DE21027 DERS RSA Modernization

State of Arizona – DES

Change Request

Date of ITAC November 2024

DEPARTMENT OF ECONOMIC SECURITY
Your Partner For A Stronger Arizona

Agency Vision
A Thriving Arizona

Agency Mission
To strengthen individuals, families and communities for a better quality of life

Project Team Introduction

Roles Present at ITAC

- Mark Darmer - ADES Chief Information Officer

- Anna Hunter - Assistant Director of ADES DERS

- Dennis Espeland - RSA Modernization Project Manager

Project Introduction

Date/high-level overview of the approved original project investment justification (PIJ):

On September 21, 2022, ADOA ASET approved the original project investment justification (PIJ) to procure the DERS RSA Modernization solution inFormed.*

This solution:
- *Replaces a sunsetted application that was implemented in 2009*
- *Provides a much easier and intuitive application for users*
- *Utilized third-party cloud based infrastructure and support*
- *Significantly improves the data accuracy and ease of complying with federal reporting requirements*
- *Provides near real-time alert generation**

*Six proposals were evaluated and CMSuite/inFormed was selected based upon having the highest proposal score and the lowest proposed cost.

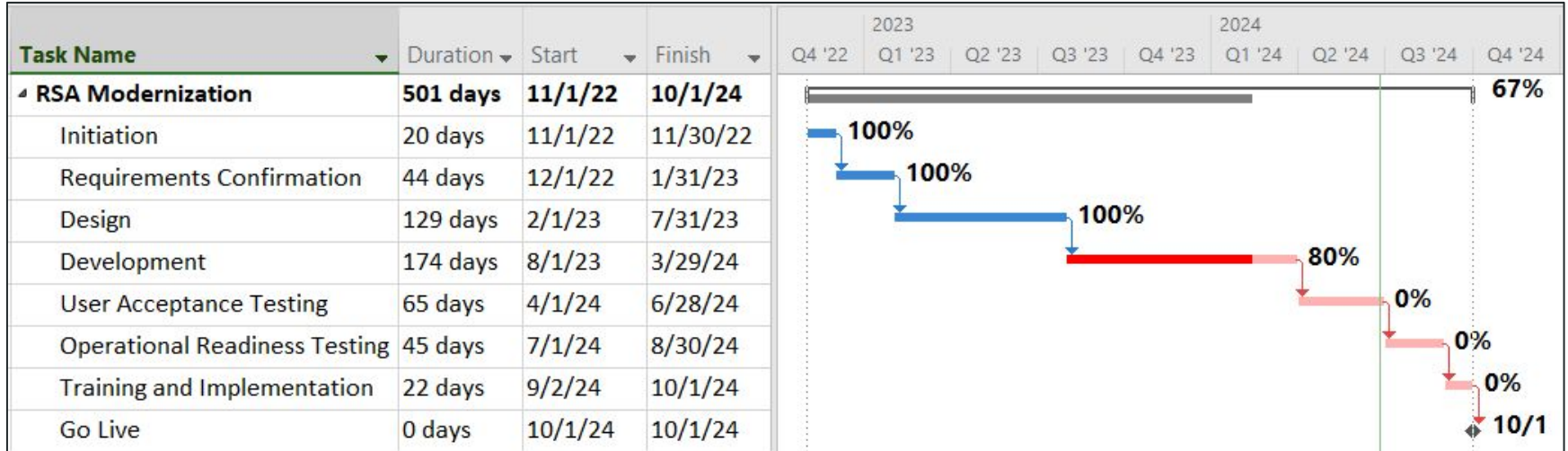The original PIJ spanned 11/01/22 through 02/01/2026 and had development costs of $2,585,000.
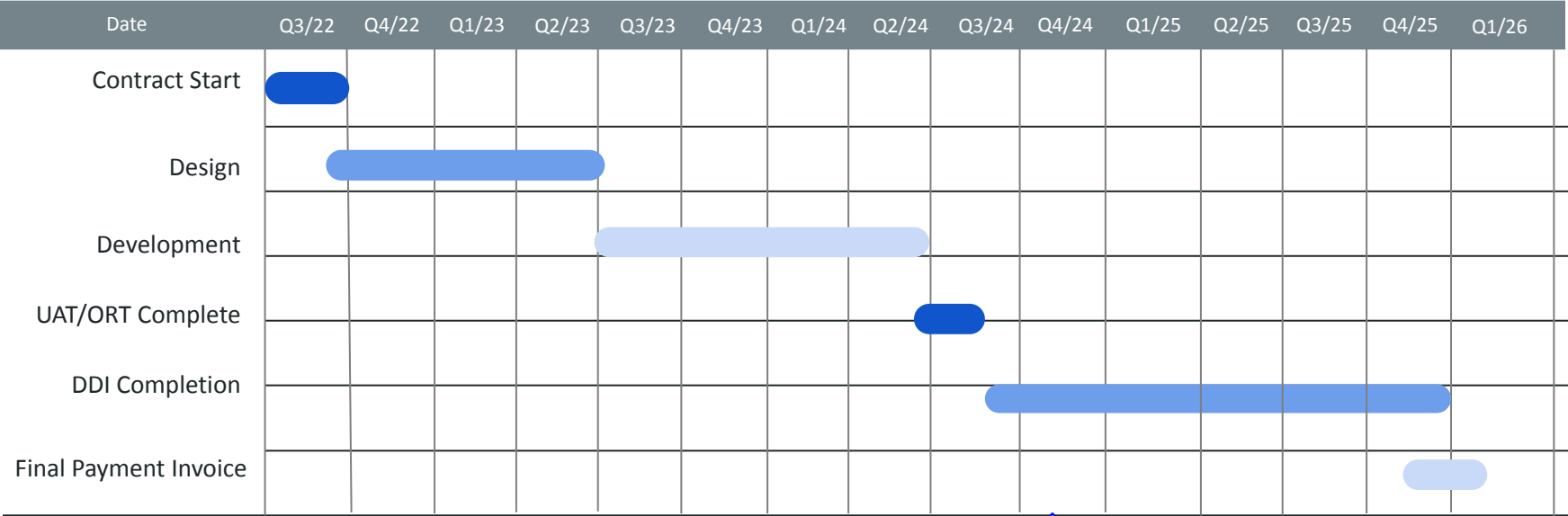
Current Increment 1 Project Status

