

STATE OF CONNECTICUT
DEPARTMENT OF CHILDREN AND FAMILIES
STATEMENT OF WORK FOR SACWIS PROGRAM

New Task Renewal Fixed Price On Site Support Remote Support

1. REQUIRED AGENCY:

Department of Children and Families
DCF IS Division
505 Hudson Street
Hartford, CT 06106

2. PROJECT/SYSTEM/PROGRAM OVERVIEW

DCF INFORMATION SYSTEMS BACKGROUND

The Department of Children and Families depends on a core, mission-critical application, LINK, Connecticut's Federally-reimbursed SACWIS (Statewide Automated Child Welfare Information System). Implemented in 1996, available on every desktop, and used by over 2,000 social workers and case managers, the application has been enhanced and modified continually to meet data capture and process functionality requirements driven by good child welfare case practice as well as State and Federal legislation and statute. Additionally, LINK continues to experience change chiefly in compliance with the 1991 Juan F. Consent Decree as well as the agency's ongoing goal of improving the safety, permanency and well-being of children in care.

Concurrently, the agency implemented a multi-faceted, agency-wide outcome measure improvement plan that specifically addresses each of the twenty-two (22) outcomes targeted for improvement driven by the original Consent Decree. A number of initiatives that comprise this improvement plan require the support of information technology.

DCF Information Systems provides technology expertise and services as well as an information systems infrastructure to the agency and its roughly 4,000 employees. DCF Information Systems strives to improve continually improving technology services that are cost-effective and of the highest effectiveness and quality.

ONGOING SACWIS APPLICATION AUTOMATION SUPPORT

DCF Information Systems (IS) is responsible for the enhancement, maintenance and support of a two-tier Statewide Automated Child Welfare Information System (SACWIS), known as LINK, written in PowerBuilder and relying on the State's DB2 database environment. The LINK application provides the Agency with a mission critical case management tool that offers the agency's 3,500 users ready access to important information and data related to child welfare cases. Other applications are also developed in the .NET and MS SQL Server environment.

Each quarter, the Agency, in conjunction with IS, develop a list of proposed changes to the LINK application that require a thorough and thoughtful analysis and design and subsequent development, testing and release of the modified application. This Statement of Work is intended to ensure that qualified and skilled resources are available to ensure the proper continuity of support for the LINK Application

In addition and as referenced previously, the agency, the agency has implemented a multi-faceted, agency-wide outcome measure improvement plan that specifically addresses each of twenty-two (22) outcomes measures, targeted for improvement as driven by the original Consent Decree. A number of initiatives that comprise this improvement plan require the support of information technology.

3. SCOPE OF WORK

The agency needs to continue the service of this Software Engineer 3 consultant position. The candidate will participate in the design and development activities in support of the agency's continued development of a SACWIS LINK application and other SQL Server based applications. The specific focus of this candidate will be the key LINK production support, LINK enhancement design and development of LINK environments and other SQL Server based applications.

POSITION ROLE AND DELIVERABLES

The consultant will serve in the capacity of a database developer, participating in design and development activities, consistent with the architecture, in support of Web Services and SACWIS reporting initiatives. Specifically, the candidate will be responsible for participating in and supporting the design and development of databases using MS SQL Server.

The consultant will be expected to work with management, business users, systems developers, and operations to clarify project scope; review documented forms, processes, and data models; develop prototype databases and RDBMS solutions for user consensus building and signoff; code, unit integration, and systems test the emerging application or functionality; debug and correct errors until acceptance test is completed. Support and maintain existing production SQL RDBMS solutions.

The consultant analyzes and documents requirements for information systems; develops and/or oversees plans for automated data processing systems from project inception to conclusion; constructs data models and activity/process models as may be required to define system functions; coordinates closely with the Technical Architect, Business Analysis or peer Programmers to ensure proper implementation of program and system specifications; develops, in conjunction with functional users alternative solutions; provides support for the installation, testing, implementation, and ongoing maintenance of overall SQL Server related systems; tests, debugs, and refines the computer software to produce the required product; prepares required documentation, including both program-level, user-level and system documentation and finally, enhances software to reduce operating time or improve efficiency.

The consultant may also conduct and document the results of special studies dealing with systems and/or business process issues; analyze functional business applications and creates design specifications for developing programs; develop block diagrams and logic flow charts, and translates detailed design into computer software.

REQUIRED TECHNICAL SKILLS AND EXPERIENCE:

Refer to the State contracts for IT Professional Services Agreement (09ITZ0047) for general experience and skill requirements for the job classification of Software Engineer 3. For this position, the candidate shares experience and judgment with team to plan and accomplish goals, leads groups in performing a variety of complicated tasks, mentors less experienced staff, a wide degree of creativity and latitude is expected. In addition, the agency requires:

A minimum of nine (9) years of prior experience demonstrating the following knowledge and skills:

1. Understands RDBMS principals such as Table Design, Normalization, ACID properties, Relationships, Referential Integrity and how these apply to SQL Server.
2. Understands Data warehousing principals and is familiar with Inmon and Kimball Methodology.
3. Knows how to optimize physical structures and data processing in SQL Server and T-SQL for OLTP vs. OLAP.
4. Knowledge of Tracing, Monitoring, and Auditing facilities and methods for SQL Server.
5. Create and schedule Batch Jobs to run on SQL Server.
6. Work closely with application developers and business users to design databases.
7. Design databases using PowerDesigner/Erwin, logical and physical level.
8. Develop database objects including tables, indexes, triggers, views, stored procedures and functions.
9. Create DTS packages and jobs to monitor, backup, import/export data and data warehouse extracts.
10. Review peer database design and code.
11. Work on conversion of structured and non structured data.
12. Participate in the definition, documentation and application of our Coding and Naming Standards.
13. Provide support to developers and/or testers to resolve technical problems with data and/or databases.
14. Experience in supporting SQL Server-based .NET applications.
15. Experience in assisting business analysts our business consumers in the modeling their data needs.

Experience with the following environments is preferred:

1. Implementation and support of child welfare software applications and specifically, SACWIS systems.

4..ADMINISTRATIVE CONSIDERATIONS

DELIVERABLES include, but are not limited to:

Specifically, the candidate will be responsible for ensuring that recommended modifications to the LINK Application and other SQL Serer environments meet the operational mission of the application as well as conform to the expected technical standards of the application. Responsibilities include, but are not limited to:

1. Provides technical support over a team of mainframe developers to ensure the technical appropriateness of proposed modifications supporting the LINK Application and other SQL Server related applications.
2. Assists the Application Manager in coordinating activities related to each quarter's software development lifecycle.
3. Acts as the applications' database administrator (DBA) for the purposes of maintaining the physical structure of the agency's SQL Server environments, basic performance tuning, consulting with the development staff on changes to the structure of the database and troubleshooting.
4. Serves as a liaison between the agency and DOIT to coordinate support activities related to the mainframe or SQL Server environments.
5. Coordinates DCF IS mainframe change control.

WORK SCHEDULE: Monday - Friday, 8 AM - 5 PM

STATE RESOURCES AND OVERSIGHT: DCF IS Management

SECURITY/PRIVACY CONSIDERATIONS: Comply with Vendor Qualification, DCF Child Protection Background Check and DCF Non-disclosure Agreement

GENERAL/MISCELLANEOUS: N/A

POINT OF CONTACT:

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