

ITSP Summary Biennium 2026-28

Agency Name: 765 Department of Social Services

Date Generated: 09-10-2025

Agency Mission, Goals and Objectives:

Agency Mission:

The Virginia Department of Social Services (VDSS) achieves its mission – people helping people triumph over poverty, abuse, and neglect to share strong futures for themselves, their families, and communities – by partnering with multiple internal and external organizations and stakeholders to provide vital services to Virginia’s citizens

MISSION: To design and deliver high-quality human services that help Virginians achieve safety, independence and overall well-being.

VISION: A Commonwealth in which all Virginians have the resources and services they need to shape strong futures for themselves, their families and their communities.

To design and deliver high quality human services that help Virginians achieve safety, independence and overall well-being.

The Virginia Department of Social Services (VDSS) is a state supervised and locally administered social services system. Providing oversight and guidance to 120 local offices across the state, VDSS delivers a wide variety of services and benefits to over 2.2 million Virginians each year.

VDSS' programs are designed to help Virginia's most vulnerable citizens find permanent solutions to life's many challenges. The Department is responsible for administering a variety of programs, including Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), Medicaid, Adoption, Child Care Assistance, Refugee Resettlement Services, and Child Protective Services.

Our goal is to promote the well-being of our citizens through the delivery of essential

services and benefits to ensure families are strengthened, and individuals achieve their highest level of self-sufficiency.

Agency Goals:

VDSS has established the following goals to provide the overarching direction to help steer long-term outcomes. VDSS has established the following agency objectives for the upcoming biennium.

1 - ENSURE SAFETY AND STABILITY FOR CHILDREN, ADULTS, AND FAMILIES 1 2 3

Collectively, we strive to ensure that each person in Virginia lives in a safe and stable environment. Providing prevention services, including a focus on the social determinants of health and supporting the long-term well-being of Virginians, will reduce the likelihood that children, adults and families enter crisis and need intensive services. This work requires meaningful collaboration among health and human services professionals and community-based stakeholders to integrate services that are child-centered and family-focused. By embracing a whole family approach, our work will empower individuals and families to identify their needs and develop a plan to access tailored services that support and sustain their safety and stability

2 - Create and Connect Pathways to Economic Stability Supporting a living wage for all families is paramount to our vision of Virginians shaping strong futures for themselves, their families and their communities. By adopting the United Way's ALICE methodology for calculating a living wage for each locality and family composition, we will assess our impact as a system and use data analytics to learn what strategies are most effective in helping families achieve economic independence. We will focus on reducing poverty through policy and practice changes to existing programs as well as transforming our workforce services, testing innovative strategies to move people out of poverty, and addressing equity issues by working collaboratively with participants and stakeholders. Our workforce services will allow customers to design a path of education and training, created from their own vision, that will lead to a career that earns a living wage. These efforts will increase economic stability, improve child and family outcomes, and support economic development for the entire community

3 - IMPROVE AND INTEGRATE HUMAN SERVICES In order for our social services system to help Virginians achieve better outcomes, it is vitally important that those seeking services and those providing services are co-creators in developing tailored solutions. We embrace

a whole family approach and a human-centered design approach to service delivery, which creates intentional alignment of programs, priorities, systems, policies and services. This strategic approach requires that we consistently analyze data and conduct root cause analysis that will help inform how we leverage technology, innovation and partnerships to create an efficient, collaborative and effective service delivery system

4 - Cultivate an Increasingly Diverse, Engaged and High-Performing Workforce. We firmly acknowledge that our workforce is the foundation of who we are, and the work we do. In order to be and remain a high- performing agency, able to meet the growing needs of our customers, we will cultivate and support an environment where all employees: are recognized and appreciated for their talents, skills and contributions; have the resources and information to do their work; are entrusted and empowered to do their jobs; are encouraged to think creatively, strategically and critically; have opportunities to be heard and contribute to decision- making at all levels; have time and resources allocated for professional development; and achieve and sustain a positive work-life balance

Agency Objectives:

The Department of Social Services has several top areas and objectives, which are aligned with the Governor's goals of maintaining a 21st century economy, promoting innovation and good government, and creating a healthy Virginia:

Increasing safe and stable living situations for children, adults and families; prevent child abuse.

Promoting strategies that encourage a culture of health through stable housing, access to high quality health care, and proper nutrition.

Aligning Virginia's workforce to meet current and anticipated employer demands with career pathways and training solutions for dislocated, underemployed, and future workers.

Working to help people move from poverty to self-sufficiency.

Promoting strategies to improve nutrition for Virginians in at-risk circumstances.

VDSS is addressing the above-mentioned priorities through the key performance measures and the following initiatives and strategies:

Achieving Adoptions & Permanency from Foster Care: Engaging families and the community to support permanency for children; prioritizing placement with kinship caregivers; expanding foster parent recruitment and support; monitoring and improving the provision of foster care services; reducing congregate care placements except when needed to address short-term acute treatment needs; providing additional permanency options for youth living with relative foster parents; and supporting LDSS agencies with the adoption finalization process.

Child Support Family Engagement Programs: Collaborating with courts and community partners to provide resources that assist parents in overcoming barriers that prevent them from meeting their child support obligations. The Division of Child Support Enforcement uses intensive case management and community-based resources to provide pathways for parents to overcome obstacles such as employment, education, transportation, previous incarceration, and mental health to provide consistent financial support for their children.

Strong Partnership with Community Action in Poverty-Elimination: Working with

Community Action Agencies using our Results-Oriented Management and Accountability (ROMA) framework to equip and align community action programs on eliminating the causes of poverty and to focus on community-level problem solving and systemic change.

Increasing Participation and Self-Sufficiency In Workforce Programs: Increasing participation of eligible Virginians, especially families with children, in the Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) and the Virginia Initiative for Education and Work (VIEW) programs while reducing dependency on public assistance by providing workforce training and job opportunities. Primary focus areas include creating career pathways and improved work support for program participants.

Eligibility Modernization/Technology Improvements: Modernizing social services information technology systems to meet Federal and State requirements for health system reform requirements, enhance family services, automate eligibility determination, provide child support enforcement, support adult care facility licensing, enable data sharing, allow for customer authentication, and use an electronic document management system. Includes modernizing both public assistance and child welfare information systems and upgrading vital network services to 145 state and local offices across the Commonwealth.

Access to Health Care: Providing access to high quality health care to Virginians through Medicaid/CHIP, the Federally Facilitated Marketplace (FFM), or private insurance. Ensuring that applications are processed timely. Continuing to provide eligible Virginians health care coverage through automation, improvements, and modernization (AIM).

