Iowa Department of Human Services
Request for Information

ICAR Modernization

RFI # BOC-23-010

Issuing Officer:

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The Iowa Department of Human Services ("Agency")
will receive responses to this Request for Information until
3:00 pm Central Time 2/6/23

Section 1.0 Overview

1.1 Purpose for the Request for Information (RFI).

The Iowa Department of Human Services' Child Support unit (hereafter "Agency") releases this RFI to welcome input from the vendor community (hereafter "Respondents") on various aspects of replatforming its legacy mainframe system. This RFI is issued to obtain information only and will not result in a contract or vendor agreement with any Respondent.

The Agency encourages Respondents with experience in particular segments of the services or products described herein to respond with information related to best practices, industry standards, technology issues, qualifications, and capabilities of potential vendors, and any other information the Respondent deems responsive.

Respondents interested in responding to this RFI are asked to complete **Attachment A, RFI BOC-23-010 Vendor Response Form**, and submit it to the Agency's Issuing Officer by the due date.

This RFI does not commit the Agency to publish a solicitation, such as an RFP, or award any contract. The issuance of a solicitation for proposals is solely at the discretion of the Agency. Should a solicitation be issued, it will be open to qualified vendors, whether those vendors choose to submit a response to this RFI. The RFI is not a pre-qualification process for any future contract solicitation.

1.2 Goals of the RFI

The Agency is contemplating issuing an RFP in the future for a replatforming* of its Child Support legacy mainframe system. In advance of drafting the RFP, the Agency endeavors to ensure it is correctly prepared from an architectural, data conversion, security, tools, and documentation standpoint. The Agency is seeking input from the vendor community to achieve this outcome.

- Approach to accomplish replatforming the system off the current platform to a more modern C#/.NET Framework with a SQL Server backend as the Agency is predominately Microsoft technology-based.
- Identifying tools that can be leveraged.
- Interface strategies.
- Specificity of documentation needed in advance of issuing an RFP (e.g., security, architectural layouts, etc.).
- Key resources needed for a project of this type (vendor resources and Agency resources).

* Replatforming. Converting the existing system's front-end and backend technology to a new, more modern technology platform without changing the functionality of the existing system. Changes in functionality would only happen when necessary to migrate the application with minimal code changes.

The intent of this RFI is to explore the viability of the Agency's planned approach and seek feedback from the vendor community to inform future planning.

1.3 Background

The Department of Human Services' Child Support unit (Agency) assists families of Iowa and other states to achieve and maintain self-sufficiency by establishing and enforcing child and medical support orders, and processing support payments. The Agency is a state-supervised and state-administered Title IV-D child support program. Customers of the Agency are long-term, working with the Agency from the time support is first established until collected.

The federal government requires states to use a computerized child support enforcement system. The Agency uses a statewide comprehensive computer system, known as Iowa Collections And Reporting (ICAR) to establish, process, and monitor child support cases. ICAR supports the legal requirements of obtaining and maintaining child support, as well as other child support activities as detailed in 42 United States Code (USC) Chapter 7, subchapter IV, sections 651 through 669b; 45 Code of Federal Regulations (CFR) 300-310; Iowa Code Chapters 252A through 252K; and 441 Iowa Administrative Code (IAC) Chapters 95 through 100.

The Agency utilizes its legacy ICAR mainframe child support system to drive the highly automated case processing, reporting, and payment receipt/distribution functions of its child support program. The Agency is contemplating replatforming ICAR to a SQL Server architecture in order to leverage the benefits of such an environment.

1.4 Iowa Collection And Reporting (ICAR) System

ICAR is a legacy mainframe computer system. In 1986, the State of Iowa began development of its statewide, comprehensive, automated data processing system with the completion of a feasibility study. Portions of this computer system were first brought into production April 1, 1987. Enhancements to ICAR have continued since that time. Major milestones in system development and implementation include the following:

- April 1987. Initial implementation of the financial management components of the system.
- July 1987. Beginning of statewide conversion of data to the financial management components.
- December 1988. Completion of statewide conversion to the financial components.
- April 1990. Beginning of statewide conversion of data to the automated case management components of the system, including automated forms generation.
- July 1990. Beginning of the pilot test of the automated case management components.
- September 1990. Statewide implementation of the automated case management components for converted cases.
- December 1990. Completion of data conversion for automated case management.
- September 1991. Completion and implementation of the remainder of the pre-Family Support Act system certification requirements.
- October 1991. Completion of the pre-Family Support Act functional requirements and a request for system certification submitted to the federal Office of Child Support Enforcement (OCSE).
- July 1992. Conditional level-one certification of meeting Family Support Act of 1988 requirements granted by OCSE effective October 1, 1991.
- October 1991 – October 1997. Completion and implementation of Family Support Act level-two certification requirements.
- November 1997. Unconditional level-two certification of the Family Support Act mandates granted by OCSE.
- November 1997 – December 2000. Completion and implementation of the Personal Responsibility and Work Opportunity Reconciliation Act to meet certification requirements.
- January 2001. Unconditional certification for the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 mandates granted by OCSE.
- January 2001 – present day. Continuous quality improvement of ICAR continues.

OCSE unconditionally certified ICAR as meeting federal standards of the Family Support Act in November 1997. Additionally, OCSE granted ICAR certification for the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) in January 2001. There was no certification requirement for the Deficit Reduction Act (DRA) of 2005.

1.4.1 Technical Information

ICAR is a system of online screens and batch programs that aids users by automating many of the actions performed on a child support case. ICAR monitors cases and prompts users to perform required actions based upon case data.

