancements and operations & maintenance (O&M) activities over a three (3) year period starting February 2020. The total requested for that period is \$54.3 million. The annual percentage breakdown is 70% for enhancements and 30% for O&M. Refer to the Funding section of this document for the actual annual dollars.

Procurement Name:	VPEP - Procurement
Procurement Date	7/1/2018
Procurement Description:	The Virginia Department of Social Services' Division of Child Support Enforcement (DCSE) is required to operate a paternity establishment program (VPEP). Congress established the Child Support Enforcement Program in 1975 through Title IV-D of the Social Security Act. The program mandates that states enact laws and carry out required functions to ensure that parents contribute to the support of their children. In the Commonwealth, VDSS through DCSE, has administered the Child Support Enforcement program since 1977. Enacted by Congress in 1993, the Omnibus Budget Reconciliation Act required every state to establish a program for the voluntary acknowledgment of paternity in hospitals at the time of the birth of a child to an unmarried mother. The Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) set forth additional requirements. States must have a process for voluntarily acknowledging paternity in hospitals, state birth record agencies and other state-designated entities. The mother and father must be given notice, either orally or through the use of audio or video equipment and in writing, of their responsibilities, legal consequences of, and alternatives for acknowledging paternity. Since 2003 DCSE has out sourced this program. Due to the imminent expiration of our existing contract, this RFP is being issued to obtain a vendor to satisfy one of the components needed to meet our agency's needs to continue to operate within required federal regulations and state law.
Procurement Name:	Xerox Fujitsu Fi-7160 Scanners - Procurement
Procurement Date	11/4/2020
Procurement Description:	We worked with Xerox state contract VA-191121-XX to refresh devices at the same cost as the current leased devices. There is no fiscal impact and the agency staff will have new devices to continue the work in the field.
Procurement Name:	Xerox MPS (Procurement)
Procurement Date	10/31/2024

Procurement Description:	<p>DSS needs to replace current Xerox devices, through VITA contract VA-191121-XERX.</p> <p>They are copy devices with multi functions that support scan to mail, scan to fax and scan to folder.</p> <p>DSS has an existing exception for Xerox and will apply for a renewed exception.</p>
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