Data Analysis and Performance Management: Establishing a structured data governance process that uses input from stakeholder communities to address data quality; supporting Divisions and programs in conducting research and program evaluation to identify root causes and to inform decision making regarding changes in policy and practice; and enhance the ability of DSS program staff to access data, conduct analysis, and publish reports using Power BI tools.

Current IT State:

In this section, describe the high-level strategy the agency will use to manage existing operational IT investments over the next year to 6 years in support of the strategic objectives of your agency.

Will any of the following areas require additional funding over the next 6 years beyond that currently forecast by your agency? (please check all that apply)

License Renewals, System Enhancements, Re-competition of current IT contracts, Security improvements, The agency will require additional funding to provide over 3,800 local eligibility and services workers with full access to Microsoft 365 and Okta programs. This investment will ensure that all staff benefit from secure, cloud-based productivity tools, identity management, and single sign-on capabilities, which are essential for efficient service delivery and compliance with government security standards. Adequate funding will cover licensing, implementation, and ongoing support costs associated with deploying Microsoft 365 Government plans and Okta's identity solutions at scale

Looking ahead over the next 6 years, please list any IT initiatives needed to support the business Mission, Goals, and Objectives of your agency not addressed by application modernization (other than staffing levels and applications detailed elsewhere). These could include disaster recovery, network upgrades, radio communications etc.

IT Initiative 1:

vchamps

IT Initiative 2:

commonhelp

IT Initiative 3:

local and district office network upgrades phase II

IT Initiative 4:

Audit Remediation: CMS, IRS, COV, SEC530 compliance

IT Initiative 5:

funding for local employees to be able to access all cloud based products

External Factors Impacting IT:

In this section, describe changes or mandates from external sources to the agency's current IT investments. These are requirements and mandates from external sources, such as new federal or state legislation, executive orders, regulatory bodies, or legal requirements. The agency must identify the change, any important deadlines that must be met, and the consequences if the deadlines are not met.

Are there any mandate driving changes in your current IT environment? (Yes/No)

Yes

1. Mandate Details:

Mandate:

Internal to State Government?

Mandate Date: 12/30/2027

Need Change?:

complete modernization of the vChamps (child support enforcement) project to come off the VITA hosted mainframe

Consequence:

potential to lose federal funding

Citation:

VITA

2. Mandate Details:

Mandate:

Internal to State Government

Mandate Date: 12/31/2024

Need Change?:

upgrades to central registry search

Citation:

The Office of Background Investigations (OBI) processes required Central Registry Search (CRS) requests for all employees and volunteers serving the Commonwealth of Virginia in a capacity where there is oversight and care for children. These requests are required to ensure the safety and well-being of such children and are mandated for processing under VA Code § 63.2-1515. VDSS is planning to implement the AWS Textract Machine Learning for performing OCR on the handwritten CRS request forms to ensure the applications can be processed effectively and efficiently to meet the Va. Code requirements of a 10-business day turnaround. The central registry search unit receives these CRS requests by hard copy via USPS, delivered daily to the office and currently manually performs data entry to capture handwritten information from these forms. While there is an existing scan function to store the form and its contents, the scan is only captured as an image and does not allow for any advanced functionality in its current state.

The human manual hours spent on initial data entry as well as corrections due to human errors, create a workload overhead which significantly delays the processing and completion of the search requests. The AWS Textract OCR feature will utilize

extract text functions for handwritten recognition at a 85-90% accuracy rate. This OCR feature will minimize the manual workload for OBI staff and allow timely processing in compliance with the mandates of the Code of VA.

Will you have staffing issues that impact meeting these requirements and mandates?

Yes

Future IT Solutions:

This section will discuss how the agency's IT investments and investment strategies support the business strategies over the next 6 years. The agency does not need to discuss specific technologies at this time.

List in priority order, the IT investments (Projects, Procurements, BRTs) for your agency during the next 6 years.

Place your proposed projects and procurements in order of priority for your agency (one being the highest priority).

1. Projects and Procurement Details:

IT Investment:

child support enforcement modernization (VCHAMPS)

IT Objective:

Improve

IT Business Value:

investment is long term strategic technology for improving delivery to support enformment customers

IT Support:

The Virginia Department of Social Services Division of Child Support Enforcement (DCSE) provides for the location, establishment, and enforcement of child support orders through education, prevention, technology and enforcement activities. The batch functionality of DCSE application APECS currently runs on the mainframe using programming languages COBOL and JCL. The current VITA mainframe contract with Unisys ends June 2022, however there are 2 - 1-year extensions, term ending June 2024. DSS' plan is to migrate off of the mainframe by May 2024. VITA is encouraging agencies to migrate off of mainframe as soon as possible. VDSS plans to retire existing mainframe technology and replace the functionality with a Low Code Application Platform. There are approximately 450 jobs consisting of 770 programs that make up the mainframe batch schedule and are executed from 6pm to 6am every day of the year. The batch application programs perform the processing of; Incoming and outgoing payments, Case management, Order enforcement and Action while interfacing with 36 external entities. These batch processes also interface with internal DSS systems such as Family Services, Benefit Programs and other entities. The Project will ensure all the batch jobs are identified and migrated to a Low Code Application platform solution. The project will ensure that Software development principles are followed, and the functionality is thoroughly tested prior to production use. The project will also seek recertification from the federal Office of Child Support Enforcement (OCSE). The Mainframe batch migration is expected to be performed by a vendor. The vendor is expected to be selected by RFP process.

2. Projects and Procurement Details:

IT Investment:

Web Content Management System

IT Objective:

Improve

IT Business Value:

The current technology/platform for the public website is over a decade old and requires a high level of maintenance. Introducing new and modifying existing content is cumbersome and requires considerable resources.

IT Support:

The VDSS public website www.dss.virginia.gov is the primary mass communication platform for the distribution of agency programs and service information to citizens of the Commonwealth. Amassing over 1 million pageviews per year, it represents one of the most visible public-facing agency initiatives and is critical to daily business operations.

3. Projects and Procurement Details:

IT Investment:

CCWIS Comprehensive Child Welfare information system

IT Objective:

IT Business Value:

Replace legacy child welfare systems and modernize delivery of child welfare services. Allow mobility, document imaging, role based security, electronic signature and compliance with COV security standards.

