



Office of Management and Finance

Request for Information for the
Design, Development & Implementation
of a Comprehensive Child Support Enforcement System

RFI due date & time: Friday, November 14, 2025, at 4:00 p.m. CDT

This Request for Information (RFI) is solely for information and planning purposes and does not constitute a solicitation. This information will be reviewed and discussed by the state agency and may result in the advertisement of a formal and competitive Request for Proposal for any or all of the services included in the RFI.

Only information which is in the nature of legitimate trade secrets or non-published financial data may be deemed proprietary or confidential. Any material within a response to this RFI identified as such must be clearly marked and will be handled in accordance with the Louisiana Public Records Act. R.S. 44:1-44 and applicable rules and regulations. Any response marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.

Date of Issuance: Friday, October 31, 2025

TABLE OF CONTENTS

1.	GENERAL INFORMATION	3
1.1.	INTRODUCTION AND PURPOSE	3
1.2.	BACKGROUND.....	3
2.	ADMINISTRATIVE INFORMATION	3
2.1.	RFI COORDINATOR	3
2.2.	SCHEDULE OF EVENTS.....	4
2.3.	RESPONSE CONTENT	4
2.4.	RESPONSE INSTRUCTIONS.....	5
2.5.	ADDITIONAL INSTRUCTIONS AND NOTIFICATIONS TO RESPONDERS	5
3.	SCOPE OF SERVICES	6
3.1.	OUTCOMES	6
3.2.	MAINTENANCE & OPERATIONS	8
3.3.	TECHNICAL SYSTEM IMPLEMENTATION REQUIREMENTS.....	8
3.4.	QUESTIONS	9
3.5.	DESIRED TECHNICAL CAPABILITIES.....	12

1. GENERAL INFORMATION

1.1. Introduction and Purpose

The Louisiana Department of Children and Family Services (DCFS) (collectively referred to herein as the “State”) is issuing this Request for Information (RFI) to identify solutions regarding the design, development, and implementation of a comprehensive, all-in-one system solution that complies with all Office of Child Support Systems (OCSS) federal requirements and will modernize, enhance, or replace the current child support enforcement systems utilized by DCFS. DCFS seeks to gather information from interested vendors, stakeholders, and other entities regarding capabilities, implementation approaches, pricing models, and solutions. This RFI is exploratory and non-binding. DCFS encourages all capable parties to respond, regardless of company size or market share.

1.2. Background

DCFS stands as a pillar of support for the state’s most vulnerable populations. With a deep-rooted commitment to child welfare, family empowerment, and community resilience, DCFS works to ensure that every Louisianian served by our agency is treated with dignity, compassion, and respect. DCFS’s mission is to protect children, empower families, and strengthen communities so every child grows up safe, stable, and strong.

DCFS is comprised of the Division of Child Welfare (CW), the Division of Family Support (FS), and the Office of Management and Finance (OMF). Under the general supervision of the Secretary, these principal offices perform the primary functions and duties assigned to DCFS.

CW is responsible for safeguarding children through the investigation of abuse and neglect, managing foster care placements, and facilitating adoption services. Guided by executive leadership, it works closely with local partners and judicial systems to ensure child safety, permanency, and well-being.

FS administers key public assistance programs including Child Support Enforcement (CSE), Temporary Assistance for Needy Families (TANF), and other services for individuals. Its core function is to help families achieve economic stability and access essential resources that support long-term self-sufficiency.

OMF oversees financial and procurement operations, human resources, technology and systems management, policy and rulemaking, and strategic planning. It ensures that all programs are adequately resourced, compliant with state and federal regulations, and aligned with the department’s broader goals.