ICAR processes information in both an online (interactive) environment and a batch-processing environment. During the day, ICAR processes most online actions (adding, updating, or deleting information) to change all related information in the system. This provides users with automatic feedback on their entries. Online processing is used whenever possible. Overnight, ICAR runs "batch" programs to continue or complete case processing. Additionally, ICAR runs batch programs to receive and send information through electronic external interfaces.

The online ICAR application is written in ADSO programming language. Users access the ICAR online application through the Customer Information Control System (CICS) that is security protected by Resource Access Control Facility (RACF). CICS includes the screens users type case information into, and RACF is a mainframe security system.

The batch programs are written in IDMS DML COBOL. Data resides principally on the mainframe. Form templates and the child support guideline calculations application reside on the Department's Enterprise Network.

Web servers are Windows Server 2012 (64-bit) while the database servers are Windows Server 2019 (64-bit) with SQL 2019 High Availability Cluster with Windows 10 running on users' PCs. Rocket TE is used for 3270 mainframe (terminal) emulation connection to the state mainframe.

ICAR application development occurs under the supervision of the Department of Human Services' (DHS) Division of Information Technology (DoIT). Staff use an ICAR standards and procedures manual to conduct integration testing in a test environment with tools designed to emulate the production system.

1.4.2 ICAR Current State

ICAR utilizes the following technologies in its current state:

Environment
Mainframe z/OS Version 2.5
IDMS Database Version 19.0, upgrading to 19.0.03, maintenance level 5

Terminal Emulator
Rocket TE, Version 10.1.0.3802 64 bit (screen scraping, macros, form generation wrapper)

Programming Languages
COBOL, Version 4.2
Assembler, last assembled version unknown; current version installed HLASM R6.0
Culprit, Version 19.0

Security
RACF, Version 2.3, upgrading to 2.5.1
Screen and field level security classes within ADS

Mainframe Tools
JCL z/OS version 2.5
Panvalet, Version 146SP00
SyncSort, Version 3.1.4.0RO

IDMS Tools
ADSO, Version 19.0 (same as IDMS version)
Mapc, Version 19.0 (same as IDMS version)
ADSC, Version 19.0 (same as IDMS version)
ADSA, Version 19.0 (same as IDMS version)
DME, Version 19.0 (same as IDMS version)
IDMS screen and field level security classes

Batch Job Scheduling
GenJCL – in-house custom batch job scheduler
Control M, Version 9.0.20.200

File Transfer Protocols/Tools
FTP
MoveIT
CyberFusion/MFT Version 7.2.0
Connect:Direct/NDM, Version 6.1

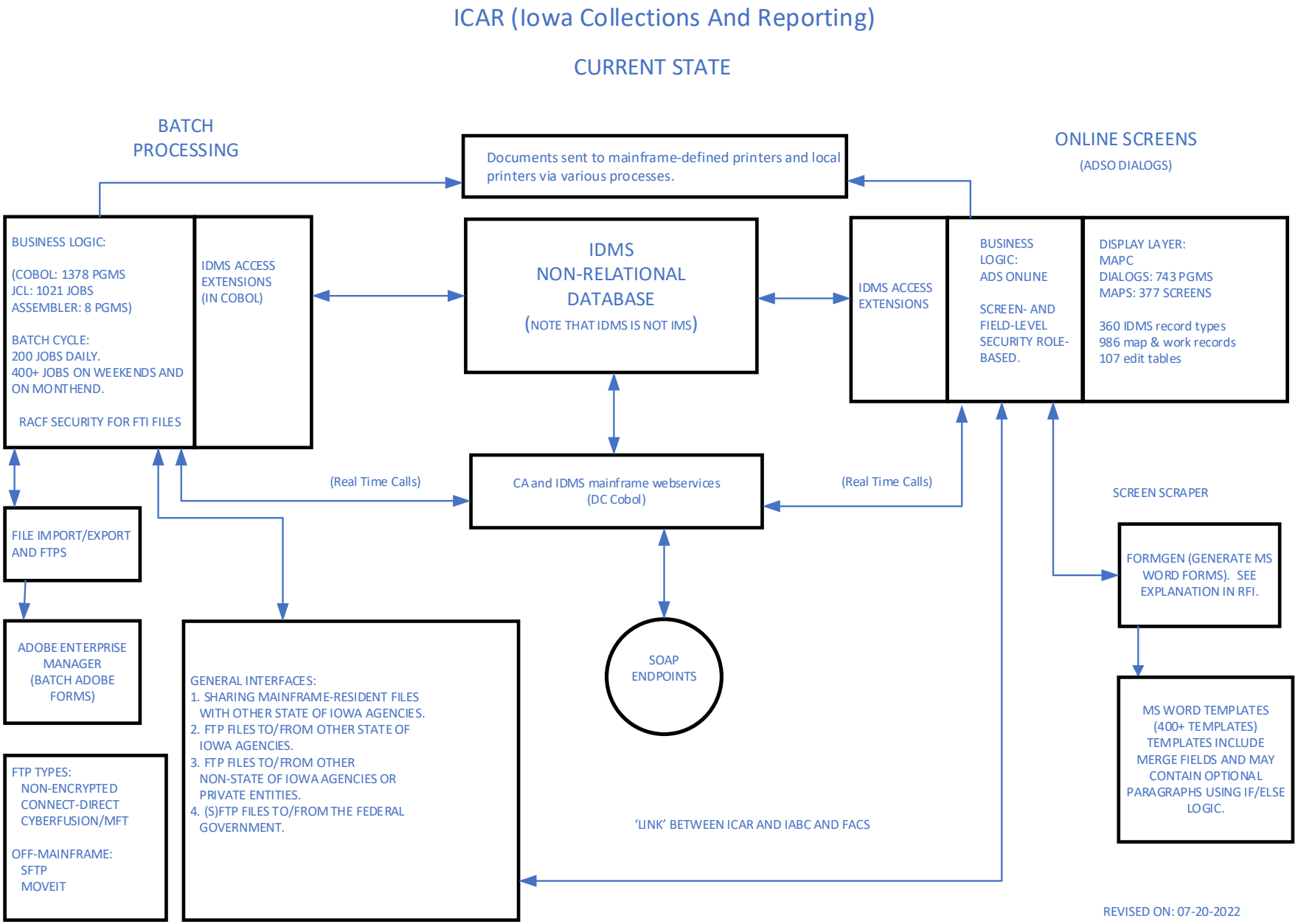
Client/Server and Web Integration
SOAP/XML Web Services running on the mainframe. These are not CICS web services, they are IDMS web services.
Connection Types: ODBC – CA IDMS Sever version 17.0