IT Support:

4. Projects and Procurement Details:

IT Investment:

Accuity

IT Objective:

Improve

IT Business Value:

States are required by the federal Centers for Medicare and Medicaid Services (CMS) to use an electronic interface with an Asset Verification Service (AVS) vendor to verify financial assets to determine eligibility for the Medicaid Aged, Blind, and Disabled (ABD) and Long Term Care (LTC) categories. The AVS vendor must have formal agreements with financial institutions to provide account information both on demand and on a quarterly basis. The scope of financial institutions includes both banks and credit unions. CMS also mandates a preceding 60-month search for accounts.

IT Support:

5. Projects and Procurement Details:

IT Investment:

Adoption Share

IT Objective:

Operate

IT Business Value:

Adoption-Share will grant to VDSS a non-exclusive and non-transferable license to the Family-Match Software (Software) during the term of this Agreement for the purposes of (1) streamlining and centralizing the recruitment process of foster and adoptive parent applicants and (2) utilizing prospective adoptive parents for the purpose of child-specific recruitment for children in the Commonwealth of Virginia whose parental rights have been terminated, have a goal of adoption, and no family identified to adopt them.

IT Support:

6. Projects and Procurement Details:

IT Investment:

Virginia Health Care Alerting

IT Objective:

Improve

IT Business Value:

Assisted Living Board and an Adult Day Care Center Board within the Virginia Healthcare Alerting and Status System (VHASS). This portal will be utilized by licensed assisted living and adult day care centers to report infectious and communicable diseases and emergency management issues for use by VDSS licensing staff and local health departments within Virginia Department Health and Office of Emergency Management.

IT Support:

7. Projects and Procurement Details:

IT Investment:

CommonHelp Redesign

IT Objective:

Improve

IT Business Value:

CommonHelp is an online self-service portal provided by the Commonwealth of Virginia, designed to streamline the application process for various social services assistance programs.

Through CommonHelp, residents of Virginia can apply for multiple programs with a single application, saving time and effort. The services available through CommonHelp include Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), Health Care Coverage (HCC),

Energy Assistance (EA), and Child Care services. To use CommonHelp, applicants need to provide personal and household information, including names, addresses, income details, social security numbers, and health insurance information. After the Virginia Department of Social Services reviews the application, applicants receive a Notice of Action with a case number, which can be linked to their CommonHelp account for ongoing management of their benefits.

IT Support:

IT Strategic Plan Budget Tables

Current IT Services				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Projected Service Fees	\$21,141,616	\$38,603,429	\$21,775,864	\$39,761,532
VITA Infrastructure Changes	\$15,000,000		\$15,000,000	
Estimated VITA Infrastructure	\$36,141,616	\$38,603,429	\$36,775,864	\$39,761,532
Specialized Infrastructure				
Agency IT Staff	\$12,200,350	\$12,200,350	\$12,566,361	\$12,566,361
Non-agency IT Staff	\$3,182,700	\$3,182,700	\$3,278,181	\$3,278,181
Cloud Computing Service				
Other Application Costs				
Total:	\$51,524,666	\$53,986,479	\$52,620,406	\$55,606,074

Proposed IT Investments				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Major IT Projects:	\$93,199,259	\$210,834,019	\$91,565,978	\$207,811,446
Non-Major IT Projects:	\$2,500,000	\$2,500,000	\$2,500,000	\$2,500,000
Agency-Level IT Projects:				
Major Stand Alone IT Procurements:	\$41,183,086	\$41,183,086	\$45,301,395	\$45,301,395
Non-Major Stand Alone IT Procurements:	\$150,000	\$150,000	\$150,000	\$150,000
Agency-Level Stand Alone IT Procurements:				
Procurement Adjustment:				
Total:	\$137,032,345	\$254,667,105	\$139,517,373	\$255,762,841

Projected Total IT Budget				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Current IT Services	\$51,524,666	\$53,986,479	\$52,620,406	\$55,606,074
Proposed IT Investments	\$137,032,345	\$254,667,105	\$139,517,373	\$255,762,841
Total	\$188,557,011	\$308,653,584	\$192,137,779	\$311,368,915

Commonwealth Projects >= \$250,000.00

Agency:	765 Department of Social Services (DSS)
Date:	10/1/2025

VA Child Support & Mgmt Process System (vCHAMPS)

Category 1	Project Initiation Approval
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The Virginia Department of Social Services Division of Child Support Enforcement (DCSE) provides for the location, establishment, and enforcement of child support orders through education, prevention, technology, and enforcement activities. The functionality of the DCSE application, APECS, is currently run on mainframe using programming languages COBOL and JCL. The current mainframe contract will end June 2024. VITA is directing agencies to migrate off of the mainframe at the earlier possible date. VDSS plans to retire existing mainframe technology and replace the functionality. There are approximately 450 jobs consisting of 770 programs that make up the mainframe batch schedule and executed from 6pm to 6am every day of the year. The batch application programs perform the processing of; Incoming and outgoing payments, Case management, Order enforcement and Action while interfacing with 36 external entities. These batch processes also interface with internal DSS system such as Family Services and other entities. The project will ensure all the batch jobs are identified and migrated to a new solution. The project will ensure the Software development principles are followed and the functionality is thoroughly tested prior to production use. The project will use industry standard (Agile) project methodology. The project will also seek certification from the federal Office of Child Support Services (OCSS).

Project Start Date	9/1/2023	Project End Date	7/30/2027
Estimated Costs:	Total	General Fund	Non-General Fund
Project Cost	\$96,918,777	\$1,244,241	\$101,441,238
Estimated first year of biennium:	\$11,896,489	\$634,747	\$11,261,742
Estimated second year of biennium:	\$581,989	\$56,413	\$525,575

Project Related Procurements

CSE Modernization -
Procurement (vCHAMPS)

DSS Terminalfour Web Content Management System

Category 4	Project Initiation Approval
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Public Affairs plans to host the VDSS website dss.virginia.gov on AWS (Amazon Web Service, an industry standard and robust platform) to improve user experience, availability, and maintainability. Terminalfour is available through a VITA state contract (VA-220217-TFI) as their preferred solution for

website management (vita.virginia.gov, governor.virginia.gov, virginia.gov, etc.)			
Project Start Date	1/31/2024	Project End Date	2/26/2026
Estimated Costs:	Total	General Fund	Non-General Fund
Project Cost	\$465,967		\$424,850
Estimated first year of biennium:	\$0		
Estimated second year of biennium:	\$0		

