



**ADOA - ASET**

Arizona Strategic Enterprise Technology

**Project Investment Justification**

**Version 01.01**

A Statewide Standard Document for Information Technology Projects

**Project Title:**

**Arizona Industries for the Blind – Shipping Application Replacement 2014**

<b>Agency Name:</b>	Department of Economic Security
<b>Date:</b>	November 2014
<b>Agency Contact Name:</b>	Kim Hartleroad
<b>Agency Contact Phone:</b>	
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## I. Management Summary\*

Arizona Industries for the Blind (AIB) was established in 1952 as a self-funded enterprise that is authorized to provide employment and training opportunities for individuals who are legally blind. Its mission is to inspire individuals who are blind to pursue their maximum potential through creating, sustaining, and improving employment, while providing the highest quality products and services.

AIB operates as one of over 90 agencies that are affiliated with National Industries for the Blind (NIB). NIB is one of two central non-profit agencies that administer the AbilityOne Program, which was created by the Javits-Wagner-O'Day Act of 1938. The AbilityOne Program is a unique federal procurement program, through which nearly 40,000 Americans who are blind or have other severe disabilities are employed, enabling them to lead more productive and independent lives.

AIB operates a Distribution Services Unit (DSU). AIB DSU stores lighting products, insignia, springs, bushings and shims for the Department of Defense's Defense Logistics Agency (DLA). AIB DSU is responsible for the storage, picking, packing, and shipping of these items to DLA customers around the world.

In order to comply with new DLA shipping, billing, and reporting requirements, AIB DSU must replace its existing shipping application, Clippership, with a more robust, flexible, and scalable application. Failure to comply with new DLA requirements would result in the removal of DLA-related work from AIB and would be significantly detrimental to the continued operation of AIB DSU. The new application must be compatible with AIB's existing shipping carriers, support custom package labeling, and have robust reporting capabilities. It must also allow for end-user customization of screens and views, and it must be compatible with AIB's existing Assistive Technology solutions. After carefully reviewing customer requirements, internal business needs, and a thorough review of commercially available applications, AIB DSU has selected the shipping application ProShip.

ProShip, made by ProShip Inc. (formerly Best Way Technologies), is a Windows-based shipping application that has both client and server components. It is modular in nature and is designed in such a manner that businesses can customize business rules, labels, reports, screen elements, and even interfaces with other systems without vendor intervention and without sacrificing maintainability and upgradability.

## II. Project Investment Justification (PIJ) Type\*

Yes  No Is this document being provided for a Pre-PIJ / Assessment phase?

If Yes,

Identify any cost to be incurred during the Assessment phase.	\$0
Based on research done to date, provide a high-level estimate or range of development costs anticipated for the full PIJ.	\$114,500

Explain:

6T

Yes  No Will a Request for Proposal (RFP) be issued as part of the Pre-PIJ or PIJ?

### III. Business Case

#### A. **Business Problem\***

As the Federal Government and the DLA work to reduce expenses, they have developed additional performance metrics, tracking, billing, and reporting requirements that their third party logistics vendors, such as AIB DSU, must meet in order to continue doing business with DLA. Some of the new requirements include: providing DLA with at least two carrier quotes for all international shipments, and the tracking/reporting on all shipments to ensure that all packages are delivered by the carriers in specified timeframes. Failure to meet these new requirements would result in the loss of DLA-related work, and would be detrimental to the continued operation of AIB.

AIB DSU's current shipping application, Clippership, does not offer the functionality necessary for AIB DSU to meet DLA's new requirements. While Clippership could be upgraded and then modified to meet some (not all) of the business requirements, AIB would be required to spend a significant amount of money to have a vendor make the modifications as Clippership's architecture does not allow for end-user customizability.

#### B. **Proposed Business Solution\***

AIB proposes the purchase and implementation of the commercial shipping application, ProShip. ProShip is made by ProShip, Inc. (formerly Best Way Technologies). It is a Microsoft Windows-based application with both client and server applications. AIB DSU's implementation will include an interface with AIB DSU's Warehouse Management System, HighJump Warehouse Advantage.

Additionally, ProShip is designed in such a manner that AIB staff will be able to customize/modify significant portions of the system without any vendor interaction and without sacrificing stability, maintainability, or upgradability.

ProShip will allow AIB DSU to meet new DLA requirements, and is expandable to meet the anticipated needs of AIB DSU for many years in the future.

