

# Wisconsin Child Support Modernization (CSM) Procurements

Last Updated 8/2/2023

Version 4.0



Wisconsin Department of Children and Families

# Child Support Modernization Procurements

Please direct all questions about the following CSM procurement efforts to Luke Reible, DCF Purchasing Agent, at [DCFProcurement@wisconsin.gov](mailto:DCFProcurement@wisconsin.gov).



# Child Support Modernization (CSM) Timeline

During the Planning Phase, which is currently in progress, DCF is initiating several procurement efforts to select vendors for the following services to support modernization:

- Design, Development, and Implementation
- Project Management Office
- Quality Assurance
- Independent Verification & Validation

Phase	Status	Calendar Year											
		2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	
Pre-planning	Complete	█											
Planning	In Progress		█				★						
Design & Development	Not Started						█						
Implementation	Not Started									█			
System Certification	Not Started									█			
System Warranty, Support, and Transition	Not Started									█			

**NOTE:** Future timelines are subject to change without notice.



# Child Support Modernization Procurements Design, Development, and Implementation (DDI)



- The DDI vendor is responsible for the largest body of CSM project work, which includes, but is not limited to:
  - requirements validation,
  - functional and technical design,
  - data conversion and migration,
  - system construction and testing,
  - user acceptance testing,
  - end user and technical training,
  - pilot and statewide implementation,
  - federal system certification,
  - warranty services, maintenance and operations,
  - transition services, and
  - project close out.
- The DDI vendor also has project management and quality assurance responsibilities for its own work.



# Child Support Modernization Procurements Design, Development, and Implementation (DDI)

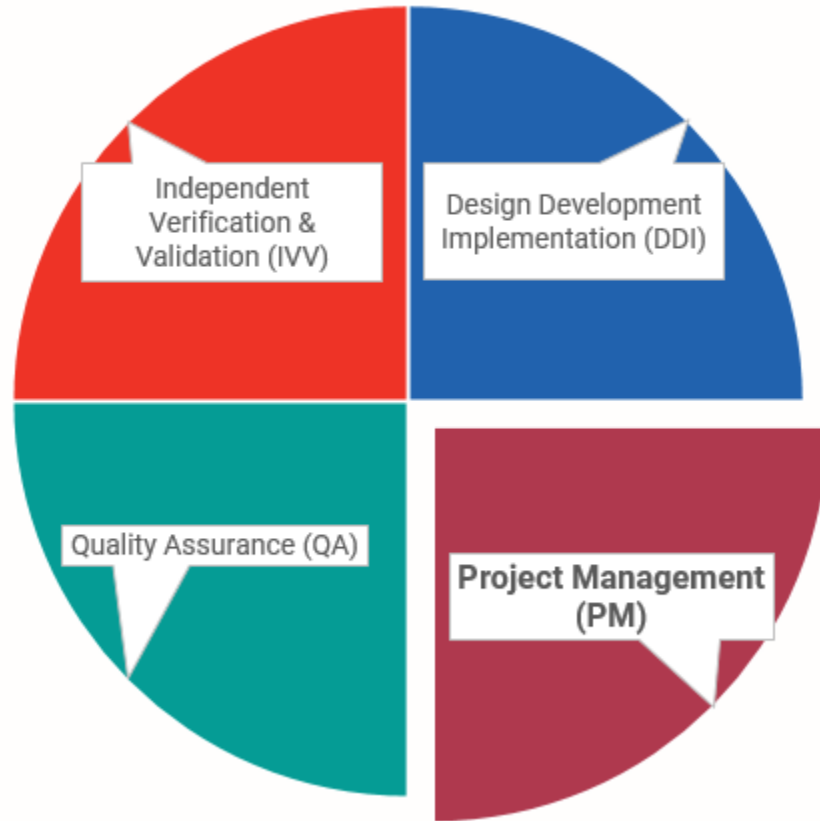
Estimated Procurement Schedule (subject to change without notice)