Project Related Procurements

There are no procurements for this project

DSS CommonHelp Redesign - Project			
Category 2		Investment Business Case Approval	
CommonHelp is an online self-service portal provided by the Commonwealth of Virginia, designed to streamline the application process for various social services assistance programs. Through CommonHelp, residents of Virginia can apply for multiple programs with a single application, saving time and effort. The services available through CommonHelp include Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), Health Care Coverage (HCC), Energy Assistance (EA), and Child Care services. Applicants need to provide personal and household information, including names, addresses, income details, social security numbers, and health insurance information. After the Virginia Department of Social Services reviews the application, applicants receive a Notice of Action with a case number, which can be linked to their CommonHelp account for ongoing management of their benefits. To meet VDSS needs and comply with State & Federal mandates, there are too many issues with the current iteration of CommonHelp that need to be addressed and best served through a new portal. DSS will submit a separate PGR with an RFP for this requirement.			
Project Start Date	6/30/2026	Project End Date	7/30/2027
Estimated Costs:	Total	General Fund	Non-General Fund
Project Cost	\$7,000,000		\$7,000,000
Estimated first year of biennium:	\$0		
Estimated second year of biennium:	\$0		

Project Related Procurements

There are no procurements for this project

DSS - CCWIS - Project			
Category 1		Investment Business Case Approval	
This project will develop an RFP to implement a Comprehensive Child Welfare Information System (CCWIS), as outlined by the Administration for Children & Families (ACF). A CCWIS system will help to ensure the safety and well-being of children and families served by the local departments of Social Services by permitting timely and accurate access to information regarding child welfare casework. Current system is 30-years old and built on PowerBuilder. Agency cannot find resources to support the current system. Veracode scans of current system continually come back with high and critical findings that cannot be addressed due to current security posture. The current system does not support child ware practices (adding photos, audio, documents to cases). This project will replace the following applications: OASIS, COMPASS Portal, COMPASS Mobile, SafeMeasures, VEMAT, ARRIS, SDM. This projects supports the DSS - CCWIS - Procurement.			
Project Start Date	4/27/2026	Project End Date	12/31/2027
Estimated Costs:	Total	General Fund	Non-General Fund
Project Cost	\$39,000,000	\$3,900,000	\$35,100,000
Estimated first year of biennium:	\$13,000,000	\$1,300,000	\$11,700,000
Estimated second year of biennium:	\$13,000,000	\$1,300,000	\$11,700,000

Project Related Procurements

There are no procurements for this project

DSS - DSNAP (CR721)			
Category 3		Investment Business Case Approval	
VaCMS will be enhanced to process applications and issue benefits for Disaster SNAP (DSNAP). Individuals can apply for DSNAP benefits when there is a declared disaster and FNS authorizes the use of DSNAP. Deloitte (our VaCMS parter), will add a new DSNAP module to VaCMS. The current system sits outside of our Case Management System; VaCMS. Bringing all supplementary nutrition modules under one platform will make updating DSNAP easier when federal guidelines change as well as ensuring that required reports integrate with our existing VaCMS infrastructure without the need to translate them.			
Project Start Date	10/6/2025	Project End	5/29/2026

		Date	
Estimated Costs:	Total	General Fund	Non-General Fund
Project Cost	\$2,459,205		\$2,459,205
Estimated first year of biennium:	\$0		
Estimated second year of biennium:	\$0		

Project Related Procurements

There are no procurements for this project

Commonwealth Procurements >= \$250,000.00

Agency:	765 Department of Social Services (DSS)
Date:	10/1/2025
Procurement Name:	DSS CommonHelp Redesign - Procurement
Procurement Date	6/30/2027
Procurement Description:	CommonHelp is an online self-service portal provided by the Commonwealth of Virginia, designed to streamline the application process for various social services assistance programs. Through CommonHelp, residents of Virginia can apply for multiple programs with a single application, saving time and effort. The services available through CommonHelp include Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), Health Care Coverage (HCC), Energy Assistance (EA), and Child Care services. To use CommonHelp, applicants need to provide personal and household information, including names, addresses, income details, social security numbers, and health insurance information. After the Virginia Department of Social Services reviews the application, applicants receive a Notice of Action with a case number, which can be linked to their CommonHelp account for ongoing management of their benefits. DSS will conduct an RFP for this requirement.
Procurement Name:	Contact Wireless - Procurement
Procurement Date	5/31/2026
Procurement Description:	Contact Wireless offers a two-way product that allows the caseworker to truly communicate with the client. It allows canned messages, group messages, contact management, and logging, and exporting of messages that can be managed through the case worker's dashboard. Other features are offered, such as a shared blacklist, which restricts messages to mobile numbers who have opted out of receiving text messages from DCSE, and autoreply, which sends a specific autoreply when a keyword is used. Additionally, PII protection is offered, which automatically blurs sensitive information. Therefore, no PII information will be disclosed in the messaging. The product is available at the caseworker's computer and can be used for anything the caseworker would normally discuss with a client through a phone call. The service also uses local area code specific to each case worker's location, and each case worker is assigned a personal phone number. Caseworkers can also use the chat function to pop out specific messaging threads with individual clients. Each caseworker can easily pull up the history of their communications with a single client

	or see a listing of all their communications in general. The bulk messaging feature allows both mass messaging and customized one-on-one messaging. The autoreply function allows for specific response to be sent to clients whenever a customizable keyword is used. These keywords and responses are unlimited and can be designed by DCSE for campaigns and initiative, also including an autoreply link to drive applications or web pages. This product allows prescheduled messages, which can be used for anything DCSE wants to disseminate to parents, including payment reminders, court date reminders, and notices. ECOS assessment submitted on 4/26/23 (RITM0724415)
Procurement Name:	Data Builders - Procurement
Procurement Date	6/30/2025
Procurement Description:	This application provides an automated database to submit SNAP Quality Assurance findings to USDA. It creates state and local error rate analysis and allows for ad hoc reporting. It is a vendor supplied and supported client server software package running on Dell servers using an MS SQL database.
Procurement Name:	DCSE CSE Modernization IV&V - Procurement
Procurement Date	4/30/2025
Procurement Description:	Procure IV&V services for the DCSE CSE Modernization project. The Office of Child Support Enforcement (OCSE) requires IV&V services throughout the project. This PGR will be for the entire two year project (DDI).
Procurement Name:	DCSE CSE Modernization QA - Procurement
Procurement Date	9/30/2024
Procurement Description:	The Division of Child Support Enforcement (DCSE) selected Maximus US Services through the CAI SOW program to provide Quality Assurance (QA) services for the DCSE CSE Modernization project. Under the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA), OCSE requires States to provide evidence of adequate QA.
Procurement Name:	DCSE Payment Processing - Procurement
Procurement	7/1/2018