Technologies Utilized

- Open Text Content Manager
- Azure Dev Ops
- Service Now
- Adobe Experience Manager
- Pitney Bowes Address Validation
- Visual Studio 2022
- Microsoft .Net
- Microsoft SQL Server
- Azure Cloud Services
- Tanzu Application Services
- Microservice architecture
- Containerization

See **Figure 1**, below, for a schematic on the current state of ICAR

Figure 1


ICAR (Iowa Collections And Reporting)
CURRENT STATE
BATCH PROCESSING
Documents sent to mainframe-defined printers and local printers via various processes.
ONLINE SCREENS
(ADSO DIALOGS)
BUSINESS LOGIC:
(COBOL: 1378 PGMS
JCL: 1021 JOBS
ASSEMBLER: 8 PGMS)
BATCH CYCLE:
200 JOBS DAILY.
400+ JOBS ON WEEKENDS AND ON MONTHEND.
RACF SECURITY FOR FTI FILES
IDMS ACCESS EXTENSIONS (IN COBOL)
IDMS NON-RELATIONAL DATABASE
(NOTE THAT IDMS IS NOT IMS)
IDMS ACCESS EXTENSIONS
BUSINESS LOGIC:
ADS ONLINE
SCREEN- AND FIELD-LEVEL SECURITY ROLE-BASED.
DISPLAY LAYER:
MAPC
DIALOGS: 743 PGMS
MAPS: 377 SCREENS
360 IDMS record types
986 map & work records
107 edit tables
(Real Time Calls)
CA and IDMS mainframe webservices
(DC Cobol)
(Real Time Calls)
SCREEN SCRAPER
FILE IMPORT/EXPORT AND FTPS
FORMGEN (GENERATE MS WORD FORMS). SEE EXPLANATION IN RFI.
ADOBE ENTERPRISE MANAGER (BATCH ADOBE FORMS)
SOAP ENDPOINTS
MS WORD TEMPLATES (400+ TEMPLATES) TEMPLATES INCLUDE MERGE FIELDS AND MAY CONTAIN OPTIONAL PARAGRAPHS USING IF/ELSE LOGIC.
GENERAL INTERFACES:
1. SHARING MAINFRAME-RESIDENT FILES WITH OTHER STATE OF IOWA AGENCIES.
2. FTP FILES TO/FROM OTHER STATE OF IOWA AGENCIES.
3. FTP FILES TO/FROM OTHER NON-STATE OF IOWA AGENCIES OR PRIVATE ENTITIES.
4. (S)FTP FILES TO/FROM THE FEDERAL GOVERNMENT.
'LINK' BETWEEN ICAR AND IABC AND FACS
FTP TYPES:
NON-ENCRYPTED
CONNECT-DIRECT
CYBERFUSION/MFT
OFF-MAINFRAME:
SFTP
MOVEIT
REVISED ON: 07-20-2022

1.4.3 Forms Generation

ICAR utilizes two distinct methods for generating printed forms:

- Online forms which generate in MS Word on users' PCs and print locally within the field office.
- Batch forms which generate overnight through a batch program and print at a specified location or on designated mainframe-accessible field office printers.

1.4.3.1 Online Forms

The current online mainframe form generation process allows business users to create or modify MS Word forms from mainframe data in real time, generated from online ICAR screens.

The online form generation process has over 400 MS Word templates. The Agency requires that any replacement process will still perform mail-merges into the library of existing MS Word templates.

Form Creation

1. Business staff builds MS Word template. This template contains:
   a. Literal text.
   b. Merge fields for data coming from the mainframe.
   c. Optional paragraphs in some templates.
   d. IF/ELSE logic for optional paragraphs.
   e. The templates can use other features, such as tables, with merge-fields and/or logic.

2. Business staff builds mainframe form essentials on ICAR:
   a. Creating the form title
   b. Adding literal text, if needed.
   c. Adding merge-field variable descriptions, definitions, and merge-field names.
   d. Testing the form.

3. Business staff works with ICAR IT to add online programming logic to generate the form from the appropriate ICAR screens.

Form Generation

1. A user initiates the form generation process through an appropriate online screen.

2. ICAR takes the user to a screen where the user ensures that all required fields contain valid data, and that optional fields contain data as needed. If a template contains optional paragraphs, these are controlled by one or more of the merge fields being properly filled with data. The user has the option of adding a cover page.