2. ADMINISTRATIVE INFORMATION

2.1. RFI Coordinator

Request for copies, questions, and submission responses to this RFI must be directed to the RFI coordinator listed below:

Sylvia Rogers
Program Manager | Procurement
Office of Management and Finance
Louisiana Department of Children & Family Services
(225) 342-1103 | Sylvia.Williams.DCFS@la.gov

This RFI has been posted to <https://www.cfprd.doa.louisiana.gov/osp/lapac/pubMain.cfm> and <https://www.dcfs.louisiana.gov/page/requests-for-proposals>.

2.2. Schedule of Events

DCFS reserves the right to deviate from this Schedule of Events at any time without notice.

Activity/Event	Date
Public notice of RFI	Friday, October 31, 2025
Deadline for receipt of RFI	Friday, November 14, 2025 at 4:00 p.m. CDT

2.3. Response Content

2.3.1. Executive Summary

The executive summary should provide administrative information including, at a minimum, authorized representative contact name and phone number, email address, and any other pertinent contact information. This section should also include a summary of qualifications, ability, and willingness to comply with the State's requirements.

2.3.2. Corporate Background and Experience

The responder should provide a brief description of the organization, including its history, corporate structure, organizational details, and years in business. Responders should also describe their experience with projects of this type with other states or corporate/governmental entities of comparable size and diversity.

2.3.3. Approach and Methodology

Responders are encouraged to answer as many questions as applicable; however, complete responses to all questions are not required. The responder should provide:

2.3.3.1. The recommended approach and methodology to accomplish the Scope of Services;

2.3.3.2. Any known systems that support the functional areas outlined in the RFI, including a description of the systems and how they support the services;

2.3.3.3. Best practices garnered from previous experience with this scope of services;

2.3.3.4. A list of issues/concerns that were not taken into consideration in the scope of services that may be essential for the agency to consider; and

2.3.3.5. Alternative solutions for accomplishing the project objectives, if applicable, and any other additional pertinent information;

2.3.4. Organizational Change Management

The responder should provide a description of the approach to transition the DCFS workforce to your solution while accomplishing the outcomes within the specified timeframe.

2.3.5. Data Strategy

The responder should provide strategies regarding existing data while moving from multiple legacy information systems to a modern CSE system within the specified timeframe.

2.3.6. Cost Estimate

The responder should provide a general overview of its pricing model (e.g., subscription-based, per user, per transaction). While this is an RFI, a high-level understanding of potential costs is beneficial. The responder should include any information regarding typical implementation and operational costs, as well as factors influencing them, with a focus on the cost-effectiveness.

2.4. Response Instructions

2.4.1. Response Submittal

Responders interested in providing information for this RFI must submit responses containing the information specified no later than the deadline stated in the Schedule of Events. Responses must be submitted via email to the RFI Coordinator. Hand-delivered responses will not be accepted.

It is solely the responsibility of the responder to ensure that their submission is delivered prior to the deadline. Responses misdirected or otherwise received late may not be considered.

2.5. Additional Instructions and Notifications to Responders

2.5.1. RFI Addenda/Cancellation

The State reserves the right to revise any part of the RFI by issuing an addendum to the RFI at any time. Issuance of this RFI, or subsequent addendum, (if any) does not constitute a commitment by the State to issue an RFP or any other process resulting in award of a contract of any type or form. In addition, the State may cancel this informal process at any time without penalty.

2.5.2. Ownership of Response

The materials submitted in response to this request shall become the property of the State.

2.5.3. Cost of Preparation

The State shall not be liable for any costs incurred by responders associated with developing the response, preparing for discussions (if any) or any other costs, incurred by the responder associated with this RFI.

3. Scope of Services

Through its CSE programs, DCFS offers parent locator and paternity establishment services, assistance in establishing and enforcing child support orders, access and visitation, and the collection and distribution of child support payments. The mission of CSE is to ensure parents provide consistent emotional, financial, and medical support for their children.

The Child Support Enforcement Modernization Project (CSEMP) seeks to deliver a comprehensive, streamlined, and user-friendly system that meets the needs of the State of Louisiana while supporting federal compliance requirements.