Date	
Procurement Description:	The Virginia Department of Social Services' Division of Child Support Enforcement is required to operate a State Disbursement Unit (SDU). Since 2005 the SMILE (Support Money Impacts Lives Everyday) system has been utilized to process incoming child support payments from employers, agencies, and non-custodial parents for the Commonwealth. SMILE was custom-built to match VDSS' current hardware selections for imaging and mail extraction. Since implementation, enhancements have been made to SMILE to meet Image Cash Letter Presentment processes for bank deposits. This RFP is to replace or update the existing SMILE system to meet this agency need and to allow for additional functionality. The continuity of support and maintenance for this software system is critical to ensure prompt processing of child support payment operations
Procurement Name:	DSS - CCWIS - Procurement
Procurement Date	10/31/2028
Procurement Description:	This procurement will develop an RFP to implement a Comprehensive Child Welfare Information System (CCWIS), as outlined by the Administration for Children & Families (ACF). A CCWIS system will help to ensure the safety and well-being of children and families served by the local departments of Social Services by permitting timely and accurate access to information regarding child welfare casework.
Procurement Name:	DSS - Grants Management (GMS) - Procurement
Procurement Date	1/10/2025
Procurement Description:	A Grants & Contracts Management System project is being sought for the purposes of facilitating the application, review, approval and distribution of grants and contracts payments, report on the grant and contract applications, and funds distribution processes. It will enable VDSS to create interactive online applications and forms; collect, manage, and review grant submissions; track progress in real-time; guide DSS staff through review and processing; and support programmatic and financial oversight throughout the entire grant and contract lifecycle. Documentation has been uploaded containing further description of this PGR.
Procurement Name:	DSS - Xerox Refresh Print Services - Procurement
Procurement Date	12/31/2029

Procurement Description:	Refresh Xerox equipment used in DSS Home Office and Field Offices. Coverage period for ongoing print services agreement will be 1/1/2024 through 12/31/2029.
Procurement Name:	DSS-'25IT Security Audits (BakerTilly)-Procurement
Procurement Date	2/27/2026
Procurement Description:	Perform IT Security Audits over VDSS sensitive systems in accordance with CSRM Security Requirements SEC 502.. SOR #, VDSS-250429-01-CAI DSS will contract with Baker Tilly through CAI. Baker Tilly has immense public sector experience in information security auditing and independent security assessments. Baker Tilly has knowledge of Commonwealth Security standards and has produced IT Security Audits for other Commonwealth Agencies in the past. Baker Tilly can perform these IT Audits in accordance with yellow or red book standards as required by VITA CSRM in Security Standard 502. It is important to change auditors every 3-5 years to ensure independence, which is why a new accounting firm was engaged this year.
Procurement Name:	DSS-Adoption Share, Family Match
Procurement Date	6/30/2026
Procurement Description:	Adoption-Share will grant to VDSS a non-exclusive and non-transferable license to the Family-Match Software (Software) during the term of this Agreement for the purposes of (1) streamlining and centralizing the recruitment process of foster and adoptive parent applicants and (2) utilizing prospective adoptive parents for the purpose of child-specific recruitment for children in the Commonwealth of Virginia whose parental rights have been terminated, have a goal of adoption, and no family identified to adopt them.
Procurement Name:	DSS-BEN-24-057 PIPP-Procurement
Procurement Date	6/30/2034
Procurement Description:	This project will allow the Virginia Department of Social Services to work with Dominion Energy to administer the Percentage of Income Payment Program (PIPP).
Procurement Name:	DSS-Centralized Printing Services-Procurement

Procurement Date	4/30/2031
Procurement Description:	To establish a contract with one qualified vendor through competitive sealed bidding for the printing and mailing (to include postage) notices and forms for Medicaid, SNAP (Supplemental Nutrition Assistance Program), TANF (Temporary Assistance for Needy Families), Child Care, Energy Assistance Program (EAP), and the Division of Child Support Enforcement letters. DCSE currently utilizes an outside vendor to print and mail routine correspondence and case-related orders to its customers and third-party entities. These mailings are either automatically generated by DCSE's computer systems or are scheduled to go out "in batch" by DCSE staff. This enables such staff to concentrate their time on case work rather than administrative tasks, and is the most efficient way to handle the volume of printing needed and the subsequent mailing of such documents. Under our current contract, DCSE sends a daily encrypted file to the vendor containing information on the document to be printed and the information needed for mailing of those documents. The vendor then prints the required documents and submits them for mailing with USPS. DSS has based the estimate on the current contract. DSS expects this to cost \$18,666,666.7 per year for 6 years. It is a 50/50 split between General Funds and Federal Funds.
Procurement Name:	DSS-CR840 MA Ex Parte (Phase 3b & 3c)
Procurement Date	12/31/2025
Procurement Description:	Initiative will address the agency's need to implement bulk batch interfaces for asset verification of liquid (financial) and real property (cars, boats, homes, etc.) for Medical Assistance clients as part of the monthly automated ex parte renewal process. The bulk batches will request, receive, and process asset verifications. The annual volume of transactions is estimate as 465,750. States are required by the federal Centers for Medicare and Medicaid Services (CMS) to use an electronic interface with an asset verification service (AVS) vendor to verify liquid (financial) assets and physical (homes, cars, boats, etc.) assets for Medicaid aged, blind, and disabled (ABD) and long-term care (LTC) categories.
Procurement Name:	DSS-Dom. Violence Training, TA, Data Collection
Procurement Date	7/1/2025
Procurement Description:	The purpose of this request is to authorize a new sole-source contract with Virginia Sexual and Domestic Violence Action Alliance (VSDVAA) to continue the collection of