## DDI

<u>Task</u>	<u>Estimated Start</u>	<u>Estimated Finish</u>
Complete RFP Development, including State and Federal Approval	1/3/2022	10/6/2022
Solicit Proposals	12/2/2022	3/29/2023
Evaluate Proposals and Select Vendor	3/30/2023	9/1/2023
Negotiate Contract, including State and Federal Approval	9/4/2023	4/1/2023
DDI Contract Start Date	7/1/2024	-



# Child Support Modernization Procurements Project Management Office (PMO)



- The PMO vendor supports DCF as it manages:
  - DDI vendor project services and deliverables
  - Quality Assurance (QA) vendor services
- The PMO Contractor is responsible for:
  - Creating and maintaining an integrated project schedule and staffing plan,
  - Preparing integrated project status reports,
  - Establishing project governance plans and procedures,
  - Facilitating deliverable reviews, and
  - Managing project risks and scope.
- Project management standards and processes are established before the DDI vendor begins work.



# Child Support Modernization Procurements Project Management Office (PMO)

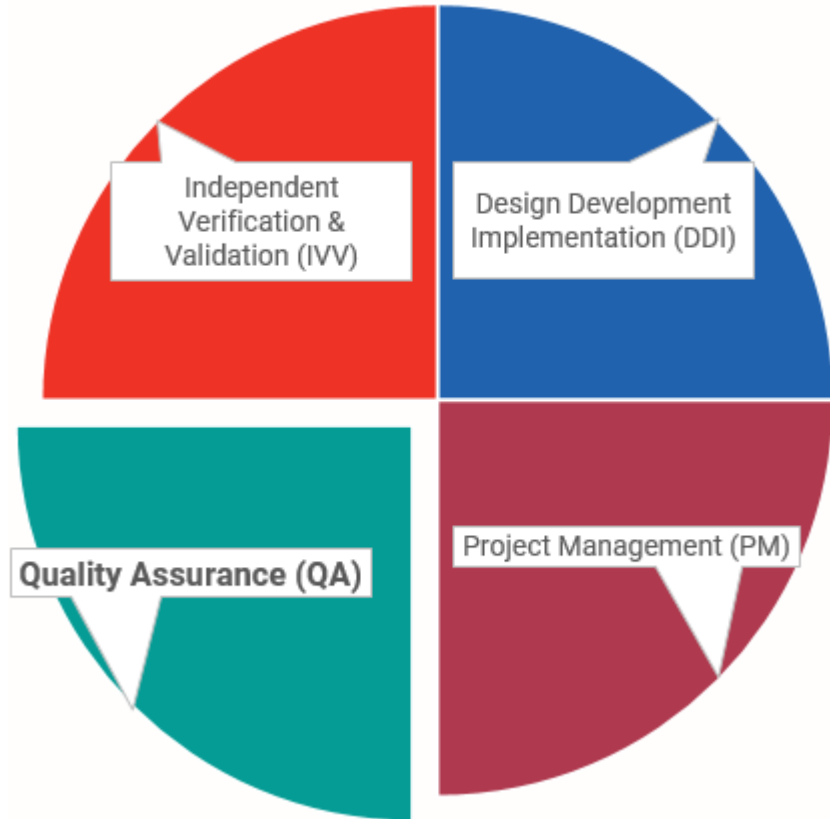
Estimated Procurement Schedule (subject to change without notice)

PMO

<u>Task</u>	<u>Estimated Start</u>	<u>Estimated Finish</u>
Complete RFP Development, including State and Federal Approval	1/3/2022	9/12/2022
Solicit Proposals	9/16/2022	11/21/2022
Evaluate Proposals and Select Vendor	11/22/2022	3/8/2023
Negotiate Contract, including State and Federal Approval	3/9/2023	8/31/2023
PMO Contract Start Date	1/2/2024	-



# Child Support Modernization Procurements Quality Assurance (QA)



- The QA vendor works in conjunction with DCF and the PMO vendor and independently from the DDI vendor.
- The QA vendor is responsible for:
  - Identifying quality standards and measures relevant to the project and
  - Providing daily quality oversight of the project's management processes
  - Ensuring DDI deliverables maintain the expected high quality.
  - Employing practices to prevent mistakes and system defects from occurring
  - Identifying defects through testing.
- Quality assurance and control standards and processes are established before the DDI vendor begins work.