3. Once the user confirms the data, ICAR, with additional programs (C#) running on the user's PC, begins the screen-scraping process. Program logic saves this data to a temp file on the user's PC.

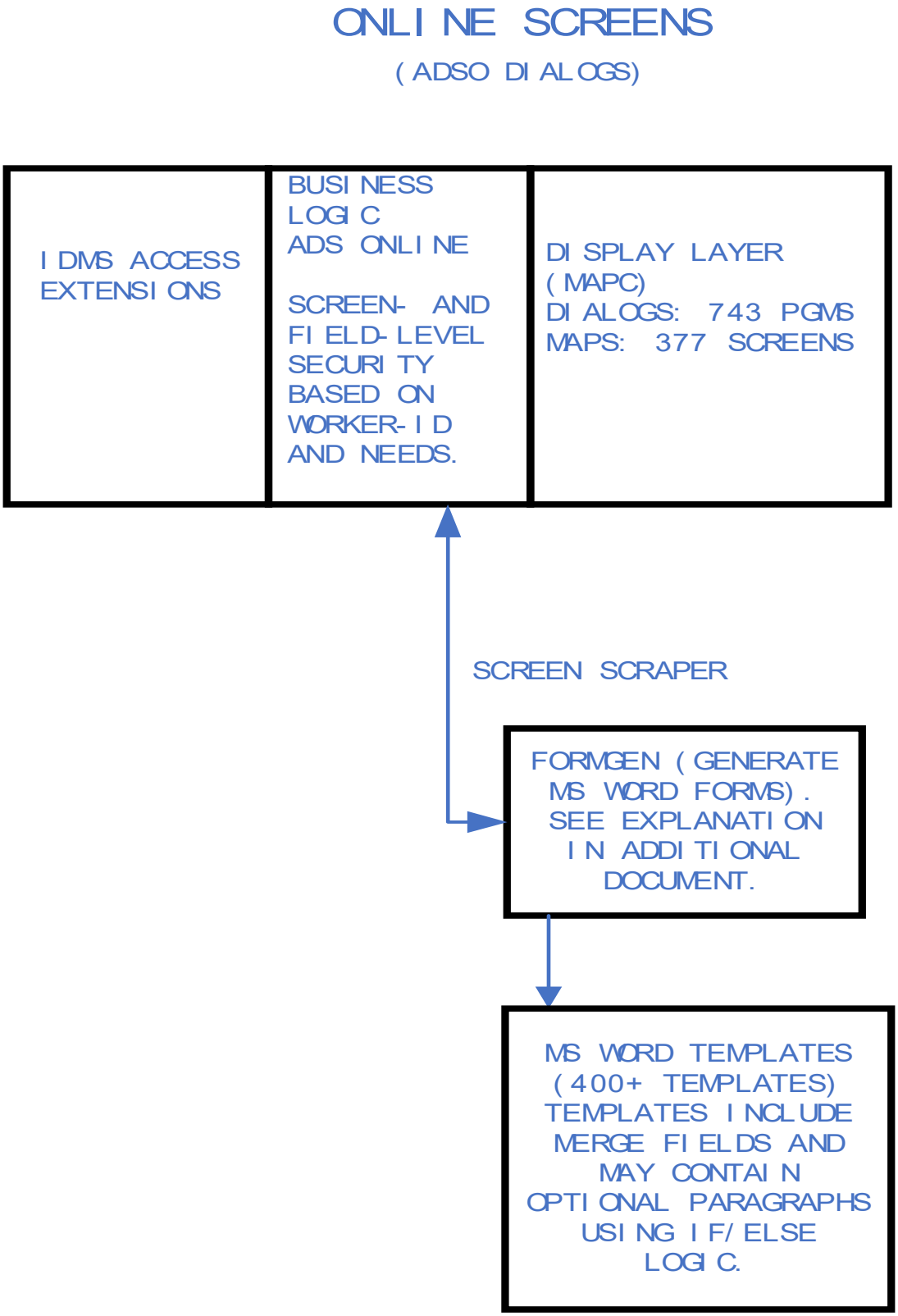
4. The .NET program initiates a call to MS Word which performs a mail-merge process. Word builds a form with the merge-file data. This form may display the optional paragraphs, depending on if they exist and if the "trigger" data and IF/ELSE logic calls for it.

5. The .NET program displays a menu with options like 'Print/Quick-Print/Preview/Discard/Save'. Finally, the .NET program asks the user whether they wish to image this form, which creates an image of the form and uploads it to a user-accessible web application called PODS (Paperless Office Document System).

6. Once the user disposes of the form, the .NET program returns to ICAR, passing a return-code. ICAR's next action depends on the value of the return-code and the form generated.

See **Figure 2**, below, for the schematic for online form generation.

Figure 2


ONLINE SCREENS
(ADSO DIALOGS)
IDMS ACCESS EXTENSIONS
BUSINESS LOGIC ADS ONLINE
SCREEN- AND FIELD-LEVEL SECURITY BASED ON WORKER-ID AND NEEDS.
DISPLAY LAYER (MAPC)
DIALOGS: 743 PGMS
MAPS: 377 SCREENS
SCREEN SCRAPER
FORMGEN (GENERATE MS WORD FORMS). SEE EXPLANATION IN ADDITIONAL DOCUMENT.
MS WORD TEMPLATES (400+ TEMPLATES) TEMPLATES INCLUDE MERGE FIELDS AND MAY CONTAIN OPTIONAL PARAGRAPHS USING IF/ELSE LOGIC.