ARIZONA
DEPARTMENT OF ADMINISTRATION
TECHNOLOGY

Original project plan: Increment 1 (Vocational Rehabilitation and Older Independent Blind)

Task Name	Duration	Start	Finish
RSA Modernization	501 days	11/1/22	10/1/24
Initiation	20 days	11/1/22	11/30/22
Requirements Confirmation	44 days	12/1/22	1/31/23
Design	129 days	2/1/23	7/31/23
Development	174 days	8/1/23	3/29/24
User Acceptance Testing	65 days	4/1/24	6/28/24
Operational Readiness Testing	45 days	7/1/24	8/30/24
Training and Implementation	22 days	9/2/24	10/1/24
Go Live	0 days	10/1/24	10/1/24

- Current

Original Project Costs

Project Costs by Category	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Professional & Outside Services (Contractors)	$1,336,500.00	$445,500.00	$698,500.00	$104,500.00	$0.00	$2,585,000.00
Software	$0.00	$720,379.64	$1,138,489.64	$1,167,450.00	$1,163,830.36	$4,190,149.64
Total Development	$1,336,500.00	$445,500.00	$698,500.00	$104,500.00	$0.00	$2,585,000.00
Total Operational	$0.00	$720,379.64	$1,138,489.64	$1,167,450.00	$1,163,830.36	$4,190,149.64
Total						$6,775,149.64

Project Change Request Overview

What in the PIJ is changing?:

✓ Timeline -
- PIJ End Date – Changed from 02/01/2026 to 11/01/2026
- Increment 1 Go Live Date – Changed from <u>10/01/2024</u> to <u>07/01/2025</u>
- Increment 2 Go Live Date – Changed from <u>11/01/2025</u> to <u>08/01/2026</u>

✓ Scope – Including Morrow Ticket Tracker, Docusign eSignature, inFormed Enhancements, and SARA

✓ Budget – Adding the cost of additional scope will result in a Development increase of $1,101,269.31

What initiated this change?:

