

RFP Questions and Clarifications Memorandum

To: Vendors Responding to RFP Number 3784 for the Mississippi Department of Human Services (MDHS)

From: Craig P. Orgeron, Ph.D.

Date: October 30, 2015

Subject: Responses to Questions Submitted and Clarifications to Specifications

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RFP Number 3784 is hereby amended as follows:

1. Section VII, Item 10.2.2.1 is being modified to read:

Vendor must provide a detailed System Inventory of all systems required to be migrated as well as 3rd party services used by the applications that must be tested on the new platform. Vendor must provide installation and configuration for all products identified in the system inventory that must be installed or migrated in ~~Phases II and III~~ Phase II.

2. Section VIII, Item 2, 2nd paragraph, is being modified to read:

At the completion of Phase I and upon approval to commence with Phase II, the Vendor will update the Phase II Project Plan based on the information gathered in ~~Phase II~~ Phase I. The rates below will be applied to the Project Plan to develop a not-to-exceed cost for Phase II.

3. Title page, INVITATION is modified as follows:

INVITATION: Sealed proposals, subject to the attached conditions, will be received at this office until **November 20, 2015 @ 3:00 p.m.** local time for the acquisition of the products/services described below for Mississippi Department of Human Services.

4. Title page, third box is modified as follows:

PROPOSAL, SUBMITTED IN RESPONSE TO RFP NO. 3784
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DUE NOVEMBER 20, 2015 @ 3:00 p.m.,
ATTENTION:

5. Section VII Technical Specifications, Item 4 Procurement Project Schedule is amended as follows:

Task	Date
First Advertisement Date for RFP	09/15/15
Second Advertisement Date for RFP	09/22/15
Mandatory Vendor Web Conference	10:00 a.m. Central Time on 09/29/15
Deadline for Vendor's Written Questions	3:00 p.m. Central Time on 10/5/15
Deadline for Questions Answered and Posted to ITS Web Site	10/19/15 10/30/15
Open Proposals	11/2/15 11/20/15
Evaluation of Proposals	11/2/15 – 12/7/15 11/20/15 – 1/8/16
ITS Board Presentation	1/21/16
Contract Negotiation	12/7/15 – 12/30/15 1/8/16 – 1/29/16

Vendor must include in their proposal a response to each amended requirement as listed above. Vendor must respond using the same terminology as provided in the original requirements.

The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

Question 1: Pertaining to Printing: Are all printers receiving output from the current z/OS applications TCP/IP? (no SNA)?

Response: **Yes. All printers are receiving output via TCP/IP.**

Question 2: Pertaining to Printing: How many printer configuration members do you have?

Response: **MDHS has 300 special forms.**

Question 3: Pertaining to Printing: What do you use for Selection Criteria in VPS today? Dest, Writer, Form, Class or any combination of these?

Response: **MDHS uses a combination of Dest, Writer, Form, and Class for selection criteria in VPS.**

Question 4: Pertaining to Printing: How many Network printers are today potentially receiving Output from these Applications?

Response: Currently, there are 270 printers throughout the State.

Question 5: Pertaining to Printing: What output format(s) do they require (PCL, PS...)?

Response: MDHS uses PCL and post script for output formats. MDHS uses LCDS for Xerox printers.

Question 6: Pertaining to Printing: Is it the intention to provide the Print Management functionality of the new environment on Linux, no longer using "Mainframe" Print (e.g. LRS VPS) or is it the intent to route output generated from the new Linux environment to and through the existing z/OS Print infrastructure?

Response: The State intends to leverage Linux as much as possible. It is the responsibility of the Vendor to propose the solution Vendor believes to be most advantageous to the State. The vendor is expected to propose their portfolio of services and tools and then they are to produce the cost benefit reports in Phase 1 for a linux migration to servers or a linux migration to IFL.

Question 7: Pertaining to Report Management: Is it the intention of DHS to continue using existing mainframe View/Deliver to house and view reports generated in the new application environment, or does DHS intend to acquire new technologies for the viewing and hosting of reports generated from the new environment?

Response: The State intends to leverage Linux as much as possible. It is the responsibility of the Vendor to propose the solution Vendor believes to be most advantageous to the State. The vendor is expected to propose their portfolio of services and tools and then they are to produce the cost benefit reports in Phase 1 for a linux migration to servers or a linux migration to IFL.

Question 8: Pertaining to Report Management: If it is the intention is to acquire new technologies for the viewing and storage of reports generated in this new environment, is there an intention to convert historical reports from existing (View/Deliver) files to the new environment to those new technologies, or would the preference be to store "historical" reports in the current View/Deliver environment and "date forward" reports in the new technologies?

Response: The State intends to leverage Linux as much as possible. It is the responsibility of the Vendor to propose the solution Vendor believes to be most advantageous to the State. The vendor is expected to propose their portfolio of services and tools and then they are to produce the cost benefit reports in Phase 1 for a linux migration to servers or a linux migration to IFL.

Question 9: Pertaining to Report Management: If it is the intention to convert historical files from View/Deliver, has DHS considered which report types it would convert and how far back and which reports it would not bring forward to the

new report management environment? Can statistics be given on those determinations?

Response: **This will be determined during Phase I Cost Benefit Analysis.**

Question 10: Pertaining to Report Management: How many individual people might view reports on-line?

Response: **There are 3,000 plus individuals that may view reports on-line.**

Question 11: This is really a question for SoftwareAG, but can you really port a Natural/Adabase app from zOS/CICS to Linux on z? Both Batch and Online? And it perform well?

Response: **Yes, it is possible to port a Natural/Adabase application from zOS/CICS to Linux on z. The State recommends that the Vendor research details regarding performance.**

Question 12: Why do you want to move it from zOS to Linux? You mentioned that the SW was back leveled and that you need open source capabilities.

Response: **MDHS has made a business decision to migrate applications from z/OS mainframe to a Linux platform. Please see Section VII, General Overview and Background for more details.**

Question 13: Architecture - Could we have an Architectural discussion to further explore your requirements? Do you have any diagrams showing your current environments (prod and non-prod)? And do you have any ideas of how it might look under Natural/Adabas for LUW? We need strong High Availability built into this design and you can't forget Disaster Recovery.

Response: **The State has provided an overview of the goals and the objectives that the State hopes to achieve by migrating the existing applications to Linux. The State cannot provide answers to questions about the new environment until the analysis phase is complete. As explained in Item 3, *General Overview and Background*, the State expects the awarded Vendor to provide analysis and recommendations in Phase I. During Phase II, the Vendor will implement the plan developed in Phase I.**

Question 14: Sizing - If we do port the app, we will need to conduct sizing estimates. ie: For this workload, how many core/memory/storage would it take for the different platforms. For this study, we will require some mainframe SMF data for the sizing.