#### C. **Quantified Benefits\***

- |                                     |                     |
|-------------------------------------|---------------------|
| <input checked="" type="checkbox"/> | Service enhancement |
| <input type="checkbox"/>            | Increased revenue   |
| <input checked="" type="checkbox"/> | Cost reduction      |
| <input checked="" type="checkbox"/> | Problem avoidance   |
| <input type="checkbox"/>            | Risk avoidance      |

Explain:

DLA ranks AIB DSU's performance among the top of its AbilityOne vendors. AIB accomplishes this by strictly adhering to customer requirements, maintaining an

inventory accuracy rating of greater than 99%, and by maintaining an on-time performance rating of greater than 99 percent.

Implementing the ProShip application provides many benefits. Implementation of the ProShip application allows AIB DSU to enhance the service it provides to DLA by giving AIB the ability to automatically track all packages shipped through the application and provide carrier reason codes for any packages that were not delivered in the required timeframes. This not only allows AIB to meet DLA's requirements for on-time delivery, but also gives it the ability to proactively monitor shipment status in real-time and work with carriers to avoid unnecessary delays.

Additionally, AIB can provide better service to its customer through the creation and maintenance of business rules. ProShip makes this easy, as it is so that Business Unit Management and/or local Information Technology staff can create and modify business rules without having to involve a vendor. This provides AIB with the flexibility to modify its processes, carrier selection, and even method of shipment to best meet the customer's requirements and possibly even reduce customer costs. The custom business rules features can also help prevent errors during the shipping process such as incorrect carrier selection or the selection of an incorrect shipment method. Not having to utilize a vendor to implement and maintain business rules allows AIB to act quickly to both changing customer requirements and to help prevent future errors during the shipping process.

The enhanced reporting features of ProShip will allow AIB DSU Administrative and Management staff to build and schedule the generation of customized reports that provide staff with the details that they need to effectively manage their business without having to manually manipulate data. This will allow staff to analyze shipment information to ensure that carrier performance meets expectations, and will enhance the continual service improvement process that AIB DSU utilizes to ensure that it is providing the best possible service at the lowest possible costs.

## IV. Technology Approach

### A. *Proposed Technology Solution\**

**ProShip Server Software** – will be installed on AIB's existing virtualized server infrastructure (with dedicated back-end storage). This software manages the connections between the client workstations, the shipping carriers, and AIB DSU's Warehouse Management System. It also stores all of the relevant package, shipment, and carrier tracking information.

**ProShip Velocity** (Client Shipping Software) – will be installed on the existing AIB DSU Shipping workstations. This component is the standard user interface that allows AIB DSU staff to enter shipment information, select shipping carriers and modes of shipment, and upload package data to the shipping carriers.

**ProShip Office Reporting Software** – will be installed on AIB's existing virtualized server infrastructure (with dedicated back-end storage). This software is accessed by AIB DSU

Administration staff via a web browser. It allows the staff to analyze shipment and carrier data, create and run reports, track shipments, create/modify labels, and to create/modify shipping business rules.

## **B. *Technology Environment***

The ProShip application will completely replace the existing Clippership application. The ProShip application will be interfaced with AIB DSU's Warehouse Management System, HighJump. (The Clippership application is currently interfaced with HighJump – the interface consists of an ODBC connection between the two applications, and will be reused for ProShip).

ProShip will be installed on AIB's existing server infrastructure, which consists of Dell PowerEdge servers that are two years old. These servers run the VMware vSphere hypervisor, and are managed by an instance of VMWare's vCenter application. The storage for the visualized environment resides on a dedicated NetApp Storage Area Network which is also two years old. Both the servers and the Storage Area Network have available resources for the addition of the ProShip application. They will also accommodate future expansion, if necessary.

The networking infrastructure at AIB DSU's location consists of Cisco switches that were recently replaced as part of the AZNet Refresh Project.

The client PCs are all new – they will be less than three months old at the time of implementation.

## **C. *Selection Process***

AIB DSU and AIB Information Technology (IT) developed a list of business and technical requirements that include the following:

- System Architecture
  - Windows Based
  - Compatible with existing server, client, and network infrastructure
  - Compatible with AIB's Assistive Technology software (used by AIB's employees who are blind or visually impaired)
- Interfaces
  - Supports interfacing with:
    - Warehouse Management Systems
    - Enterprise Resource Planning Systems
    - Web Services
    - Shipping Carriers
    - Other Applications
- Carrier Support
- Required Shipment Functionality
  - Automatic Rate Shopping
  - Address Correction Capabilities
  - E-Mail Notification System
  - Shipped with Other Goods Functionality
  - Rate Table Customizability
  - Automatic Shipment Tracking Functionality

- Customizability and Maintainability
  - Business Rules/Logic
  - Screen Elements
  - Reports
  - Labels

After compiling the list of requirements, AIB DSU and AIB Information Technology (IT) staff researched potential commercially available shipping applications. AIB staff performed internet research, worked with current partner organizations (other non-profit agencies affiliated National Industries for the Blind), DES' Division of Technology Services (DTS), and with the Account Management team at Software House International (SHI) to compile a list of potential applications.