Currently, CSE relies on multiple outdated information systems to administer these services. DCFS is exploring innovative solutions to design, develop, and implement a modern, integrated system that will enhance efficiency, improve usability, and better support Louisiana families.

3.1. Outcomes

DCFS is seeking a solution that is focused on achieving the following outcomes:

- 3.1.1. Enhanced service delivery;
- 3.1.2. Clear lines of accountability;
- 3.1.3. Robust capabilities to measure and report outcomes;
- 3.1.4. Improved financial management and control;
- 3.1.5. A modernized technical infrastructure that enables efficient data exchange among internal and external stakeholders;

- 3.1.6. Reduction or minimization of redundant data entry through the reuse of existing data where available;
- 3.1.7. A comprehensive, all-in-one system that facilitates seamless workflow interactions across all CSE programs, as well as intra- and interstate systems with which it must interact;
- 3.1.8. Responders should describe their approach to the design, development, and implementation of a modernized, comprehensive, all-in-one CSE solution, which must:
 - 3.1.8.1. Meet all federal requirements established by the Office of Child Support Services (OCSS) [[Certification Guide](#)]
 - 3.1.8.2. Comply with all applicable laws, rules, and policies of the State of Louisiana.
- 3.1.9. Responders are encouraged to explain how their solution aligns with and supports:
 - 3.1.9.1. Program goals;
 - 3.1.9.2. Foundational requirements;
 - 3.1.9.3. Functional process factors;
 - 3.1.9.4. Existing/archived data; and
 - 3.1.9.5. Additional considerations outlined in the most recent ACF guidelines [[ACF Policy Guidance](#)].
- 3.1.10. To consider the necessary technical and functional requirements, Responders should:
 - 3.1.10.1. Specify the hardware and software requirements of the proposed solution.
 - 3.1.10.2. Describe anticipated user access levels and permissions.
 - 3.1.10.3. Ensure the system is accessible via standard web browsers, with mobile-friendly functionality strongly desired.
 - 3.1.10.4. Outline the approach to system integration, addressing both internal and external partners.
- 3.1.11. The State acknowledges that multiple approaches may be considered for the design, development, and deployment of the solution, including but not limited to:

- 3.1.11.1. Software as a Service (SaaS);
 - 3.1.11.2. Custom Development;
 - 3.1.11.3. Commercial Off-the-Shelf Software (COTS);
 - 3.1.11.4. Transfer options from other states with federally certified systems; and
 - 3.1.11.5. Hybrid models incorporating elements of the above.
 - 3.1.12. Responders should clearly describe the nature of their proposed solution and delivery model. The State requires that all customer-built, transfer, or non-COTS/SaaS systems be developed using C#/.NET and/or Java, with a strong preference for C#/.NET.
 - 3.1.13. Responders should describe how they will address Organizational Change Management and perform multi-level training of DCFS staff.
- 3.2. Maintenance & Operations
- Respondents should provide a detailed description of their approach to supporting and training a post-implementation Help Desk for DCFS staff. This should include, but is not limited to, methodologies for configuring the system to meet agency needs, strategies for training DCFS staff on Help Desk operations, and plans for ensuring staff are equipped to manage ongoing maintenance and system operations independently. The response should also outline any tools, documentation, and knowledge transfer processes that will facilitate long-term sustainability and self-sufficiency within DCFS.
- 3.3. Technical System Implementation Requirements
- Responders should be aware of the following requirements for Contractors:
- 3.3.1. Contractor shall adhere to the State's [Information Security Policy \(ISP\)](#)
 - 3.3.2. The following requirements apply to all systems implementations:
 - 3.3.2.1. Contractor should use the State's JIRA system to keep track of all features, user stories, issues, bugs and other application development lifecycle items.
 - 3.3.2.2. Contractor shall design the UI to work on all browsers installed on the standard state computer image (Edge, Chrome & Firefox)
 - 3.3.2.3. Contractor shall incorporate and test accessibility throughout the design and development processes to remain compliant with Section 508 Amendment to the Rehabilitation Act of 1973.