1.4.3.2 Batch Forms

Mainframe batch forms are separate from the online form generation process outlined in Section 1.4.3.1. There are approximately 30 of these forms, generated only by ICAR batch programs. The form text is defined strictly on mainframe online screens and prints on mainframe-accessible field printers.

Besides the Adobe batch forms sent through Adobe Enterprise Manager (AEM), the Agency has approximately 30 additional forms generated in the batch process. They include the following:

- **Special form: 470-3972, *Electronic Support Payments***
  This form is a preprinted, color form that uses the address information in a file and is printed on the form. When the data is sent to the print queue, it calls form X3972. This is a designation for the operator to load the preprinted/color form into the printer for processing.

- The remaining forms use the online form generation module that has the form information. The form information is entered into the following screens by business staff:

  FORM TITLE: Title of the form

  FORM TEXT: All the information for the body of the form – static form text

  FORM VAR: The variables that the batch program will need to extract the data and populate the information onto the form as it creates the form. The variables tell the program the line and position that the variable should be placed onto the form during creation.

Printing Batch Forms

Batch forms print to either the centralized batch printing operation at the Hoover State Office Building (Hoover) or the Agency's Employers Partnering In Child Support (EPICS) unit (using EPICS' printer ID in the JCL), or to designated mainframe-accessible field office printers.

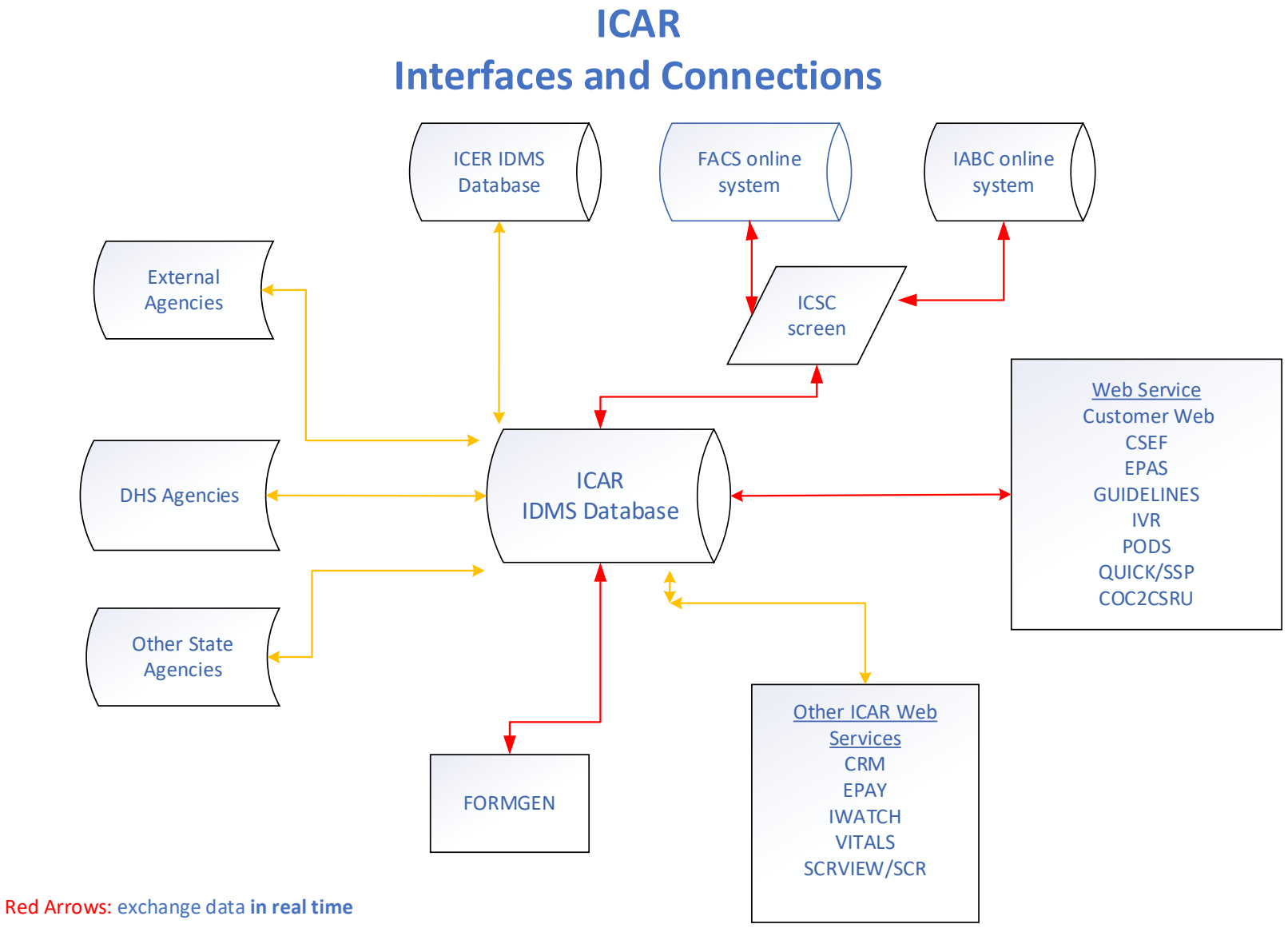
For non-Adobe forms, these programs use a common called program, S479H083 (for CV-update) or S479H099 (for LM – local mode – no update), to create the forms. The forms will then be sent to either Hoover or EPICS for printing depending on what is designated in the JCL.

For the field office printers, the forms are the same as the batch forms that go to Hoover or EPICS; however, we have added onto the end of each line the mainframe printer ID that is assigned to the case worker ID. When creating the forms, these programs call a common program, S479H383, to create the forms in the layout to include the printer ID. The file is sent through a program that creates JCL with a step for each unique printer ID that is defined in the form. The JCL is submitted by the current job and sends the forms to each field office printer.