Response: **Phase I Deliverables include a Technical Environment Assessment and Recommendation and a Technical Environment and Software Installation Report. Please see Section VII, Items 10.2.3.4 and 10.2.3.5 for more details.**

Question 15: How many scripts are calling DFSORT for batch processing in your current environment?

Response: There are over 250 different daily schedules. One daily schedule has multiple batch jobs (2,500 total) and multiple sort steps in those jobs. See Attachment A, *Number of Objects in Legacy Applications*.

Question 16: What is the volume of data being sorted? Basically the high, low and average volume processed by DFSORT.

Response: Please see Attachment E, in the RFP, *Legacy Application Transaction Statistics*.

Question 17: From the bidders meeting, our understanding of the state's business objectives with this RFP are to extend the life of the application in a cost and time efficient manner, avoiding the lengthy and costly process of re-writing the application. Additional concerns expressed by the State included the ability to hire resources to work on ADABAS, which are not widely available industry standard resources. The Application Modernization vendor community can provide the State with a solution to modernize your applications on an open systems platform, providing a cost effective solution that the State will easily be able to hire resources to support well into the future. During the bidders meeting, the State outlined its preference for ADABAS, but stated it would consider other solutions. If the State would be willing to equally consider other solutions, we respectfully request a two week extension and that the following requirements be revised (Page 72, Section 1.3.1.1; Page 47 Section 10.3.3.1 and 10.3.3.2).

Response: MDHS has made a business decision not to consider other solutions. The goal of this project is to keep risks to a minimum, migrate the existing applications, as is, to a Linux platform with minimal changes except to improve the front-end for each application.

Question 18: Page 72, Section 1.3.1.1: At least one (1) of the reference projects must have been a migration from a mainframe Adabas/Natural environment to a Linux Adabas/Natural environment.
Would the State be willing to remove this requirement to ensure respondents of non-Adabas solutions may respond?

Response: No. Please see the response to Question 17.

Question 19: Page 47, Section 10.3.3.1: Vendor must describe and explain how the proposed approach will allow MDHS to achieve each of the following project goals: Preserves Adabas DBMS file structures, Natural programming protocols and staff knowledge and avoiding high-risk and high cost of redesigning DBMS and application layers.
Would the State be willing to revise this section with the following text: Avoid the high-risk and high cost of redesigning the application, preserve application source code, business logic, and business workflows, as well as leverage current staff knowledge and expertise?

Response: No. Please see the response to Question 17.

- Question 20:** Page 47, Section 10.3.3.2: Preserves business mature components of Adabas file structures, indexes, Natural, and Cobol. Would the State be willing to revise this section with the following text: Preserves or replicates business mature components, but modernizes the application for lower costs and ease of maintenance?
- Response:** **No. Please see the response to Question 17.**
- Question 21:** Are you looking to oracle to size for this rfp?
- Response:** **No. Please see Section VII, Item 10.3.3.1.**
- Question 22:** Are you wanting oracle to propose an oracle database solution?
- Response:** **No. Please see Section VII, Item 10.3.3.1.**
- Question 23:** Will this include migration services?
- Response:** **Yes, during Phase II, the Vendor is responsible for migrating the applications and database to the new platform. Please see Section VII, Item 10.4 for more details.**
- Question 24:** What hardware vendor do you currently have?
- Response:** **The current hardware vendor is IBM.**
- Question 25:** Is there a system architecture we can look at?
- Response:** **No. The State will work with the awarded Vendor during Phase I analysis to provide more details regarding the existing architecture.**
- Question 26:** Are doing a migration in the database?
- Response:** **Yes.**
- Question 27:** Does the State of Mississippi have a requirement for this project, such that the vendor also provide any testing solutions to validate efforts through the migration efforts?
- Response:** **Yes, the Vendor is responsible for providing a Test Plan that includes the testing and activities to be undertaken, and the tools and techniques to be used. Please see Section VII, Item 10.4.3 for more details.**
- Question 28:** Does the State of Mississippi intend to have software testing aligned at each milestone within the ultimate project plan?
- Response:** **Yes.**

Question 29: If testing is desired for this contract, is this testing to be conducted by the vendor as a service, or should testing efforts be focused in collaboration with using State of MS resource personnel?

Response: **Testing services in collaboration with the State are a part of the deliverables for the awarded Vendor. Please see Section VII, Items 10.4.3, 10.5.2, 10.5.11, and 10.5.12 for more details regarding testing services.**

Question 30: Is the State of MS considering purchase of, or implementation of, software testing and quality management technologies for this project, and will any quality management software remain utilized past the delivery of this solution?

Response: **No. The Vendor is responsible for the testing and activities to be undertaken, as well as the tools and techniques to be used. The Vendor shall include when it will provide training to the State on the testing tools it proposes to use to facilitate the testing process. Please see Section VII, Item 10.4.3 for more details.**

Question 31: When considering quality management solutions for this project, what types of testing would be considered by the State of MS (e.g. Functional, Regression, UI, Performance)?

Response: **At a minimum, the Vendor's implementation plan must create the following test plans:**

- **Systems/Integration Testing,**
- **Data Conversion,**
- **User Acceptance,**
- **Performance (load/stress),**
- **Regression testing, and**
- **Interfaces**

Please see Section VII, Item 10.4.3 for more details.

Question 32: In migrating from the current architecture to the future architecture, is there a pre-existing baseline for performance characteristics of the system, or does a baseline need to be developed for comparison of the current solution to the new solution?

Response: **The Vendor will be responsible for ensuring that system performance equals or improves current transaction response times. Please see Section VII, Items 10.5.13 and 10.5.14.**

Question 33: If performance testing is a consideration in this proposed contract, are performance metrics (e.g. Number of concurrent users of the system, response time targets) defined as objective targets?

Response: **See response to Question 32.**

Question 34: Do automated testing assets currently exist for the current architecture? If so, what technology is currently used for testing purposes? What volume of assets currently exist for test automation?

Response: **No. The State does not currently have automated testing assets.**

Question 35: In order to meet ITS' requirements, vendor would like to submit a joint response whereby one vendor would be responsible for the provision of the professional services and the other vendor would provide the agreed upon software and hardware products. Would ITS consider such a joint response, and be willing to execute separate contracts with each of the two vendors?

Response: **No. One Vendor must be designated as the prime contractor in the proposal, and as such, shall be solely responsible for all products/services offered in the proposal and for the fulfillment of the contract with the State. Please refer to Section IV, Items 15 – 20 for more detail. MDHS maintains the right to purchase necessary software, hardware, and/or tools via methods most advantageous to the State.**

Question 36: Would ITS consider a response from a vendor only for the professional services, or alternately only for the software and hardware?

Response: **No. The Mississippi Department of Human Services (MDHS) is seeking services and software from a qualified Vendor to migrate applications running on a z/OS mainframe to a Linux platform.**

Question 37: Does ITS anticipate purchasing the software and hardware under this RFP, or a subsequent RFP?