- 3.3.3. The following requirements apply to any systems hosted within the State's infrastructure:
 - 3.3.3.1. Contractor shall use NewRelic APM for application performance Monitoring.
 - 3.3.3.2. Contractor shall use Nagios for infrastructure monitoring.
 - 3.3.3.3. Contractor shall use Splunk for analysis and insights of logging and monitoring data.

3.4. Questions

- 3.4.1. Does your agency currently have a system solution submission in the National Association of State Procurement Officials (NASPO)? Do you plan on having one or are you in progress of submitting one by December 31, 2025?
- 3.4.2. Is the solution ready to be utilized and in compliance with federal regulations, necessitating only the state's requirements for implementation?
- 3.4.3. Are you willing to provide a sandbox environment for the proposed system, at no cost, to DCFS for fourteen (14) calendar days and within three (3) business days of request?
- 3.4.4. What are the most critical early investments or decisions a state can make to ensure long-term sustainability and cost-effective operations post-implementation?
- 3.4.5. What innovative capabilities should Louisiana consider now to future-proof the system (e.g., digital assistants, predictive analytics, rules as code, no-code configuration tools)?
- 3.4.6. What specific business outcomes would you target in the first 12 months, and what leading indicators/KPIs would you use for each?
- 3.4.7. Which recent public-sector implementations are most comparable? For each, what were the scope, timeline, contract type, and measured results?
- 3.4.8. What phased implementation plan do you propose (critical path, decision gates, cutover)? What must be true to move between phases?
- 3.4.9. The CSEMP solution should be user friendly and intuitive, resulting in more efficient training timelines. Explain the depth of training necessary for users to gain system proficiency for your solution.
- 3.4.10. For this CSEMP solution, DCFS will be the primary owner of all associated data. Explain what export formats/automation you support, and what does your documented exit plan (timelines, formats, fees) look like.

- 3.4.11. How have other states balanced the speed of delivery with the need for stability and quality? What iterative delivery approaches have worked well in complex child support systems?
- 3.4.12. What are the most effective transition strategies you've seen when moving from legacy to modern CSE systems, particularly when consolidating programs?
- 3.4.13. Where can artificial intelligence play a role in simplifying and streamlining CSE processes while still upholding Louisiana EXECUTIVE ORDER NUMBER JML 25-109?
- 3.4.14. In what ways can AI support a more efficient, accurate, and cost-effective transition of legacy code and data to a modern platform?
- 3.4.15. What trends in SaaS and PaaS platforms are enabling states to modernize faster, with less customization and lower overall costs?
- 3.4.16. What are the current best practices in reporting and analytics capabilities across CSE and case management systems?
- 3.4.17. What role does user-centered design play in large-scale CSE systems today? What's the most effective way for Louisiana to involve residents and CSE staff in design and testing?
- 3.4.18. From both an CSE worker's efficiency perspective and a resident's access perspective, what are the most critical functional components of an CSE system that should be combined with these programs?
- 3.4.19. What does a mature, data-driven CSE operation look like, and what capabilities or investments help states get there?
- 3.4.20. Explain how your solution interfaces with other sources such as lottery, tax returns, court settlements, and other interagency systems.
- 3.4.21. DCFS has implemented the Child Support Access and Visitation Program to assist non-custodial parents in gaining access and visitation to their minor children through the courts. How can your solution integrate this program, and encourage its utilization?
- 3.4.22. What KPIs and performance monitoring framework do you recommend for an integrated CSE system, and how should Louisiana structure dashboards, reporting, and continuous improvement mechanisms to ensure measurable benefits over time?
- 3.4.23. Which WCAG version do you currently meet? Can you provide your latest third-party audit or internal test results?