# Child Support Modernization Procurements Quality Assurance (QA)

Estimated Procurement Schedule (subject to change without notice)

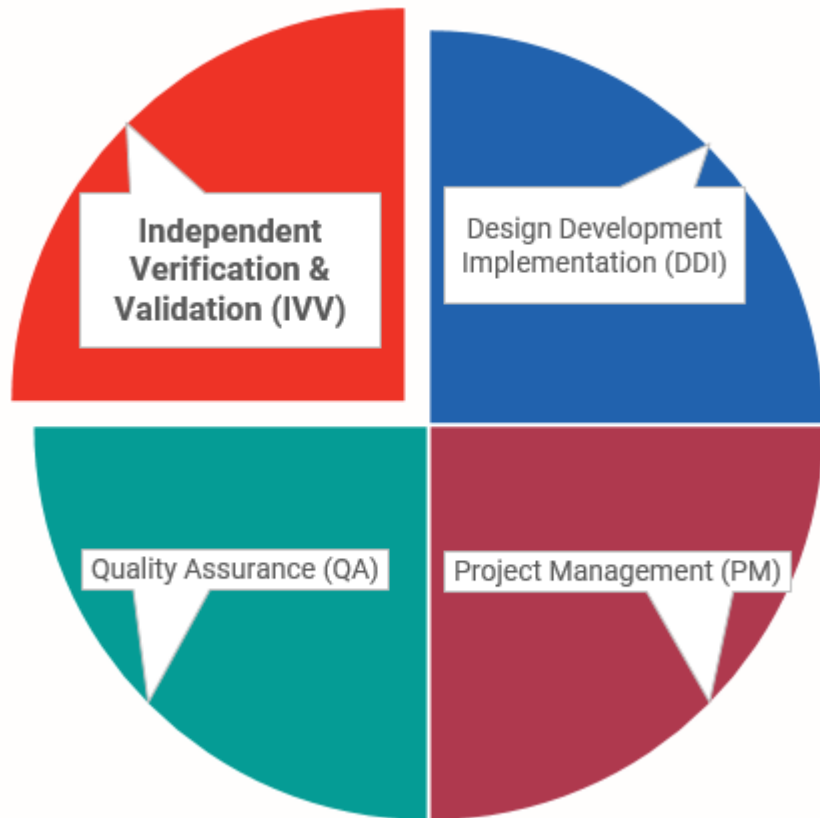
QA

<u>Task</u>	<u>Estimated Start</u>	<u>Estimated Finish</u>
Complete RFP Development, including State and Federal Approval	1/3/2022	12/7/2022
Solicit Proposals	12/2/2022	1/27/2023
Evaluate Proposals and Select Vendor	1/30/2023	4/26/2023
Negotiate Contract, including State and Federal Approval	4/27/2023	9/30/2023
QA Contract Start Date	4/3/2023	-



# Child Support Modernization Procurements

## Independent Verification & Validation (IV&V)



- The federal Office of Child Support Enforcement (OCSE), which provides guidance and oversight to the national child support program, requires state programs to procure IV&V services to assess state modernization projects.
- An IV&V vendor is responsible for:
  - Providing an external perspective on the project's management and technical aspects, risk management, and progress to completion.
  - Documenting its findings for OCSE and making recommendations for correcting areas of concern.
- The IV&V vendor does not participate in daily project management or project activities; in fact, an organization that has no direct interaction with, or influence from, the child support program manages the IV&V contract. DCF will not manage this contract.



# Child Support Modernization Procurements Independent Verification & Validation (IV&V)

Estimated Procurement Schedule (subject to change without notice)

## IV&V

<u>Task</u>	<u>Estimated Start</u>	<u>Estimated Finish</u>
Complete RFP Development, including State and Federal Approval	1/3/2022	7/5/2023
Solicit Proposals	8/8/2023	10/10/2023
Evaluate Proposals and Select Vendor	10/11/2023	12/4/2023
Negotiate Contract, including State and Federal Approval	12/5/2023	3/29/2023
QA Contract Start Date	4/3/2023	-