Response: **See Section VII, Item 10.2.3.7.**

Question 38: Based on page 34, 1st sentence “..(MDHS) is seeking services and software from a qualified Vendor..” and page 76 “WHEREAS, Customer, pursuant to Request for Proposals (“RFP”) No. 3784 requested proposal for the acquisition of services and software...”, does this mean that the hardware acquisition will be separate from this RFP and all reference to hardware is for design purposes and not for purchase within this RFP scope.

Response: **No. See Section VII, Item 10.2.3.7. Decisions regarding the purchase of hardware, software, and tools will be made after Phase I via methods most advantageous to the State.**

Question 39: In order to have sufficient time to fully scope and respond to the RFP after the deadline of 10/19 for answers to questions, will ITS consider extending the due date from 11/2 to 11/16?

Response: **Vendors must adhere to the revised procurement project schedule as provided above in Items 3 - 5.**

Question 40: Regarding IFL or Linux Infrastructure. Does the state have a chosen software infrastructure product for the following – Please indicate if any below is out of scope. Please respond for IFL and Linux Platform separately (all pertain to Ref: 10.2.3.4 and 10.2.3.6)

- System Security software - Ref: 10.1.6
- User security software - Ref: 10.1.6
- Data security software
- Identity management software Ref: 10.3.5
- Log management software
- Network monitoring software
- Automated operations software
- Systems monitoring and problem determination software
- Application monitoring and problem determination software
- System and application availability dashboard tool (not sure if this is in scope)
- FTP software
- Scheduling software
- Backup and recovery software
- Tape backup and restore software

Response: **No. It is the Vendor’s responsibility to recommend and justify a solution for all products which the State will review and approve.**

Question 41: Hardware infrastructure. Will the analysis phase I include tape?

Response: **The analysis will include all infrastructure. Please see Section VII, Items 10.2.3.2, 10.2.3.3 and 10.2.3.4.**

Question 42: With regard to the reference to High Availability during the September 29th Mandatory Vendor Conference:

- Is 24x7 required for planned and unplanned outages – which the state’s meaning of continuous availability?
- Does the state envision a high availability solution such as GDPS for z/VM?
- What are the RTP and RPO requirements for the applications? (RTO-recovery Time Objective; RPO – Recovery point objective)

Response: **The awarded Vendor must provide this analysis as part of the Technical Environment and Software Installation Report that will be delivered in Phase I. Please see Section VII, Item 10.2.3.6 for more details.**

Question 43: Disaster Recovery

- Is the planning for the Disaster Recovery site in scope?
 - Is the planning for the disk mirroring to the DR site in scope?
- What are the RTP and RPO requirements for the applications? (RTO-recovery time objective; RPO-recovery point objective)

Response: **The awarded Vendor must provide this analysis as part of the Technical Environment and Software Installation Report that will be delivered in Phase I. Please see Section VII, Item 10.2.3.6 for more details.**

- Question 44:** Regarding Data Warehouse: Ref: 10.2.3.6 and 10.3.
-Where is today's data warehouse?
-What software supports it today?
-Is the data warehouse to be designed or redesigned in this scope?
- Response:** **The Data Warehouse is located in the ITS Data Center in the MDHS domain. MDHS's current data warehouse is Cognos version 10.2 and SQL Server. Redesigning the Data Warehouse is not in the scope of this project; however, the ETL processes from the legacy applications will need to be modified.**
- Question 45:** Regarding cost benefit analysis Ref: 10.2.3.2 and 10.2.3.3:
-Does the state have specific format for this deliverable? If yes, would the state provide that format?
- Response:** **No. The cost benefit analysis should include key quantifiable business metrics for cost and benefit in a State Government environment.**
- Question 46:** Ref: 3 and Ref: Attachment F: Legacy Applications:
-How does E-FITS-CMI interface to the applications on the Diagram?
- Response:** **The interface is done via batch jobs using secure ftp.**
- Question 47:** Ref 10.2.2 and Ref: Attachment F Legacy Applications:
-How does EBT interface to the application on the Diagram?
- Response:** **The interface is done via batch jobs using secure ftp.**
- Question 48:** Ref: 10.1.8 Does the State have the "... documented business requirements" for completing the detailed analysis or does that need to be created as a part of Phase I?
- Response:** **No. The State does not have a comprehensive business requirements document. Vendor would be responsible for insuring that application functionality was understood prior to migration and functionality validated after migration.**
- Question 49:** Ref: 10.2.2.1 references Phase III. What is Phase III?
- Response:** **See Item No. 1 above.**
- Question 50:** Page 68 2nd paragraph, 1st sentence, Is the ending of that sentence accurate saying "based on the information gathered in Phase II." Should it read Phase I?
- Response:** **Yes, see Item No. 2 above.**
- Question 51:** Page 70 1st Paragraph, 3rd sentence, "The vendor must list the known software, hardware, and tools at the time of proposal submission." Does this imply that all hardware, software and tools are provided with costs on November 2, 2015 proposal?

Response: Yes, the Vendor should provide as much information as possible regarding required software, hardware, and tools at the time of proposal submission. As stated on page 70, the State recognizes that the Vendor may need to update the list after the analysis phase. However, a Vendor that does not provide enough detail with the proposal may place itself at a disadvantage if the State is not able to evaluate anticipated costs.

Question 52: Article 34 3rd sentence, "The State reserves the right to introduce a new policy during the term of the Agreement and require the Contractor to comply with same.", in the event that additional software is required to meet such new policy, or other such impacts to the Deliverable 23 – security Configuration Document, can such change be submitted through the document change management process and project timelines and cost be adjusted.

Response: Yes. The Vendor will be responsible for working collaboratively with MDHS to define the additional work. All change orders must be performed using the fixed hourly rates and roles provided in the Vendor's proposal.

Question 53: 7.1.2.5 (page 38) states that Key Personnel must have performed significant roles in at least (1) project in the last two years that:
-migrated enterprise z/OS infrastructure inclusive of applications, toolsets, utilities, and databases to a Linux platform; and
-had a contract value of > \$1M USD.
-Can that project also be a migration project to UNIX platform where all other mandatory requirements are met – i.e. project conducted in the last two year and contract value of > \$1M USD?

Response: No, the project experience must be with a Linux platform.

Question 54: 1.3.1 (Page 72) Can the reference project also be to a migration from a mainframe Adabas/Natural environment to a UNIX Adabas/Natural environment where all the other mandatory requirements are met?

Response: No. Please see the response to Question 53.

Question 55: Will State of Mississippi provide vendor with the test scripts required to conduct on-line testing of migrated code?

Response: The Vendor will be responsible for working collaboratively with MDHS to develop specific test scripts. Please see Section VII, Item 10.5.2.

Question 56: Attachment A names Dev, Test, QA, and Production environments. Which of these environments does the state wish to rehost?

Response: The State requires all of environments be rehosted.