- *CMSuite under delivered on Sprint releases in January, February and March of 2024*
- *The defect backlog grew substantially from January through June of 2024 with minimal evidence that CMSuite was not allocating staff to work on defect remediation*
- *Critical functionality that was necessary to initiate UAT was not complete by September 1, 2024*
- *CMSuite declared the schedule status as red in their weekly status report on 7/11/2024*
- *Demand for Assurance was issued August, 2024 and vendor response was accepted September 2024*
- *RSA completed a change request to add functionality to enhance SSI reimbursement, provide the capability for clients to sign documents electronically, improve the application and add client mobile communication software*

Revised Project Milestones

Identify any change in timeline and possible benefits:

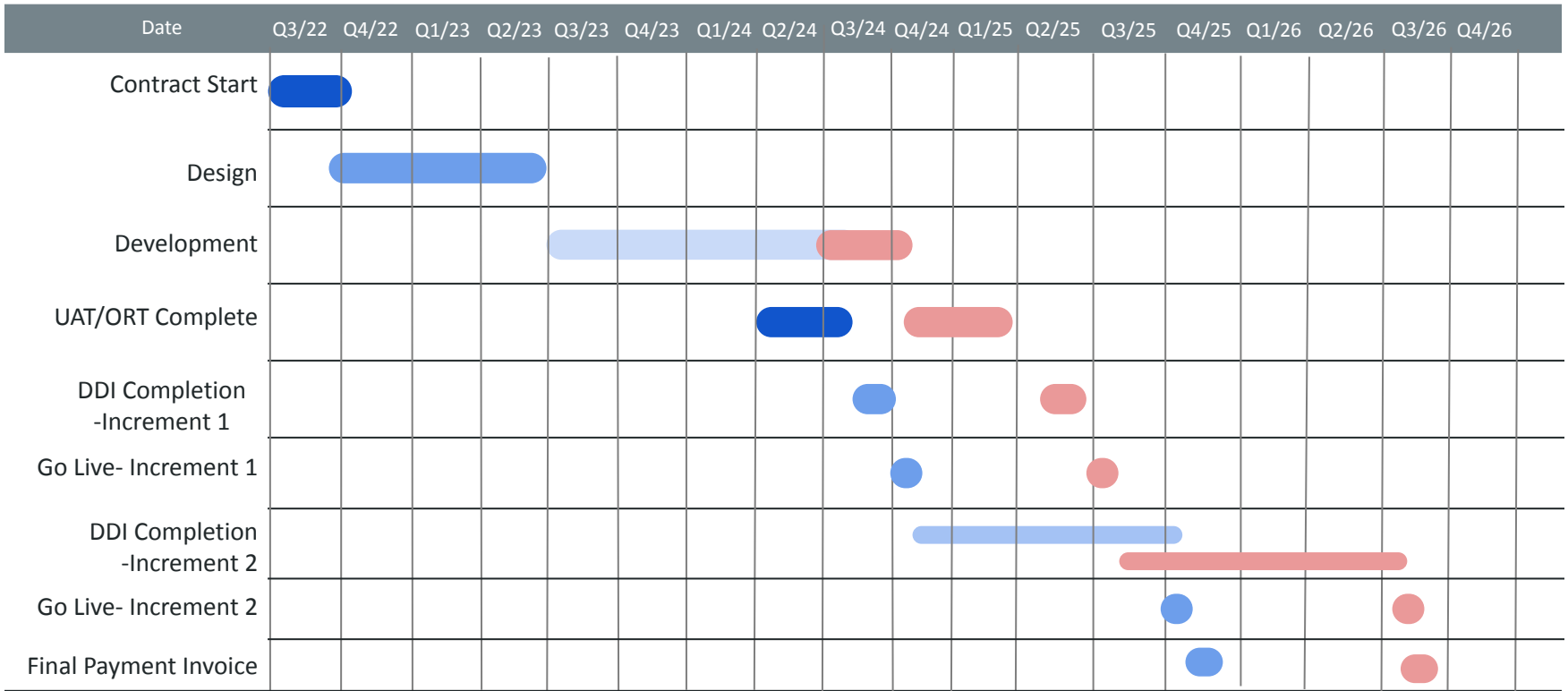| Milestone Name	Milestone Health	% Complete	Original Start Date	Original End Date	Revised Start Date	Revised End Date
Initiation		100	11/1/22	11/30/22		
Design		100	12/1/22	6/30/23		
Development		80	7/3/23	6/28/24		**11/30/24**
UAT/ORT Complete		0	4/1/24	8/1/24	**11/1/24**	**4/30/25**
DDI Complete-Increment 1		0	8/2/24	10/01/24	**4/1/25**	**6/30/25**
Go Live-Increment 1		0	10/1/24	10/1/24	**7/1/25**	**7/31/25**
DDI Complete Increment 2		0	11/1/24	10/30/25	**8/1/25**	**7/31/26**
Go Live-Increment 2		0	11/1/25	11/1/25	**8/1/26**	**8/30/26**
Final Payment Invoice		0	11/1/25	2/1/26	**8/1/26**	**11/1/26**

