

REQUEST FOR INFORMATION (RFI)



State of Alaska
Department of Revenue
Child Support Services Division

Date Issued: August 20, 2015

REPLATFORM CSSD CASE MANAGEMENT SYSTEM (NSTAR)

The State of Alaska, Department of Revenue, Child Support Services Division (CSSD) is requesting letters of interest from vendors who may be interested in participating in a solicitation that will Re-platform CSSD's mainframe based Case Management System (NSTAR) from an ADABAS/Natural platform to a modern environment. The re-platforming will be accomplished in less than two (2) years.

NSTAR Specifications

Background Information:

NSTAR is Alaska's statewide system used to manage and track child support enforcement cases pursuant to Title IV-D of the Social Security Act. It is a 15-year-old mainframe application that is based on a transfer system, the New England Child Support Enforcement System (NECSES). NECSES was developed in the mid-1980s, making NSTAR's technology foundation nearly three decades old. NSTAR is written in Natural with very few remaining COBOL (Common Business Oriented Language) modules. The system utilizes a non-relational database, the Adaptable DATA BASE System (ADABAS) Database Management System (DBMS). NSTAR is housed at the State's data center on an IBM mainframe running OS390 and Customer Information Control System (CICS). Users access NSTAR through 3270 emulation software.

NSTAR currently supports approximately 47,500 active cases and provides access for about 220 CSSD users, about 400 non-CSSD users (primarily from other state agencies), and provides limited access for custodial and noncustodial parents. Failure of this fragile system would create substantial financial hardship for thousands of Alaska's children and families, and potentially incur significant penalties.

Network:

The NSTAR mainframe server resides on the State network infrastructure physically located at the State Data Center in Juneau. The network is an Internet Protocol (IP) based Local Area Network (LAN) connected to the State of Alaska Wide Area Network (WAN). NSTAR system users access the mainframe via an IP-based LAN to the State WAN. CSSD's LAN is configured in a dual-star configuration for redundancy and security. Communication with the federal network is accomplished through Connect:Direct.

Mainframe: The mainframe NSTAR application, public web servers and Interactive Voice Response (IVR) are physically located at the State Data Center in Juneau and supported by the Enterprise Technology Services (ETS) group. ETS provides 99.8% mainframe system availability within agreed service hours. ETS provides a Continuity of Operations Plan (COOP) to ensure continuity of critical

operations and supports and maintains a wide range of security commitments, adhering to State Security Office (SSO) standards and policies.

Desktop: Desktop workstations provide access to all CSSD applications and resources both via web portal and network connectivity. All workstations are managed, deployed, configured, and maintained by DOR technical staff. The majority of the desktops are similar in configuration and installation. Most CSSD workers have their own fax numbers (telephone numbers) in RightFax. RightFax is a networked fax application that allows faxes to be sent, received, and manipulated from the desktop. Copies of faxes managed through RightFax are sent to the mailroom's imaging system.

Applications and Utility Servers:

There are multiple servers, both physical and virtual, associated and supporting the NSTAR system. The public web servers are physically located at both the ETS support site in Juneau and in the CSSD facility in Anchorage. The majority of network servers and applications are maintained by CSSD, with additional support from ETS.

ETS hosts and maintains two web servers providing access to MyAlaska, a public-facing login for many State of Alaska web applications. When the web applications are used and authenticated by CSSD employees, they are able to access the web server from the Internet. The function of these web servers is to provide access to financial statements, last payment received and sent information (Kids Online), child support guidelines calculator, and new hire reporting.

CSSD manages user accounts, provides PC support, manages the local area network and servers, and performs routine support services such as backups. The current environment consists of 274 workstations, 35 virtual servers, 4 NetApps, 2 Checkpoint firewalls, and 32 printers. The network servers were migrated to Virtual Server environments using VM-Ware attached to the NetApp storage area network (SAN) system in March, 2014, although CSSD will always have two or three application servers that will be kept on physical servers.

Security and Backups:

CSSD coordinates security standards with ETS to provide Active Directory policies for users and workstations that meet IRS requirements and Alaska State requirements, including quarterly network perimeter testing, annual disaster recovery site testing, firewall and intrusion detection, and maintaining secure socket layer (SSL) connections between workstation and mainframe and web applications containing sensitive data.