Question 57: Does Assemble Maps in Attachment A refer to BMS screens? If no please elaborate.

Response: Yes.

Question 58: How many sequential files does the State intend to re host?

Response: All.

Question 59: Will it be possible to have VPN connection with the State?

Response: Yes.

Question 60: Attachment B includes within Middleware - EntireX, etc. Please elaborate on 'etc.'?

Response: **EntireX/Broker is the main interface between user workstations and Adabas.**

Question 61: Please elaborate on Con-Form/Con-nect functionality used within the applications to be re hosted?

Response: **Con-Form/Connect is used for the generation of all forms/notices from METSS.**

Question 62: Please confirm that VB6 front end for MACWIS uses EntireX?

Response: Yes.

Question 63: What middleware is used to support the communication between kofax, i-Connect and Worksite?

Response: **iConnect is the middleware engine. All transactions flow through iConnect. iConnect receives all documents and metadata from Kofax and ERC and imports all documents and metadata to WorkSite. iConnect processes also monitor all of the landing spots for scanned images from MFDs and Scan stations and moves those images through Kofax. iConnect processes also monitor and update database tables with the data to create cover sheets.**

Question 64: Which Adabas exit routines are used?

Response: **MDHS uses user exit 1, 2, 4, and B and hyper exit 1, 2, 3, 5, 6 and 7. Vendors should be aware there is no source code for the assembler hyper exits.**

Question 65: Natural Construct is referred to in 'Attachment A' however it is not listed amongst Current Software Products?

Response: **Natural Construct is still used by MDHS.**

Question 66: In Attachment D is there any significance to Natural appearing in 'red' text?

- Response:** No.
- Question 67:** Does scope of work for purposes of this RFP response include MACWIS?
- Response:** Yes.
- Question 68:** Is the transformation of 'green screen' front end to browser based a post migration task or does it need to be included within the scope of work related to by this RFP response?
- Response:** **The transformation of 'green screen' front end to browser based is included in the scope of this project.**
- Question 69:** Page 97, Number of objects in legacy applications. Can we get a complete inventory of all the objects including total line of code count by object? i.e. Program Name, Type and LOC
- Response:** **The numbers provided in Attachment A, *Number of Objects in Legacy Applications*, are current as of September 2015; however, this is not an absolute number. Application maintenance and updates continue and the awarded Vendor must manage the complete list.**
- Question 70:** Are Duplicate entries to considered in scope? i.e Natural Objects contains duplicates of PROD/DEV.
- Response:** **There are duplicate entries between test/dev/prod. Vendors must take all entries into consideration.**
- Question 71:** Section VII, Item 6.9, page 37
The RFP states "The Vendor must provide a copy of their company's most recent annual report, including ...each of the five (5) fiscal years preceding the end of the most recent fiscal year..."

Our experience in most states across the country asks for only the last three (3) years instead of five (5) in order to not preclude newer entrants to the market. Will DHS please confirm that a proposal from a vendor that includes all available audited annual financials, if less than five, will still be considered, as has been the practice in other Mississippi agencies?
- Response:** **MDHS prefers 5 years; however, the Vendor may take exception as explained in Section V, *Proposal Exceptions*.**
- Question 72:** Section VII, Item 10.1.8, page 43
Can the State please share any existing documentation on the business processes, test scripts, or application design for the five major applications?
- Response:** **The State will work with the awarded Vendor during Phase I analysis to provide more details regarding all applications.**
- Question 73:** Section VII, Item 10.1.8, page 43

The RFP states “The Vendor shall provide an interactive approach for facilitating this system analysis and business process design by demonstrating how the modules can be configured and customized, where required and approved, to satisfactorily meet the State’s requirements. “

- What business process design is the State expecting for Phase I?
- If we are doing a migration that isn’t changing the applications, what modules need to be customized?

Response: **The State does not want significant process redesign; however, if the vendor sees processes that could be improved relatively easily then the State is open to consider. Please see the response to Question 48.**

Question 74: Section VII, Item 10.1.8, page 43
Based on the requirements outlined in the RFP, we understand that the intent of Phase I is to complete the cost benefit analysis for the migration. The RFP calls for development of a RTM as part of Phase I as well. The RTM would be a critical component of the modernization, which is part of Phase II. Given this, we would like to recommend that the development of the RTM be included as a Phase II deliverable.

Response: **MDHS is agreeable that the RTM cannot be fully submitted and completed until Phase II and it will not be required until Phase II.**

Question 75: Section VII, Item 11.2.4, page 62
The RFP states “The Vendor must provide detail that clearly explains how the Phase II cost was calculated using the hourly rates bid for Phase II in this RFP.”

Does the State desire a fixed cost proposed as part of the Cost Proposal? The current Cost Proposal only allows for hourly rates and required software. If so, will the vendor have flexibility to adjust the fixed cost of Phase II based on the outcome of Phase I?

Response: **Vendors must provide a Phase I Not-to-Exceed Fixed Price to provide all services described for Phase I using the table provided in Section VIII, Cost Information Submission, Item 1, Phase I – Analysis. In addition, the Vendor must list and provide pricing for any software, hardware, or tools that will be required to provide the proposed solution. The State is aware that the Vendor may need to update the software, hardware, or tools after the Phase I Analysis is complete but the list should be substantially complete at the time of proposal submission. In Section VIII, Cost Information Submission, the Vendor is instructed to provide fully loaded hourly rates for the roles provided in Item 2, Phase II – System Implementation/Configuration. At the completion of Phase I and upon approval to commence with Phase II, the Vendor will update the Phase II Project Plan based on the information gathered in Phase I. The rates below will be applied to the Project Plan to develop a not-to-exceed cost for Phase II.**

Question 76: Section VII, Item 10.2.3.5, page 70

The RFP states: "The Vendor must list the known software, hardware, and tools at the time of proposal submission."

Will the State please confirm that the table for hardware and software will be scored as part of the total cost for Phase I? If not scored as part of Phase I, how will the projected hardware and software cost be scored as part of the overall evaluation since it is critical to the overall budget of this effort?

Response: **All costs will be evaluated. The State intends to evaluate the hardware, software, and tool costs along with the Phase I Analysis cost. A Vendor that does not, in the State's opinion, include reasonable detail and costs for hardware, software, and tools may face disqualification or place themselves at a disadvantage.**

Question 77: Section VII, Item 10.3.3, page 47
Two of the major goals named by the State in 10.3.3 are around web-services enablement and SOA. However, in the bidder's conference, the State indicated that the implementation of an enterprise service bus (ESB) was not in-scope for Phase II.

Will the State please clarify exactly what they want to have accomplished at the end of Phase II? SOA? GUI? MDM?

Response: **The GUI is in scope of the project. SOA and MDM are future initiatives but are not in the scope of this project.**

Question 78: Section VII, Item 10.2.2.1, page 44
The RFP states: "Vendor must provide installation and configuration for all products identified in the system inventory that must be installed or migrated in Phases II and III."