	statistical data from local domestic violence programs and to provide domestic violence training and technical assistance to domestic violence advocates and allied professionals. The Virginia Department of Social Services (VDSS) is responsible for collecting data from local domestic violence programs funded by the Department for federal reporting, and provision of statewide technical assistance and training to domestic violence service providers. This sole source contract will assist VDSS in meeting with those responsibilities.
Procurement Name:	DSS-Enterprise Customer Services Center (ECSC) RFP
Procurement Date	9/30/2027
Procurement Description:	PGR to obtain VITA approval and funding for an Enterprise Customer service Center to telephone inquiries directed to designated toll-free phone numbers for the Division of Benefit Programs and perform related functions. Services will encompass Childcare Subsidy Program (CCSP), Low-Income Home Energy Assistance Program (LIHEAP), Medical Assistance (MA), Percentage of Income Payment Program (PIPP), Supplemental Nutrition Assistance Programs (SNAP), SUN Bucks (SEBT), Temporary Assistance to Needy Families (TANF) and services required due to state or federal emergency declarations. The Virginia Department of Social Services (VDSS) is issuing this Request for Proposal (RFP) to solicit written, sealed proposals from qualified vendors capable of efficiently and cost-effectively operating a state-of-the-art Enterprise Customer Services Center (ECSC) for the Commonwealth of Virginia. The current ECSC contract ends on 09/30/2027.
Procurement Name:	DSS-Inspection Sys Modernization Req Eval
Procurement Date	2/16/2026
Procurement Description:	The Division of Licensing Programs (DOLP) seeks approval to initiate a critical project to replace its DOLPHIN licensing and inspection system. The DOLPHIN system was initially implemented in 2003. The system is at end-of-life and is no longer supported by the developer, Tyler Technologies. DSS will hire Singlestone from VA-210625-CAI to evaluate the replacement of DOLP.
Procurement Name:	DSS-Interactive Voice Response System-Procurement
Procurement Date	8/26/2025

Procurement Description:	Obtain new IVR system to eliminate the need for an external vendor to operate a large and expensive traditional call center, and to further agency goal of digital transformation.
Procurement Name:	DSS-JD Power - Procurement
Procurement Date	12/31/2026
Procurement Description:	JD Powers will provide vehicle valuation services via an online, web-based portal to assigned VDSS and LDSS users. Access to the online portal will be controlled via the VDSS Benefit Programs Security Officers via established protocol. The vehicle information provided to VDSS and LDSS via the online portal will be used solely for the purpose of retrieving vehicle values for the internal business purpose of determining eligibility for programs. LDSS users will save the information into the case record in VaCMS for the purpose of documenting the value of the client vehicle. VDSS users will access vehicle valuation to quality control LDSS worker determinations. To determine eligibility for certain medical assistance cases (Long Term Care {LTC} and Aged, Blind and Disabled {ABD}), the value of applicant vehicle is required. Virginia Code (§ 8.01-419.1. Motor vehicle value and requires that National Automobile Dealers' Association (NADA) information be used to determine the value. NADA is owned by JD Power. Local Departments of Social Services (LDSS) benefit program workers are the primary users of this data within the Virginia Department of Social Service (VDSS). Consequently, JD Power is a sole source contract. JD Powers will provide vehicle valuation services via an online, web-based portal to assigned VDSS and LDSS users. Access to the online portal will be controlled via the VDSS Benefit Programs Security Officers via established protocol. The vehicle information provided to VDSS and LDSS via the online portal will be used solely for the purpose of retrieving vehicle values for the internal business purpose of determining eligibility for programs. LDSS users will save the information into the case record in VaCMS for the purpose of documenting the value of the client vehicle. VDSS users will access vehicle valuation to quality control LDSS worker determinations.
Procurement Name:	DSS-Oracle Renewal FY26-Procurement
Procurement Date	8/31/2026
Procurement Description:	Oracle license renewal FY26. DSS uses Oracle on their QTS servers.

Procurement Name:	DSS-Oracle Renwal (FY25) - Procurement
Procurement Date	8/31/2025
Procurement Description:	Oracle license renewal FY25. DSS uses Oracle on their QTS servers
Procurement Name:	DSS-Perceptive Content Management-Procurement
Procurement Date	6/30/2025
Procurement Description:	DSS uses Perceptive Content software for Document Management Storage and Imaging. This request is for the renewal through the GSA contract GS-35F-0119YGS-35F-0119Y for three years: \$351,549.64/annually, \$1,054,648.92 for 3 years DSS has uploaded the IT Joint and Cooperative Procurement Approval Request Form.
Procurement Name:	DSS-Perceptive Content Mgmt 25-28-Procurement
Procurement Date	7/31/2028
Procurement Description:	DSS uses Perceptive Content software for document management storage and imaging. This request is for the renewal through GSA contract GSA Schedule No: 47QSWA18D008F for 3 years for a total of \$426,698.78. Year 1: \$134,689.22 Year 2: \$142,097.12 Year 3: \$149,912.44 The IT Joint Coop and quote has been uploaded with this request for VITA review and approval.
Procurement Name:	DSS-Reg Post Permanency Consortia Services-Procure
Procurement Date	6/28/2030
Procurement Description:	It is the Virginia Department of Social Services, Division of Family Services (collectively "VDSS") intent to award five post permanency services and supports' contracts, one in each region (Central, Eastern, Piedmont, Northern, and Western) in the Commonwealth. The Contractor shall work to prevent post permanency children and youth from entering or re-entering the foster care system, and to make sure quality post permanency services and supports are available and accessible to families regardless of where they reside in the region. The successful Offeror shall operate the established Regional Post Adoption Consortium in the proposed region

	and incorporate KinGap and State-funded Kinship Subsidy families into their service delivery system. Contractors will collect, store and transmit adoptive and kinship family service data using their own case management and data collection systems. The Offeror shall operate the regional post permanency consortia service (RPPCS) model in one of the five VDSS regions of the Commonwealth. The RPPCS replaces the formally termed consortia delivery model, Regional Post Adoption Consortia Services (RPACS), to be more inclusive of legal guardianship families. The proposed changes included in this RFP are not substantial to the current operation of the regional service delivery model developed and operated under RFP FAM-20-082. The name has changed to include the addition of legal guardianship families to be served by each regional consortium under this RFP. Each consortium will offer information and referral, case management, parent education, peer support, mental health clinical services, respite, crisis support, and assistance with utilities, home maintenance, rent and food. These are services and supports based on research and help to stabilize fragile families and prevent adoption dissolutions.
Procurement Name:	DSS-RFA SNAP E&T-Procurement
Procurement Date	10/6/2026
Procurement Description:	The goal of the SNAP E&T program is to move SNAP recipients through education and work readiness activities that lead participants to high-wage, high-demand jobs that meet or exceed the Asset Limited Income Constrained Employed (ALICE) standard as measured by the United Way and determined by the region. The intent is to obtain proposals from eligible entities to provide case management services to all program participants as well as one or more of the following categories: Supervised Job Search, Job Search Training, Job Retention, Work Experience, Education, Vocation Training. Intends for the key outcomes of this initiative are to be increased job placement, increased job retention, higher entry-level employment wages, increased credentialing and increased wage gains with job advancement over time for participants who receive services. Proposals must emphasize and be able to measure a reduction in poverty and an increase in economic stability.
Procurement Name:	DSS-Salesforce FY26 license renewal-Procurement
Procurement Date	6/30/2026
Procurement Description:	FY26 renewal of Salesforce licenses for VDSS' OBI and Licensing programs.