AIB DSU and AIB IT staff reviewed information provided by each vendor and participated in demonstrations of each system. After reviewing all of the information, the team rated the applications against the defined criteria. After careful consideration, AIB has determined the best possible course of action is to purchase and implement the ProShip shipping application.

## V. Project Approach

### A. *Project Schedule\**

**Project Start Date:** 10/1/2013      **Project End Date:** 1/31/2015

### B. *Project Milestones*

Major Milestones	Start Date	Finish Date
Requirements Gathering, Research, Application Review/Selection	10/1/2013	8/1/2014
DES and ASET Approvals	9/1/2014	10/1/2014
Procurement	10/1/2014	10/10/2014
Project Kick Off	10/20/2014	10/20/2014
Build Test Environment	10/20/2014	11/4/2014
Application Configuration and Testing	11/4/2014	12/19/2014
Final Testing and Training	12/29/2014	1/16/2015
Go Live and Extended Support	1/19/2014	1/30/2015
<b>Note: The timeframes listed above are subject to change based on the ASET approval date.</b>		

## VI. Roles and Responsibilities

### A. *Project Roles and Responsibilities*

AIB Project Manager – Larry Mann – AIB IT Manager

AIB Technical Lead – Paul Webster – Application Support

AIB Business Lead – Timothy Adams – AIB DSU Business Unit Manager

AIB Business Operations – Michael Folsom – AIB DSU Operations Manager

ProShip Sales Support – Jim Douglas – Managing Director (Business Channel)

ProShip Project Manager – TBD

ProShip Systems Engineering – TBD

**B. Project Manager Certification**

- Project Management Professional (PMP) Certified
- State of Arizona Certified
- Project Management Certification not required

**C. Full-Time Employee (FTE) Project Hours**

<b>Total Full-Time Employee Hours</b>	600
<b>Total Full-Time Employee Cost</b>	\$38,366

**VII. Risk Matrix, Areas of Impact, Itemized List, PIJ Financials**

## VIII. Project Approvals

### A. Agency CIO Review\*

Key Management Information	Yes	No
1. Is this project for a mission-critical application system?	x	
2. Is this project referenced in your agency's Strategic IT Plan?		x
3. Is this project in compliance with all agency and State standards and policies for network, security, platform, software/application, and/or data/information as defined in <a href="http://aset.azdoa.gov/security/policies-standards-and-procedures">http://aset.azdoa.gov/security/policies-standards-and-procedures</a> , and applicable to this project? If <b>NO</b> , explain in detail in the "XI. Additional Information" section below.	x	
4. Will this project transmit, store, or process sensitive, confidential or Personally Identifiable Information (PII) data? If <b>YES</b> , in the "XI. Additional Information" section below, describe what security controls are being put in place to protect the data.		x
5. Is this project in compliance with the Arizona Revised Statutes (A.R.S.) and GRRC rules?	x	
6. Is this project in compliance with the statewide policy regarding the accessibility to equipment and information technology for citizens with disabilities?	x	

### B. Project Values\*

The following table should be populated with summary information from other sections of the PIJ.

Description	Section	Number or Cost
Assessment Cost (if applicable for Pre-PIJ)	II. PIJ Type - Pre-PIJ Assessment Cost	\$0.00
Total Development Cost	VII. PIJ Financials tab	\$114,500.00
Total Project Cost	VII. PIJ Financials tab	\$153,700.00
FTE Hours	VI. Roles and Responsibilities	600

### C. Agency Approvals\*

Contact	Printed Name	Signature	Email and Phone
Agency CIO:	Michael Dellner		

## IX. Optional Attachments

### A. Vendor Quotes

Sent under another cover

## X. Glossary

## XI. Additional Information

Links:

[ADOA-ASET Website](#)

[ADOA-ASET Project Investment Justification Information Templates and Contacts](#)

Email Addresses:

[Strategic Oversight](#)

[ADOA-ASET\\_Webmaster@azdoa.gov](mailto:ADOA-ASET_Webmaster@azdoa.gov)