Will the State please clarify what it means by Phase III?

Response: **Please see amendment in Item No. 1 above.**

Question 79: Section VII, Item 10.1.9, page 43
Will the State please identify the number of days in a standard review cycle for deliverables? 5 or 10 days? Will the 13 deliverables in Phase I be required to be submitted and approved by the State in the 4 week period or just submitted?

Response: **The State will have 10 business days to review each deliverable. The State will work with the awarded Vendor to negotiate an agreeable Project Work Plan for Phase I.**

Question 80: Section VII, Item 10.3.3.1, page 47
The RFP states one of the major goals that must be achieved is: "Preserves Adabas DBMS file structures, Natural programming protocols and staff knowledge and avoiding high-risk and high cost of redesigning DBMS and application layers".

If a proposal is submitted that does not retain ADABAS DBMS and utilizes another language (which is not consistent with the RFP goals), will the bid be considered nonresponsive and thus not evaluated?

Response: **MDHS has made a business decision not to consider other solutions. The goal of this project is to keep risks to a minimum, migrate the existing applications, as is, to a Linux platform with minimal changes except to improve the front-end for each application.**

Question 81: Section VII, Item 10.4.8, page 52
Can the State please share the security design for each of the five applications?

Response: **MDHS uses RACF and Natural security.**

Question 82: Section VII, Item 10.3.5, page 48
What existing Identity Management is in place?

Response: **MDHS uses RACF and Active Directory.**

Question 83: Section VII, Item 10.3.6, page 48
Does the State have a current list of interfaces? If so, will the State please provide the list?

Response: **MDHS has provided Attachment H, *MAVERICS INTERFACES* and Attachment I, *METSS Interface File Listing*; however, analysis during Phase I may uncover more.**

Question 84: Section VII, Item 8.1.7.5, page 57 & Article 34, page 80
Will the State please confirm that you are seeking training for 2 Administrators only as part of the project team who require training?
What are the current background/roles of the personnel who will be part of the project team?
Are all personnel who require training in the same location?

Response: **The State is unable to locate the references the Vendor has indicated on pages 57 and 80. The State has not indicated a number of administrators that would receive training. The Vendor should refer to Section VII, Items 10.4.4, 10.4.5, and 10.5.8 for more detail regarding training requirements. All personnel that will require system administrator training are in the same location.**

Question 85: Section VII, Item 10.5.2, page 55
Does DHS have a suite of existing test scripts that are used currently for releases? If not, does DHS have documented business processes that can be leveraged for the development of test scripts?

Response: **The Vendor will be responsible for working collaboratively with MDHS to develop specific test scripts. Please see requirement 10.5.2.**

Question 86: Section VII, Item 10.1.8, page 43

Does the State have a standard requirements management, project management, or document repository used for project teams?

Response: No.

Question 87: Section VII, Item 2, page 68
At the completion of Phase I and upon approval to commence with Phase II, the Vendor will update the Phase II Project Plan based on the information gathered in Phase II.

Will the State please clarify if you mean information gathered in Phase II or Phase I?

Response: Yes. Please see Amendment #2 above.

Question 88: Section VII, Item 10.2.2.2, page 44
What does the State consider as an automated interface? e.g., does this include both real-time and batch? How will that impact the ROI calculation?

Response: Automated interfaces are primarily batch and the State intends to migrate the interfaces with as little modification as possible.

Question 89: Section VII, Item 10.4.4, page 50
Will the State please provide current SLAs as well as performance requirements that are currently in place for the five applications that need to be migrated?

Response: The State does not have formal SLAs for support of the legacy applications.

Question 90: Section VII, Item 10.5.5, page 55-56
“The Vendor will prepare a comprehensive security guide that combines general reference information with the State-specific procedures to assist security administrators in performing their duties.”

Will the State please clarify what they mean by, “general reference information?”

Response: General reference information refers to industry standard best security practices.

Question 91: Section VII, Item 10.5.7, page 56
Will the State please provide details on what current performance and system monitoring tools and procedures are currently in place?

Response: MDHS currently uses RMF, SMF, and SysView. Please see Attachment C, *Legacy Application Software Versions*.

Question 92: Section VII, Item 10.5.7, page 56

Will the State please provide a count for the number of batch jobs, number of interfaces, and number of processes that are currently involved in managing legacy operations?

Response: Please see Attachment E, *Legacy Application Transaction Statistics*.

Question 93: Section VII, Item 10.2.3.5, page 70
Are there any tools currently in place at DHS that DHS would prefer the vendor to use for the project (e.g., SharePoint, Rationale, etc.)?

Response: No.

Question 94: Section VII, page 34-35
The RFP references obsolete versions of legacy software. As part of the migration to Linux, should the vendor migrate to the latest versions of products? Is the preference to migrate to an Eclipse based version of Natural to better leverage existing MDHS development staff?

Response: Yes. No. MDHS strongly suggests that proposed products be supported by maintenance.

Question 95: Section VII, page 34-35
Should the licensing for the middleware solution of the migrated system provide for service enablement (web services) and real-time application integration capabilities?

Response: Yes. This is functionality for future projects but is not in the scope of this project.

RFP responses are due Monday, November 20, 2015, at 3:00 p.m. (Central Time).

If you have any questions concerning the information above or if we can be of further assistance, please contact Donna Hamilton at 601-432-8114 or via email at Donna.Hamilton@its.ms.gov.

cc: ITS Project File Number 41189

ATTACHMENT H MAVERICS INTERFACES

MAVERICS INTERFACES

Interface Agency		Interface Type					
SSA		SVES (WTPQ)					
Description		A file created by the Division of Medicaid is included - MENDM.NDMWTP.MSDOM.IN A file of TANF and/or SNAP recerts is included - MN.PROD.ES372060.AFFS.RECERTS (monthly) A file of SNAP recerts for prisoner match is included - MN.RESTART.ES320270.FSRECERT.PRNREQ (monthly) A file of SNAP applicants for prisoner match is included - MN.RESTART.ES320280.FSAPP.PRNREQ (monthly) A file of brand new DHS clients is included - MN.SCRATCH.ES112020.VATPREQX.DISKA-D A file of DHS clients with information requested from WTPQ screen- MN.SCRATCH.NDMWTP.MS025.IN.DISKA-D					
TO:	JOB	FILE	CYBERFUSION to PROCESS NAME		Run Frequency		
SSA	MN1A-J120	MN.SCRATCH.NDMWTP.MS025.IN	INWTPY		Daily 4:30pm	TANF, SNAP	
FROM:	JOB	FILE	CYBERFUSION from PROCESS NAME		Run Frequency		
SSA	MN1A-J130 MN3A-J205	MN.PROD.NDMWTP.MS025.OUT MN.PROD.NDMWTP.MS025.QRTOUT MN.PROD.NDMWTP.MS025.PRISON.OUT	OUTWTPY0 QCRPLY0 PRISONER		Tuesday-Saturday 8am Monday following the 3 rd Thursday of the month	TANF, SNAP	

ACRONYMS

SSA - Social Security Administration
 SVES- State Verification Exchange System
 WTPQ- Wire Third Party Query

PRIMARY FUNCTION

- 1) Validate the SSN'S of new MAVERICS clients
- 2) Provide SSA title II and title XVI benefits information on clients as requested by DHS eligibility workers.
- 3) Provide 40 quarters of coverage information on aliens as requested by DHS eligibility workers.
- 4) Determine if SNAP clients due for recertification are in prison.
- 5) Provide SSN verification and social security benefit information for TANF and/or SNAP clients recently notified of recertification appointment
- 6) Provide SSN verification and social security benefit information for the Division of MEDICAID.