Procurement Name:	DSS-SNAP EBT -Procurement
Procurement Date	10/1/2025
Procurement Description:	The purpose of this Request for Proposal (RFP) is to solicit sealed proposals to establish a term contract through competitive negotiation for the purchase of the full scope of Electronic Benefit Transfer (EBT) Processing and Financial Services for Programs that include, but are not limited to, the existing Supplemental Nutrition Assistance Program (SNAP), Disaster Supplemental Nutrition Assistance Program (DSNAP) and Summer EBT Program.
Procurement Name:	DSS-SPLUNK Renewal-Procurement
Procurement Date	5/26/2025
Procurement Description:	Splunk is a horizontal technology used for application management, security and compliance, as well as business and Web analytics.Splunk Enterprise Security (ES) is a security information and event management (SIEM) solution that provides insight into machine data generated from security technologies such as network, endpoint, access, malware, vulnerability and identity information. It's a premium application that is licensed independently from Splunk core. SPLUNK Annual Renewal Cost: \$307,160.08
Procurement Name:	DSS-Splunk Renewal-Procurement
Procurement Date	5/26/2026
Procurement Description:	Splunk is a horizontal technology used for application management, security and compliance, as well as business and Web analytics. Splunk Enterprise Security (ES) is a security information and event management (SIEM) solution that provides insight into machine data generated from security technologies such as network, endpoint, access, malware, vulnerability and identity information. It's a premium application that is licensed independently from Splunk core. Splunk annual renewal cost: \$341,062.51
Procurement Name:	DSS-Staff Augmentation SFY25-Procurement
Procurement Date	6/30/2025
Procurement Description:	DSS is requesting approval to extend 50 existing contract staff. Contractors work on projects, operations, and maintenance activities. The anticipated costs are \$8,680,430.00.

Procurement Name:	DSS-Staff Augmentation SFY26-Procurement
Procurement Date	6/30/2026
Procurement Description:	DSS is requesting approval to extend 46 existing contract staff. Contractors work on projects, operations, and maintenance activities. The anticipated costs are \$8,680,430.00.
Procurement Name:	DSS-Transcription Services RFP-Procurement
Procurement Date	10/17/2024
Procurement Description:	VDSS is seeking approval to publish an RFP to solicit sealed proposals to establish a single contract through competitive negotiation for the purchase of transcription services by the Virginia Department of Social Services (VDSS). In Virginia, 2400 Family Services Specialists (FSS) representing 120 local departments of social services (LDSS) perform child welfare and adult protective services. These FSS must document case notes for all interactions with clients, families and service providers. FSS often manage several high-priority cases and need tools to assist them in the field and in the office to complete their required documentation in a timely and quality-focused manner. In an effort to provide these first responders with a tool to assist in their documentation efforts, VDSS has identified funding for transcription services. Documentation is very important in child welfare cases. The case notes contain important information regarding safety, services, family dynamics, education, and medical information. There are also state requirements around timeliness of entering documentation. Transcription allows workers to have the notes from any family interaction ready for entry into the system of record, OASIS more quickly. Workers can call our current vendor and read out their notes which are then transcribed and ready for entry within four hours instead of waiting until they are back in the office and can find time to transcribe their notes themselves, oftentimes this is done one day per week. Using transcription allows our front-line workers to not only spend more time engaging with children and families, but it also makes critical information regarding the family available to anyone who may need it. This documentation can be critical to the safety, permanency, and welfare of the children and families that we serve. Any changes in circumstances for a child or family are readily available. In addition, all information transmitted while using transcription services is kept secure. Any other way of providing these services will serve as risk to VDSS.
Procurement Name:	DSS-UMFS Proj LIFE-Procurement

Procurement Date	5/29/2026
Procurement Description:	Project LIFE provides statewide Independent Living (IL) services, activities and events to youth in and transitioning out of foster care (ages 14-23) and training and technical assistance to LDSS working with this population. Many of the LDSS do not have the staff or capacity to provide the life skills, IL activities and services to assist youth in and transitioning out of foster care to become self-sufficient. Updated the cost from the original \$700,000.00 to \$3,500,000.00
Procurement Name:	DSS-Va Paternity Establishment Program-Procurement
Procurement Date	11/8/2027
Procurement Description:	The purpose of this Request for Proposal ("RFP") is to solicit proposals to provide a solution to continue and enhance the existing operation of the Virginia Paternity Establishment Program ("VPEP") to the Virginia Department of Social Services ("VDSS") on behalf of the Division of Child Support Enforcement ("DCSE"). The program focuses on establishing paternity for parents of children born out-of-wedlock in the Commonwealth of Virginia. Parents are given the opportunity to acknowledge paternity voluntarily using an Acknowledgment of Paternity (AOP) form and Genetic Test Package (GTP) documents.
Procurement Name:	DSS-vCHAMPS PMO/Org. Change Mgmt (OCM) Vendor
Procurement Date	7/31/2025
Procurement Description:	The PMO/OCM vendor will lead the development and implementation of a set of integrated project management plans, processes, and tools for use by all vCHAMPS project participants, including plans and processes for OCM. A sole source SOW through the state CAI contract is being pursued so that these vital services are continued and the vCHAMPS project stays on schedule and budget with no unnecessary disruptions that a change in vendor or a need to hire internal resources to perform these functions would cause.
Procurement Name:	DSS-Xerox Scanner Refresh-Procurement
Procurement Date	6/30/2026
Procurement Description:	Existing Fujitsu scanners have reached end-of-life and we will be replacing them with Ricoh D70N scanners.