Backups to the State Data Center-hosted NSTAR mainframe are maintained and managed by ETS. For all CSSD managed systems, backups are performed using a combination of Netbackup, NetApp Snapshots, and backups to the mainframe. These are performed via the LAN, as well as over the State WAN as appropriate. ADABAS backups are handled by the ETS database group. Backup tapes are stored off site at Alaska Archives and Netbackup snapshots are mirrored to DOR NetApps in Juneau. Mainframe backup data is sent offsite by ETS.

Interfaces:

NSTAR exchanges information, both manually and automatically, with other applications.

■ Primary interfaces include the following:

- Child Support Enforcement Network (CSENet)
- Federal Parent Locator Service (FPLS), including the Federal Case Registry (FCR), National Directory of New Hires (NDNH) and the FPLS
- New Hire Reporting, used by employers with newly hired Alaskan employees to report the employee information to CSSD for possible withholding purposes. It retrieves employer information from the CSSD database and Department of Labor and Workforce Development (DOL) interface.
- Debit card and EFT deposit processing
- EFT for direct withdrawals
- Permanent Fund Dividend (PFD)
- Division of Public Assistance
- Department of Corrections
- Department of Labor and Workforce Development
- Foster Care's Online Resource for the Children of Alaska (ORCA)
- Juvenile Offender Management Information System (JOMIS), for non IV-E referrals
- State Services Portal, also known as Child Support Portal

■ External retrieval processes include:

- Interactive Voice Response (IVR), payment information is retrieved from NSTAR so that child support parties can access last payment information by phone
- KidsOnline, provides payment information, similar to IVR information but in web format, via the CSSD website
- MyAlaska, used for secure public access to multiple State of Alaska services including the Child Support Online Financial Statements and New Hire Reporting
- Online Financial Statements, used by child support parties to retrieve their financial statements

■ Internal retrieval processes include:

- Case File Imaging (CFI), document imaging and management system

■ CSSD has access to external systems for information gathering, including:

- District Court
- Clerk and Recorder's system
- Permanent Fund Dividend (PFD)
- Division of Public Assistance
- Accurint
- Correctional Institutions
- Department of Commerce and Community Development

- Division of Motor Vehicles
- Department of Natural Resources
- Department of Fish and Game
- Foster Care’s Online Resource for the Children of Alaska (ORCA)
- Juvenile Offender Management Information System (JOMIS), for non IV-E referrals
- Credit Bureau’s Online Solution for Complete and Accurate Reporting (eOSCAR)
- Bankruptcy court website (PACER)
- Workers Compensation (Department of Labor website)

Statistics

Item	Approximate Count
Batch Programs (primarily Natural)	600
Online Programs (primarily Natural)	592
Maps	1553
Production Screens	589
DFIX Screens (Data Fixes by Systems Personnel)	387
User Screens	202
Web Based Programs/modules (Natural)	22
Production Subroutines	38
Production Subprograms	414
COBOL Modules	5
ADABAS Files	119
MS SQL Files/Tables	15

Response Information:

Interested parties are invited to submit a letter of interest that includes a response to the following:

1. Provide a general description of your company’s capabilities and experience related to the Re-platforming of mainframe based Systems from an ADABAS/Natural platform to modern (Java, .NET, MS SQL, Oracle, etc.) environment.

.NET/MSSQL is the Department’s standard platform and if any other platform is proposed it will need to be justified in the proposal.

Responses to this RFI are for informational purposes only. Do not include cost estimates as they will not be considered in a response.

Interested parties are required to submit their response in writing by **4:30 pm Alaska Time on September 4, 2015**, to the following person:

Dorie Choquette

Procurement Officer

Department of Revenue

Administrative Services Division

Phone: (907) 465-2313

Email: dorie.choquette@alaska.gov

Emailed or hard copy responses are acceptable. If sending a hard copy response, send the response to the following address:

U.S. Mail: P.O. Box 110410
Juneau, AK 99811-0410

Delivery Service (Fed Ex, UPS, etc.): 333 Willoughby Ave.
11th Floor
Juneau, AK 99801

It is the responsibility of the interested party to follow up with the individual listed above to ensure your response was received prior to the time and date specified.

This RFI does not extend any rights to prospective contractors or obligate the state to conduct a solicitation or purchase any good or services.