1.4.4 ICAR Interfaces and Connections

ICAR interfaces with numerous external systems, including multiple government systems, as well as the Agency's own web-based applications. See **Figure 3**, below, for a schematic on ICAR's external interfaces and connections.

Figure 3

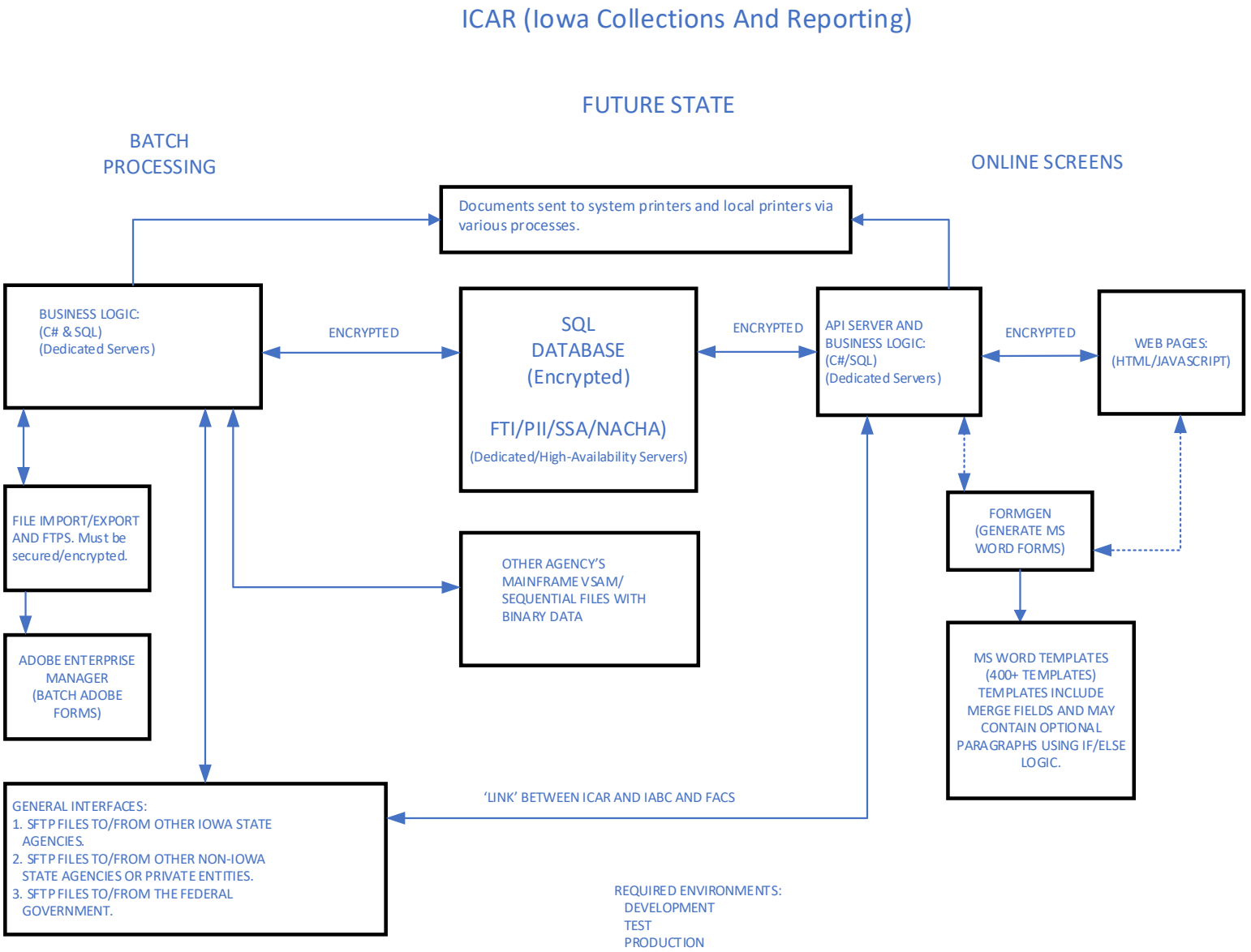


Revised 7/19/2022

1.4.5 ICAR Future State

The Agency seeks to re-platform ICAR from an IDMS database to a SQL database. See **Figure 4**, below, for a schematic on the proposed future state of ICAR.

Figure 4


ICAR (Iowa Collections And Reporting)
FUTURE STATE
BATCH PROCESSING
ONLINE SCREENS
Documents sent to system printers and local printers via various processes.
BUSINESS LOGIC: (C# & SQL) (Dedicated Servers)
ENCRYPTED
SQL DATABASE (Encrypted)
FTI/PII/SSA/NACHA)
(Dedicated/High-Availability Servers)
ENCRYPTED
API SERVER AND BUSINESS LOGIC: (C#/SQL) (Dedicated Servers)
ENCRYPTED
WEB PAGES: (HTML/JAVASCRIPT)
FILE IMPORT/EXPORT AND FTPS. Must be secured/encrypted.
OTHER AGENCY'S MAINFRAME VSAM/ SEQUENTIAL FILES WITH BINARY DATA
FORMGEN (GENERATE MS WORD FORMS)
ADOBE ENTERPRISE MANAGER (BATCH ADOBE FORMS)
MS WORD TEMPLATES (400+ TEMPLATES) TEMPLATES INCLUDE MERGE FIELDS AND MAY CONTAIN OPTIONAL PARAGRAPHS USING IF/ELSE LOGIC.
'LINK' BETWEEN ICAR AND IABC AND FACS
GENERAL INTERFACES:
1. SFTP FILES TO/FROM OTHER IOWA STATE AGENCIES.
2. SFTP FILES TO/FROM OTHER NON-IOWA STATE AGENCIES OR PRIVATE ENTITIES.
3. SFTP FILES TO/FROM THE FEDERAL GOVERNMENT.
REQUIRED ENVIRONMENTS:
DEVELOPMENT
TEST
PRODUCTION
REVISED ON: 07-20-2022