Procurement Name:	EBT Processing/Financial Services for SNAP 14-10
Procurement Date	9/30/2022
Procurement Description:	Electronic Benefit Transfer (EBT) services for SNAP recipients which are authorized through the VDSS Eligibility Determination System (ADAPT/VaCMS).
Procurement Name:	ECC Attendance Tracking and Payment Procurement
Procurement Date	7/23/2028
Procurement Description:	Electronic Child Care (ECC) attendance tracking, online transaction processing, payment processing (which includes posting attendance transactions manually), reporting and financial services for the Child Care subsidy program. The ECC system provides an automated means to track attendance for children of families eligible for the subsidy program, provides the basis for payment for vendors providing child care for the children and provides data to enable the department to monitor and analyze metrics and strategic goals.
Procurement Name:	ECSE (Enterprise Customer Services Center)
Procurement Date	12/29/2023
Procurement Description:	The Virginia Department of Social Services (VDSS) has contracted with YoungWilliams, Inc. dba YoungWilliams, PC (YoungWilliams) for services using the non-IT Competitive Negotiation process. The Enterprise Customer Services Center (ECSC) services provided by YoungWilliams are utilized the Division of Benefit Programs, Child Care Subsidy Programs and the Division of Child Support Enforcement. It provides telephonic services to Virginia's most vulnerable population. The services include Customer Service Representatives (CSR), Interactive Voice Response (IVR), case specific services and the ability to apply for benefits. At the direction of the Administration, the current contract will be extended until January 31, 2024, to allow for the Commonwealth's Chief Procurement Officer (CPO) to negotiate a more favorable contractual obligation that meets the needs of the citizens. The extension will also allow the CPO and VDSS to negotiate an Emergency contract with YoungWilliams for three (3) years that will align with the Administration's cost savings strategy.
Procurement Name:	Enterprise Print & Mailing Services - Procurement

Procurement Date	10/31/2025
Procurement Description:	This is a contract extension. DSS sends a encrypted file to BMS Direct. BMS mails paper egilbility forms to citizens. The cost covers forms, processing and mailing. Printing & mailing (including postage) notices and forms for Medicaid, SNAP, TANF, Child Care, Energy Assistance Program, and Child Support Enforcement. IFB conducted June 2020 and awarded to BMS Direct Contract: DIS-20-065 effective 11/1/2020 4 one year optional renewals Agency submitted year 2 purchase order - PGR was requested: Contract Award: Year 1 APECS: \$ 396,450.40 Central: \$1,634,087.84 Total: \$2,030,538.24 MODS: APECS: \$3,252.86 Central: \$88,353.12 Year 2 - 5: Printing APECS: \$399,703.26 Central: \$1,722,440.96 Contract Print Total: \$10,610,721.10 Annual Postage: \$2,600,000.00 * 5 years = \$13,000,000
Procurement Name:	Experian Aperature Data Studio - Procurement
Procurement Date	12/31/2025
Procurement Description:	36 month renewal of . This software allows the agency to provide accurate data on the number of customer VDSS serves through a variety of benefit programs, by eliminating duplicates for customers receiving multiple benefits. The Agency uses an on premise solution, leveraging the VITA AIS (SOA) stack to host the Experian products.
Procurement Name:	Human Centered Design Services
Procurement Date	12/2/2024
Procurement Description:	The Virginia Department of Social Services (VDSS) Division of Family Services (DFS) is seeking Human-Centered Design (HCD) services to inform the development of a federally compliant Comprehensive Child Welfare Information System (CCWIS). Areas of focus will include business process improvement, community stakeholder engagement, and user journey mapping.

	DFS is currently in the early stages of procurement to contract with a Design, Development, and Implementation (DDI) vendor for the new system, to begin work in the late summer or fall of 2024. This Human Centered Design project will assist DFS with business process improvement, specifically testing how DFS's current procedures and processes will work in an updated system. The goal of this project is to conduct user experience research, present findings, and provide recommendations identifying areas where DFS procedures can inform DDI efforts for the new system while keeping customization to a minimum. VDSS expects the supplier to incorporate feedback from users and community stakeholders while utilizing user experience research and tools, including but not limited to, journey maps and workflows. Findings should be presented in a concise manner and supported by evidence drawn from research. Recommendations should be provided in an agile structure including themes, epics, features, and user stories aimed at ensuring excellent customer services to the families and community stakeholders within the Commonwealth. DSS will issue an SOW with CAI.
Procurement Name:	Procurement - COMPASS (Case Management)
Procurement Date	1/2/2019
Procurement Description:	An enterprise case management information system for child welfare professionals to enter case information, update and access case records, view scanned documents, generate reports and meet federal eligibility criteria for reporting and funding.
Procurement Name:	Random Moment Sampling (RMS) - Procurement
Procurement Date	5/1/2021
Procurement Description:	The RMS process distributes 6,500 sample request to approximately 5,800 random direct employees to collect data concerning federal programs they are working on at the time of the sample. This statewide data is gathered throughout the quarter and reports are generated by the DOF – Local Reimbursement Unit (LRU) from the automated system in order to provide statistics and calculations for the VDSS cost allocation process.
Procurement Name:	Stellarware (2023) - Procurement
Procurement Date	6/12/2028
Procurement	This service is maintenance for the New Hire database, data board, website, and the

Description:	New Hire Reporting Center, which facilitates the location of thousands of non-custodial parents through their employers and assists with collecting child support payments for the Division of Child Support Enforcement (DCSE). The New Hire Reporting Center operates and maintains the Virginia State Directory of New Hires, which is authorized to obtain information from the Virginia Employment Commission (VEC). DCSE uses this employee information to aid in locating non-custodial parents who are responsible for the payment of child support.
Procurement Name:	VaCMS O&M RFP - Procurement
Procurement Date	4/30/2026
Procurement Description:	DSS will be issuing an RFP to provide vendor services to support Operations & Maintenance and perform enhancements for the VaCMS application. The current contract with Deloitte expires on 4/30/2024. DSS plans to migrate the current VaCMS application legacy system to Low Code Application Platform (LCAP). Critical system (VaCMS) defect fixes, changes, and enhancements are needed to be compliant with federal program requirements. These system changes require specialized resources to achieve and enhance processing for the public assistance programs that are processed within VaCMS. These system changes will result in modification of the VaCMS to include updates to the database structure, rules engine for eligibility determination, report Critical system (VaCMS) defect fixes, changes, and enhancements are needed to be compliant with federal program requirements. These system changes require specialized resources to achieve and enhance processing for the public assistance programs that are processed within VaCMS.
Procurement Name:	Xerox MPS (Procurement)
Procurement Date	10/31/2024
Procurement Description:	DSS needs to replace current Xerox devices, through VITA contract VA-191121-XERX. They are copy devices with multi functions that support scan to mail, scan to fax and scan to folder. DSS has an existing exception for Xerox and will apply for a renewed exception.