Revised Project Scope

Identify any change in scope and possible benefits:

During the course of the project, CMSuite communicated that they already built the interface for Morrow Ticket Tracker and offered to integrate inFormed with Morrow without additional charge. However, RSA would need to purchase the Morrow Ticket Tracker Software as it is a separate third-party application. This change will significantly improve RSA's capability to identify and request reimbursement for the cost of services that are eligible for SSI reimbursement.

inFormed integration with electronic signature software is in scope, but the software that provides the capability for clients and vendors to electronically sign documents is not. RSA chose DocuSign's eSignature as the easiest and most efficient solution because CMSuite previously implemented DocuSign for another state and has tested the DocuSign APIs necessary to integrate eSignature with inFormed.

RSA has identified enhancements to the application that will improve user capabilities and efficiency. In Addition, RSA would like to procure a third party mobile application (SARA) that will greatly improve communications with clients.

Proposed Project Timeline

Date	Q3/22	Q4/22	Q1/23	Q2/23	Q3/23	Q4/23	Q1/24	Q2/24	Q3/24	Q4/24	Q1/25	Q2/25	Q3/25	Q4/25	Q1/26	Q2/26	Q3/26	Q4/26
Contract Start																		
Design																		
Development																		
UAT/ORT Complete																		
DDI Completion -Increment 1																		
Go Live- Increment 1																		
DDI Completion -Increment 2																		
Go Live- Increment 2																		
Final Payment Invoice																		

Financial Impact

Change in Project Financials

Original PIJ Development Costs	$2,585,000
Updated PIJ Development Costs	$3,686,269
Development Cost Increase of:	**$1,101,269**
Operational Cost Increase of:	**$1,757,483**

Amended Project Costs

Project Costs by Category	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Professional & Outside Services (Contractors)	$1,336,500.00	$445,500.00	$1,010,323.33	$104,500.00	$0.00	$2,896,823.33
Software	$0.00	$720,379.64	$1,138,489.64	$1,167,450.00	$1,163,830.36	$4,190,149.64
License & Maintenance Fees	$0.00	$0.00	$789,445.98	$858,571.66	$898,911.78	$2,546,929.42
Total Development	$1,336,500.00	$445,500.00	$1,799,769.31	$104,500.00	$0.00	$3,686,269.31
Total Operational	$0.00	$720,379.64	$1,138,489.64	$2,026,021.66	$2,062,742.14	$5,947,633.07
Total						$9,633,902.38

Q & A
Session

Recommended Conditions

ADOA-ASET Conditions

1. Should development costs exceed the approved estimates by 10% or more, or should there be significant changes to the proposed technology scope of work or implementation schedule, the Agency must amend the PIJ to reflect the changes and submit it to ADOA-ASET, and ITAC if required, for review and approval prior to further expenditure of funds.

2. Monthly reporting on the project status is due to ADOA-ASET no later than the 15th of the month following the start of the project. Failure to comply with timely project status reporting will affect the overall project health.

ITAC Voting Options

What ITAC May Consider In Review Whether:

a. The proposed solution addresses the stated problem or situation;

b. The budget unit is competent to carry out the project successfully;

c. Sufficient sponsorship and support by budget unit leadership exists;

d. Cost estimates provided are accurate;

e. The proposed project aligns with the budget unit's Strategic IT Plan; and

f. The proposed solution complies with statewide IT standards.

ITAC Motions:

a. Move to Approve

b. Move to Approve with Conditions As Presented

c. Move to Approve with Conditions

    i. Committee May Modify or

    ii. Add Conditions

d. Move To Deny or temporarily suspend development activities

Relevant Statutes and Rules

Per A.R.S. § 18-101 – Per Administrative Code R2-18-101