- 3.4.24. What is your reference architecture (components, data flows, integration points)? Where do you rely on APIs, webhooks, or batch interfaces?
- 3.4.25. How do you handle authentication/authorization to support enterprise IAM/SSO (session management, role modeling)?
- 3.4.26. How are events/analytics exposed, and how can telemetry be routed to our monitoring platforms?
- 3.4.27. How will you align with our repository standards, security scanning, and automation? Can you provide screenshots or redacted pipeline YAML and scan reports?
- 3.4.28. How are health checks, logs, metrics, and traces emitted, and how do they connect to our monitoring platforms? Can you include example dashboards and alert runbooks?
- 3.4.29. Which hosting models do you support, and what environments and parity strategy do you require?
- 3.4.30. What performance test methodology do you use, and can you share recent load/performance results at comparable scale?
- 3.4.31. What infrastructure prerequisites and managed services do you require?
- 3.4.32. What are your resilience strategies (graceful degradation, autoscaling, back-pressure, circuit breakers, rollback)?
- 3.4.33. How will you adopt our statewide design system components and patterns? Can you include screenshots or a short prototype using our equivalents?
- 3.4.34. Which external systems do you commonly integrate with in this domain, and for each what are the contract types (REST/GraphQL, auth), sample payloads, rate limits, and error strategies?
- 3.4.35. How are logs/audit trails handled, how is incident response coordinated, and what evidence can you share during incidents?
- 3.4.36. If custom work: what are your CI/CD pipeline, code review standards, and quality gates? If COTS: what release channels do you offer, and how are updates tested and rolled out?
- 3.4.37. How will you deliver portfolio-level status and artifacts to our statewide system (minimum fields and update cadence)?
- 3.4.38. What are your target SLOs and which SLIs do you expose out of the box (uptime, latency, error rate, queue depth, etc.)?

- 3.4.39. What are your unit economics and scaling tiers, and which costs are fixed, variable, or usage-based?
- 3.4.40. Which master contracts/cooperative agreements are available to states, and how would you align with centralized procurement?
- 3.4.41. What are your support tiers, response times, escalation paths, and how do your tickets integrate with our systems?

3.5. Desired Technical Capabilities

Capabilities	Features
State Architecture & SSO	Compatibility with the Louisiana Office of Technology Services (OTS) guidelines. Integration with state enterprise architecture, SSO, and identity verification components.
Cloud-Based Solution	A fully cloud-based offering.
Scalability	Demonstrated ability to scale to meet the demands of a large state agency with varying caseloads and user volumes.
Security	Robust security features, data encryption (in transit and at rest), and adherence to federal and state data security and privacy regulations (e.g., HIPAA, IRS 1075, NIST guidelines). Compliance with FedRAMP, IAL2, and AAL2. The State's Information Security Policy can be found at https://www.doa.la.gov/doa/ots/policies-and-forms/ .
Performance & Reliability	High-performance system with minimal latency and quick response times for both staff and residents. A system that minimizes downtime, avoids reliance on batch jobs for critical processes, and reduces the need for extensive data fixes.
Configurable & Maintainable Architecture, Rules as Code Architecture	A highly configurable architecture that minimizes the need for custom code development. Solutions may include low-code/no-code capabilities where appropriate but should also allow for modular or hybrid approaches that balance flexibility, performance, and maintainability.
Leverage Commercial Off-the- Shelf (COTS) Tools	Uses reputable third-party COTS tools and subcomponents for standard functions (e.g., document processing, reporting engines) rather than custom-built or custom-coded components.
Ease of Modernization	Designed to be easily updated to integrate new technologies to remain modern over time.
Federal Compliance Demonstration	Supports federal requirements for the programs.
Transparency & Auditability	Complete transparency and ease of auditing by state and federal agencies.

Reliability & Uptime	High availability and disaster recovery capabilities with clearly defined service level agreements (SLAs).
----------------------	--