Interface Agency		Interface Type					
SSA		BENDEX					
Description		A file from Division of MEDICAID is included - MN.PROD.EDS.BENDEX(0)					
TO:	JOB	FILE		CYBERFUSION to PROCESS NAME		Run Frequency	
SSA	MN1A-J200 MN1A210 MN1A220 MN1A230 MN1J240	MN.PROD.MS.BENDATA		BENDATA		Weekly every Monday	
FROM:	JOB	FILE		CYBERFUSION from PROCESS NAME		Run Frequency	
SSA	MN1A-D190	MN.PROD.NDMBDX(+1)		BENDEX		Currently under construction, will be daily	

ACRONYMS

SSA - Social Security Administration
 BENDEX- Beneficiary and Earnings Data Exchange
 DOM- Division of MEDICAID

PRIMARY FUNCTION

Provide SSA title II information on clients for MDHS and DOM.

ACRONYMS

SSA - Social Security Administration

PRIMARY FUNCTION

Exchange payment information for MEDICAID/MEDICARE clients on the payment of the MEDICARE Part A or B premium. This is a subsystem of the BENDEX system.

Interface Agency		Interface Type					
SSA		SDX					
Description		Both MDHS and the Division of MEDICAID process this file.					
TO:	JOB	FILE		CYBERFUSION to PROCESS NAME		Run Frequency	
FROM:	JOB	FILE		CYBERFUSION from PROCESS NAME		Run Frequency	
SSA	MN3A051	MN.PROD.NDMSDX.UPD(+1)		ZXDWTUPD		Daily Tuesday through Saturday at 4 am	

Interface Agency		Interface Type					
SSA		SDX					
Description		Both MDHS and the Division of MEDICAID process this file.					
TO:	JOB	FILE		CONNECT DIRECT to PROCESS NAME		Run Frequency	
	MN3A053	MN.PROD.NDMSDX.COLA.R1999		ZXDWTCOL		ANNUAL IF COLA INCREASE OCCURS	
FROM:	JOB	FILE		CYBERFUSION from PROCESS NAME		Run Frequency	
SSA	MN3A050	MN.PROD.NDMSDX.TRS(+1)		ZXDWTTRS		Monthly, immediately following the processing of the last update file for a processing month.	

ACRONYMS

SSA - Social Security Administration

SDX- State Data Exchange

SSI- Supplemental Security Income (Title XVI SSA benefits)

MSCAP- Mississippi Combined Application Project (These clients apply for SNAP benefits at the SSA office and there cases are maintained by the MDHS state office.

PRIMARY FUNCTION

Maintain a master file of all SSI clients in Mississippi that is updated daily and can be viewed online. This master file also provides information on MSCAP clients. The MSCAP reports are generated from this master file.

Interface Agency		Interface Type					
IRS		DIFSLA					
Description		A file of TANF clients we request to receive income information on. is submitted to the IRS thru AXWAY'S tumbleweed software. We are required to conduct this match by a law called 6103-17.					
TO:	JOB	FILE				Run Frequency	
IRS	MN4A-J407 MN4A-J408	MN.IRS.IEVS.SENT(+1) The 0 gen is downloaded and transmitted via tumbleweed				Monthly On the first of all months except July Annually On July 1st	TANF
FROM:	JOB	FILE				Run Frequency	
IRS	MN4A-J410	A file named PDIAM.I405D9.F11665.Wxxxxxx.txt where xxxxx is the cycle number is received via tumbleweed on Patty May's PC. (User id MNTS45). Patty uploads the file to the mainframe to a scratch dataset name of MN.SCRATCH.IRS.Cxxxxx where xxxxx is the cycle number				Monthly upon receipt of tumbleweed file.	TANF

ACRONYMS

DIFSLA- Disclosure of information to Federal, State and Local Agencies.

PRIMARY FUNCTION

To provide unearned income information for TANF clients.

Interface Agency	Interface Type				
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FNS (ACE INFO SOLUTIONS PROCESSES THIS INTERFACE FOR FNS)		EDRS					
Description							
TO:	JOB	FILE			CYBERFUSION to PROCESS NAME		Run Frequency
FNS	MN1A-J291	MN.PROD.MS.DRSOUT(0)			MNEDRSSB		Daily Monday through Friday
FROM:	JOB	FILE			CYBERFUSION from PROCESS NAME		Run Frequency
FNS	MNEDRSEX MNEDRSRE MN1A-J290	MN.PROD.MS.DRSDB(+1) MN.PROD.MS.DRSRPT(+1)			MNEDRSEX MNEDRSRE		Daily Monday through Friday

ACRONYMS

FNS- Food and Nutrition Service

DRS- Disqualified Recipient System

IPV- Intentional Program Violation

PRIMARY FUNCTION

To provide disqualification from SNAP on a country wide basis for clients who commit IPV violations.

Interface Agency	Interface Type				
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MDES	WAGE UBI						
Description		1)SNAP recertification wage match 2)TANF and SNAP and applicants to be matched for wages 3)TANF, and SNAP applicants to be matched for unemployment benefits					
TO:	JOB	FILES				Run Frequency	
MDES	MN1A-J250 MN3A-J410 MN3J440	MN.PROD.MDES.REQUEST.WAGE(+1) MN.PROD.MDES.REQUEST.UBI(+1)				Monthly for months jan,apr,jul,oct 9 th 10 th 10h	
FROM:	JOB	FILES				Run Frequency	
MDES	MN3A-D060 MN3A-D010	MN.PROD.MDES.RESPONSE.WAGE(0) MN.PROD.MDES.RESPONSE.UBI(0)				Bimonthly	TANF, SNAP

ACRONYMS

MDES- Mississippi Employment Security Commission
UBI- Unemployment Insurance benefits

PRIMARY FUNCTION

To provide MDHS with wage and UBI on MAVERICS clients.