1.5 Definitions

ADSO	Application Development System Online
AEM	Adobe Enterprise Manager
CA	Computer Associates
CICS	Customer Information Control System
COBOL	Common Business Oriented Language
COC2CSRU	Clerk of Court to Child Support Recovery Unit (application)
CRM	Customer Relationship Management (system)
CSEF	Child Support Electronic Filing (application)
EPAS	Electronic Paternity Affidavit System
EPAY	Employer Website (application)
EPICS	Employers Partnering In Child Support (Agency's employer call center located in Waterloo, IA)
FACS	Family And Children Services (legacy mainframe system)
FormGen	Form Generator (custom application used to generate online forms from online screens within ICAR)
FTI	Federal Tax Information
FTP	File Transfer Protocol
IABC	Iowa Automated Benefit Calculation (legacy mainframe system)
ICAR	Iowa Collection And Reporting (child support legacy mainframe system)
ICER	Iowa Centralized Employee Registry (child support employee registry legacy mainframe system)
ICSC	Iowa Child Support Case (allows referrals from DHS eligibility systems to ICAR)
IDMS	Integrated Database Management System
IVR	Interactive Voice Response
JCL	Job Control Language
MAPC	Map Compiler (application development tool used to define online maps. In ADS applications, maps are displayed by dialogs)
MS	Microsoft
NACHA	National Automated Clearinghouse Association
PII	Personally Identifiable Information
PODS	Paperless Office Document System (application)
QUICK/SSP	Query Interstate Cases for Kids/State Services Portal
RACF	Resource Access Control Facility
SCR	State Case Registry
SFTP	Secure File Transfer Protocol
SOAP	Simple Object Access Protocol
SQL	Structured Query Language
SSA	Social Security Administration
VSAM	Virtual Sequential Access Method

Section 2.0 RFI Responses and Activities

2.1 RFI Timetable

Below is the anticipated timeline for this RFI. The Agency reserves the right to alter, modify, or delete any and all segments and deadlines it chooses. Times provided are in Central Time.

Event	Date
Agency Releases RFI	11/24/22
Respondent Written Questions Regarding the RFI Due By	12/12/22 @ 3:00 pm CT
Agency Responses to Questions Issued By	12/23/22
Respondent Vendor Response Form to RFI Due By	2/6/23 @ 3:00 pm CT
RFI Presentations	*To be scheduled*

2.2 Written Questions About the RFI Process

This RFI contains a written question and answer process to address questions or clarifying information provided in this RFI and the process of responding to this RFI. Any clarifying or procedural questions related to responding to this RFI must be received by the date/time stated in the RFI Timetable.

Questions should be submitted in an electronic word processing document that is compatible with Microsoft Word software and sent as an attachment to an email directed to the Issuing Officer. Parties submitting questions are encouraged to request a confirmation of the Issuing Officer's receipt in their email.

The Agency anticipates responses to the questions will be posted with the previously posted RFI at the State of Iowa's website for bid opportunities: http://bidopportunities.iowa.gov/ by the end of business on the date stated in the RFI Timetable.

Note, the Agency is using this process to seek feedback to assist with making future decisions and cannot address questions related to future plans at this time.

2.3 Response Submission

Respondents are requested to utilize **Attachment A, RFI BOC-23-010 Vendor Response Form**, to submit written responses to the Agency's questions.

The electronic word document must be in a format that is compatible with Microsoft Word software. Respondents are encouraged to request a confirmation of receipt of the emailed response from the Issuing Officer. Responses may be accepted via email through the date/time stated in the RFI Timetable.

Responses shall be concise with enough detail to facilitate clear understanding. Respondents may address each question at their discretion. Respondents are not obligated to address each section or question. Respondents may submit more than one response prior to the submission deadline. Please only include new information in subsequent submissions.

NOTE: DO NOT INCLUDE PRICING OR COST INFORMATION IN YOUR RESPONSE.

2.4 RFI Presentations

The Agency will make time available for Respondents to provide a presentation. Any Respondent who chooses to participate in the presentation must first submit a written response to this RFI. Presentations will be held virtually.

The Agency is interested in seeing the following information at the presentations:

Respondents may provide a 45-minute presentation on their options and strategies for replatforming ICAR, which will be followed by a 30-minute Q&A session with the Agency's project staff.

The Agency will attempt to schedule presentations in the order requests are received. Further information regarding the presentation date and time and virtual meeting platform will be provided at the time of scheduling.

If you are interested in providing a presentation, you must contact the Issuing Officer via email with your request no later than the Respondent Vendor Response Form to RFI Due Date stated in the RFI Timetable.

Section 3.0 General Terms and Conditions

3.1 General Terms

3.1.1 Information is being requested solely to identify possible methods, approaches, and solutions associated with replatforming the Agency's legacy mainframe system.

3.1.2 The State of Iowa and the Agency will not enter into a contract with any Respondent based on the responses provided to this RFI. The release of this RFI in no way commits the Agency to releasing a solicitation for services, awarding a contract, or making a purchase for any reason.

