

# CHANGE REQUEST / AMENDMENT

PIJ ID DE24011 - Returned Mail Solution

Department of Economic Security

## Amended Budget:

Total Development Budget	\$ 1,269,439.36
<u>Total Operational Budget</u>	\$ <u>3,813.96</u>
Total Overall Budget	\$ <b>1,273,253.32</b>

## Areas Affected:

End Date	Yes
Development Costs	Yes
Scope	Yes

## Change Description:

This is a change for time, scope and cost.

The time increase will be an additional 7 months (From March 2024 - September 2024).

The cost will increase by \$1,007,185.68

The change includes additional software and professional services.

We request an approval to expand the existing PIJ# DE24011; Amend the current UiPath software licenses P00000572160 and purchase new professional services for the development of an AHCCCS returned mail RPA solution.

Federal partners request a process for returned AHCCCS mail due to undeliverable status. There is no current automated process and not enough staff to complete this request.

On average, 2,100 pieces of mail are returned daily (47,250 per month & 567,000 per year).

The original solution was to purchase OPEX machines which automate many traditional document preparation activities. This change request is to add the development of a Robotic Process Automation (RPA) solution that will automate the returned mail process from returned mail received to include system updates, client outreach and case prep for staff decision making.

**Current PIJ:** OPEX - two (2) machines that sort, scan and prepare documents for RPA solution to begin

Original PIJ Total \$262,253.68

Approved dated 10/13/2023

## **Additional details :**

Below are several points that are relevant to the reasoning for the creation of the original PIJ and the subsequent change request.

During the Public Health Emergency (PHE) unwinding period, Arizona must complete renewals for all Medical Assistance (MA) customers with active AHCCCS benefits.

- The Consolidated Appropriations Act of 2023 requires States to attempt to contact customers before stopping MA benefits when there is returned mail associated with the case.
- Federal partners requested a process of mail returned due to undeliverable status and DBME did not currently have an automated process for handling incoming mail or internal processes to alert workers that changes need to be made based on the updated address information received from USPS.
- The original solution was to purchase two (2) OPEX returned mail scanning machines which automates many traditional document preparation activities. These machines are stand alone products.
- The initial PIJ was created for the OPEX machines only because of the length of time required to build and deliver each machine (approximately 12 weeks). It was urgent that the equipment was acquired prior to ordering the OPEX software and the Robotic Process Automation (RPA) solution/development in order to meet regulatory deadlines.

**Change request additions:**

Konica Minolta - Professional Services & Developer of RPA \$660,999.00  
 UiPath - Licenses and AI unit bundles: Amend existing contract PO0000572160. Quote received 9/28/2023 for \$ 346,186.67

**Original Budget:**

Total Development Budget	\$ 262,253.69
Total Operational Budget	\$ 3,813.96
Total Overall Budget	\$ 266,067.65