Interface Agency	Interface Type				
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MDES		WAGE UBI					
Description		1) SNAP recertification wage match (TANF recipients are included in the months of mar,jun,sep,and dec 2)TANF, and SNAP applicants to be matched for wages 3)TANF, and SNAP applicants to be matched for unemployment benefits					
TO:	JOB	FILES				Run Frequency	
MDES	MN1A-J250 MN3J410 MN3J450	MN.PROD.MDES.REQUEST.WAGE(+1) MN.PROD.MDES.REQUEST.UBI(+1)				Monthly for months feb,mar,may,jun; Aug,sep,;nov,dec 9 th 10 th 10th	
FROM:	JOB	FILES				Run Frequency	

ACRONYMS

MDES- Mississippi Employment Security Commission
UBI- Unemployment Insurance benefits

PRIMARY FUNCTION

To provide MDHS with wage and UBI on MAVERICS clients.

Interface Agency	Interface Type					
MDES	WAGE UBI					

Description		1) TANF, and SNAP applicants to Be matched for wages 2) TANF, and SNAP applicants to Be matched for unemployment benefits 3) TANF, and SNAP recipients to be matched for unemployment benefits				
TO:	JOB	FILES				Run Frequency
MDES	MN1A-J250 MN3J420 MN3J430	MN.PROD.MDES.REQUEST.WAGE(+1) MN.PROD.MDES.REQUEST.UBI(+1)				Monthly on the 26 th Monthly on the 27 th Monthly on the 27 th
FROM:	JOB	FILES				Run Frequency

ACRONYMS

MDES- Mississippi Employment Security Commission
UBI- Unemployment Insurance benefits

PRIMARY FUNCTION

To provide MDHS with wage and UBI on MAVERICS clients.

Interface Agency		Interface Type					
FNS		TOP					
Description							
TO:	JOB	FILE				Run Frequency	

FNS	MN2J650	MN.PROD.TOP.WEEKLY.MSOUT(+1)			Weekly Every Monday except for 2 nd Monday in July and December	
FROM:	JOB	FILE			Run Frequency	
FNS	MN2J670 MN7J040	MN.PROD.TOP.WEEKLY.MSOUT(0) MN.PROD.TOP.UNPROC.UPD.MSIN(0)			Weekly Every Friday Upon request of Helen Barnes	

ACRONYMS

FNS- Food and Nutrition Service
TOP- Tax Offset Program

PRIMARY FUNCTION

To intercept the tax refunds for SNAP clients who owe claims.

Interface Agency	Interface Type					
FNS	TOP ADDRESS REQUEST					

Description						
TO:	JOB	FILE			Run Frequency	
FNS	MN4J555	MN.PROD.TOP.ADDREQ.MSOUT(+1)			on hold	
FROM:	JOB	FILE			Run Frequency	
FNS	MN4J565	MN.PROD.TOP.MCHNOMCH.MSIN(0)			on hold	

ACRONYMS

FNS- Food and Nutrition Service
TOP- Tax Offset Program

PRIMARY FUNCTION

To intercept the tax refunds for SNAP clients who owe claims.

Interface Agency	Interface Type					
FNS	TOP					
Description						

TO:	JOB	FILE		Run Frequency	
FNS	MN4J650	MN.PROD.TOP.WEEKLY.MSOUT(+1)		on hold	
FROM:	JOB	FILE		Run Frequency	

ACRONYMS

FNS- Food and Nutrition Service
TOP- Tax Offset Program

PRIMARY FUNCTION

To intercept the tax refunds for SNAP clients who owe claims.

Interface Agency	Interface Type				
Department of Education					
Description	1) Send a file of TANF and/or SNAP clients over age 1 and under age 21 for DOE's use in administering the child nutrition program.. Reports are also provided. 2) Send a file of current TANF clients attending public school between the ages of 6 and 17 to be matched for attendance. Any of those with 3 or more unexecused absences could possibly be sanctioned unless just cause is shown.				
TO:	JOB	FILES		Run Frequency	

DOE	MN4J123	MN.EDAFONLY.TAPE. MN.PROD.EDAFONLY(+1)			monthly on the 20th	
FROM:	JOBS	FILES			Run Frequency	
DOE	MN3J123 MN3J124	MN.PROD.EDSCHOOL.FULL.MATCH(0) MN.PROD.EDSCHOOL.ABSENC## * - Next sequential number			monthly on the 1st	

ACRONYMS

DOE- Department of Education

Interface Agency	Interface Type				
OCSE	NEWHIRE				
Description	1) We submit a file of current TANF recipients so that we can receive monthly W4, quarterly wage and quarterly unemployment information t. (We do not request wage or unemployment information from our own state.) 2) We submit a file of current SNAP recipients who do not receive TANF so that we can receive monthly W4, quarterly wage and quarterly unemployment information t. (We do not request wage or unemployment information from our own state.)				

TO:	JOB	FILE	CYBERFUSION to PROCESS NAME		Run Frequency	
OCSE	MN3A-J541 MN3A-J543	MN.PROD.NEWHIRE.OUT(+1) MN.PROD.NEWHIRE.SNAP.OUT(+1)	TANF11 FSPIN1C		Monthly on the last Thursday of the month before the last Friday of the month	TANF SNAP
FROM:	JOB	FILE	CYBERFUSION from PROCESS NAME		Run Frequency	
OCSE	MN3J542 MN3J544	MN.PROD.NEWHIRE.IN(0) MN.PROD.NEWHIRE.SNAP.IN(0)	TANFO1 FSPOU1C		Monthly on the 5th	TANF SNAP

ACRONYMS

OCSE- Office of Child Support Enforcement

Interface Agency	Interface Type					
DOD	PARIS					
Description	We submit a concatenated file of current MDHS TANF and/or SNAP recipients along with a file of DOM recipients so that we can obtain duplicate participation data from other states , VA data and federal information. As part of our processing of the response files we receive from DOD, we create separate files for MDHS and DOM to process. Any clients where information was requested by both agencies will be contained in the files for each agency.					
TO:	JOB	FILE	CYBERFUSION to PROCESS NAME		Run Frequency	

DOD	MN4J810	MN.PROD.PARIS.DATA(+1)	CD\$DMDC		Quarterly on the 11TH OF feb,may,aug,nov	TANF, SNAP DOM
FROM:	JOB	FILES	CYBERFUSION from PROCESS NAME	Run Frequency		
DOD	MN4J949 MN4A-J950	MN.PROD.PARIS.INTER(0) MN.PROD.PARIS.VA(0) MN.PROD.PARIS.FED(0)	MS#PUTST MS#PUTVV MS#PUTFV	Quarterly on the 15 th of 5TH of mar, jun, sep, dec	TANF, SNAP DOM	

ACRONYMS

DOD- Department of Defense

PARIS- Public Assistance Reporting Information System

DOM- Division of MEDICAID

Interface Agency	Interface Type					
THE WORK NUMBER	WAGE INFO					
Description	MDHS EA staff has access to website www.theworknumber.com where wage data can be viewed online for our clients. Any clients we have that work for companies that use the services of the work number can have wages viewed. The wages can be very current to less current, depending upon how timely the employer turns in the wage information to the work number.					

ATTACHMENT I

METSS Interface File Listing

October 19, 2015

1. Consolidated Client Repository - *** Suspended***
Outgoing (1) -
2. Master Client Tracking System
Incoming (2) - MCTS IDs for clients added (CS1JCVEP), Payments Processed (CS1JCVEP)

Outgoing (2) - MCTS Add/Maintenance file (CS1JCV1P), Deposit file (CS1JCVEP)
3. National Directory of New Hires
Outgoing (1) - Biweekly SDNH file to NDNH (CS2JNH2P & CS2JNHRP)
4. State Directory of New Hires
Incoming (2) - Daily File from PSI (CS1JNHRP), Biweekly Federal File from PSI (CS2JNHRP)

Outgoing (1) - Quarterly QW to PSI (MNQPSISB)
5. State Tax
Incoming (3) - Intercept Report (CS2JTAXP-CS3JTGDP,CS2JSTXR), Intercepts (CS3JSTXP), Locate Response File (CS3JSTCP)

Outgoing (2) - Modification file (CS3JCFMP, CSEJCFGP), Locate Request File(CS3JL11P)
6. MS Division of Employment Security
Incoming (3) - Quarterly Wage (CS4JQWAP), UI (CS4JQUIP), Wage data (CS3JWMIP)

Outgoing (3) - Sends QW to OCSE (MNQWASUB), Sends UI to OCSE (MNQUISUB)
7. Department of Health
Incoming (3) - Date of Death Responses (CS3JHU5P), Live Birth Responses (), Birth Certificate Responses (CS3JHU6P)

Outgoing (3) - Death File (CS3JL11P), Birth Certificate (CS3JL11P), Live Birth

8. Medicaid

Incoming (6) - absent parent file, case file, participant file, IV-A owned file, IV-D owned file, Jointly owned file

Outgoing (5) - Insurance Data (CS3JWZAP), IV-A owned file, IV-D owned file, Jointly owned file, Rejection file

9. Public Safety

Incoming (1) - Driver's License File (CS3JDPSP)

10. TransUnion

Outgoing (1) - Credit Reporting

11. Innovis

Outgoing (1) - Credit Reporting

12. Equifax

Outgoing (1) - Credit Reporting

13. FCR/FPLS

Incoming (1) - Daily FCR File (CS1JFA4P)

Outgoing (1) - Daily Person/Case file for FCR (CS1JFCRP)

14. FIDM

Incoming (30) - Files from 30 Financial Institutions (15 do not get a file sent)

Outgoing (37) - 37 Financial Institutions

15. CSENet

Incoming (2) - Transactions file (CS1JCINP), Error Report (CS1JCVCP)

Outgoing (1)- Transactions file (CS1JCTEP, CS1JCTCP, CS1JCTEP)

- 16. License Suspension
 - Incoming (16) - Files from 16 Licensing Agencies
- 17. DNA Diagnostics Center
 - Incoming (1) - Blood Test Results File (CS7JRELP)
- 18. IRG
 - Incoming (1) - FIPs Codes updates (CS3JIRGP)
- 19. AOC (Administrative Office of Courts)
 - Incoming(1) - Non-IVD Cases (CS3JAOCP)
 - Incoming (3) - Intercept Report (CSIRSRUN), Intercepts (CS3JIRSP), Rejection Report (CS3JRU3P)
 - Outgoing (1) - Modification File (CS3JCGMP)
- 20. MS Dept. Of Corrections
 - Incoming (2) - File of Active Prisoners & File of Released Prisoners (CS3JMDCP)
- 21. MARS
 - Outgoing (1) - Accounting file (CS1JMAIP)
- 22. Auxiliary Systems
 - Incoming File (1) - Cleared Check File (CS3JMBCP)
- 23. MAVERICS
 - Incoming (5) - Referrals, Case Closures and Changes
 - Outgoing (9) - Payments (CS3JNIMP) and changes
- 24. MACWIS
 - Incoming (2) - Change records (CS1JMWUP), Referrals (CS3JMWRP)

- Outgoing (2) - Change Records (CS1JMWCP), Referrals Rejected online (CS1JMWEP)
- 26. Regions Bank
 - Incoming (1) - ACH File (CSDGB01)
 - Outgoing(1)- ACH File (CSWDXMIP)
- 28. Management Reporting
 - Outgoing (1) - Case info (CS3JMACP)
- 29. PayConnection
 - Incoming (2) - Batches and Receipts (CS1JDRIP, CS1JCU1P)
 - Outgoing (2) - METSS data for CRDU (CS1JCREP, CS1JDFUP)
- 30. Automated Voice Response System (AVR) - Young Williams
 - <Direct login access>
- 31. OCY
 - Outgoing (1) - Case and Financial Info (CS1JOCYP)
- 32. Western Union (SUSPENDED)
 - Outgoing (1)- Case financial balance info (CS3JWUIP)
- 33. JAWS
 - Incoming (2) - Transportation and Work Program(CS1JAWSP, CS1JAWBP & CS3JAW2P)
- 34. Master Client Tracking System (MCTS)
 - Incoming (1) - Add maintenance response file with MCTS Ids (CS1JCVEP & CS2JCVEP)
 - Outgoing (1) - Add maintenance file (CS1JCV1P)
- 35. Bills & Notices Web System
 - Outgoing (3 daily) - Send updated person, employer and notice data (CS1JNWBP)
 - (6 mnthly) - Send a header and detail file for the employer bills, AP bills and notices. (CS3JNWBP)

- 36. Document Scanning
Outgoing (2) - Updated SSN and case data (CS1JSC1P & CS1JSC2P)
- 37. EFITS
Incoming (2) - Rejections file from ACS (CS1JCVRP)
Redeem file (CS1JCVAP)
- 38. ACS
Outgoing (1) - Debit Card Deposit File (CS1JCVDP)
- 39. State Treasury - Unclaimed property (CS)
- 40. EOC - (Electronic Office of Courts) Legal Documents
- 41. LexisNexis - Locate Interface (CS1JLNXP, CS1JLNUP, CS1JLN1P, CS1JLN2P, CS1JLN3P, CS4JLNXP, CS4JLNUP, CS4JLN1P,
- 42. Department of Finance & Administration (DFA) -- Incoming withholding payments for State employees.
- 43. COGNOS- Reporting system. (Data downloaded via tcVision.)
- 44. SSP (State Services Portal)
- Online data exchange on interstate cases.
- 45. IRS (Internal Revenue Services)
- Income tax intercepts.
- 46. IDEC (Interstate Data Exchange Consortium)
- Financial Institution Data Match process.
- 46. eIWO (Electronic Income Withholding Orders)
- Electronic submission of IWOs.