3.1.3 A Respondent's submission of a response to this RFI will not factor in any subsequent competitive selection process. The Agency will provide public notice of any subsequent bidding opportunity following notice requirements associated with the respective competitive procurement(s).

3.1.4 Information submitted in response to this RFI will become the property of the Agency. Responses shall not include confidential or proprietary information. Responses received by the Agency are considered public information.

3.1.5 The Agency will neither pay for any information herein requested nor will it be liable for any other costs incurred by the Respondent.

3.1.6 The Agency reserves the right to modify or delete any and all sections of this RFI at any time.

3.1.7 If this RFI requests pricing information, information provided will be used for information-gathering purposes. The Agency is not receiving formal quotes through this RFI process.

3.2 Clarification of Responses

The Agency reserves the right to contact a Respondent for the purpose of clarifying a response to ensure mutual understanding.

3.3 Copyrights

By submitting a response, the Respondent agrees that (1) the Agency may copy and distribute the response for purposes of reviewing the response or to respond to requests for public records, and (2) that such copying does not violate the rights of any third party. The Agency shall have the right to use ideas or adaptations of ideas that are presented in the responses.

3.4 All Responses Are Treated as Public Information

With the submission of a response, each Respondent agrees that information submitted in response to this RFI will be treated as public information and that no part of the response will be treated as confidential. The Agency's release of information is governed by Iowa Code Chapter 22. The Agency will copy or share public records as required to comply with public records laws.

3.5 Release of Claims

With the submission of a response each Respondent agrees it waives any and all rights to bring any and all claims or legal action against the Agency or State of Iowa based on any misunderstanding concerning the information provided herein or concerning the Agency's failure, negligence, or otherwise, to provide the Respondent with pertinent information as intended by this RFI.

3.6 Choice of Law and Forum

This RFI is governed by the laws of the State of Iowa without giving effect to the conflicts of law provisions thereof. Respondents are responsible for ascertaining pertinent legal requirements and restrictions. Any and all litigation or actions commenced in connection with this RFI shall be brought and maintained in the appropriate Iowa forum.

Attachment A
RFI BOC-23-010 Vendor Response Form

To respond to the Agency's RFI # BOC-23-010, submit this document as an electronic word processing document that is compatible with Microsoft Word software and sent as an attachment to email along with any additional diagrams referenced in the response as needed. Email these documents to the Issuing Officer at: aolney@dhs.state.ia.us. Please state "Request for Information Response" in the email's subject line. Respondents are encouraged to request a confirmation of receipt of the emailed response.

Please make responses concise with enough detail to facilitate clear understanding. Respondents may address each question at their discretion. Respondents are not obligated to address each section or question. Do not include marketing materials as part of the response. Respondents may submit more than one response prior to the submission deadline. Please only include new information in subsequent submissions.

Please reference Section 2.1 of the RFI for the date/time this Vendor Response Form is due.

In the space below, please enter the name of a contact person for this response. Include that person's title, company name, mailing address, telephone number(s), and an email address. If other persons contributed to this response, please list them subsequently.

Contact:
Title:
Company:
Mailing Address:
Telephone Number(s):
Email Address:

Use the below questionnaire to enter responses. Where diagrams or other attachments are required, provide a reference to the corresponding attached files.

Recommended Strategies

The Agency is requesting input from Respondents regarding strategies related to replatforming the Agency's ICAR legacy mainframe system. For each of the questions in this Recommended Strategies section, Respondents are welcome to propose more than one strategy for consideration. If proposing more than one strategy, please also indicate which strategy you believe would be the best.

Q1. What strategy should the Agency consider to convert the ICAR non-relational IDMS Database to SQL Server? Describe the tools you would use to accomplish this.

Response:

Q2. What strategy should the Agency consider to convert ICAR's ADSO screens to pages in C#/.NET Angular? (Take into consideration help text for screens that is imbedded in this tool).

Response:

Q3. The ICAR Form Generator (C# application) utilizes screen-scraping, dynamic decision-making, and form-selection functionality that integrates with MS Word documents and applies them to Word templates with integration back to the mainframe system to provide information on the form status (e.g., printed, discarded, etc.). (See Section 1.4.3.1, *Online Forms*, in the RFI for further details). What strategy should the Agency consider to replicate this?

Response:

Q4. What should the Agency consider as an interface strategy? (Web services, file transfers, etc.).

Response:

Q5. What should the Agency consider as a strategy to convert ICAR's IDMS COBOL batch programs? Is there a tool that would help accomplish this for speed of delivery?

Response:

Q6. In addition to RACF security permissions, the Agency uses IDMS security classes within the IDMS database for screen- and field-level security. What should the Agency consider as a strategy to address this issue?

Response:

Q7. ICAR currently captures auditing requirements for screen access and field-level data changes and interfaces to a SQL database that is used for reporting purposes. What should the Agency consider as a strategy to replicate this?

Response:

Q8. What should the Agency consider as a strategy for bridging the gap between the legacy system and new system during the transition phase?

Response:

Additional Questions

Q9. What key resources for both the Agency and vendor would be necessary for a project of this scope? Provide the resource roles and descriptions for both the Agency and vendor.

Response:

Q10. If the Agency determines to issue an RFP for the services contemplated in this RFI, what would you expect the Agency to provide in the way of documentation and expectations in order for you to prepare your proposal?

Response:

Q11. What are other important items of consideration that the Agency should know regarding the services contemplated in this RFI?

Response: