ADOA-ASET
Arizona Strategic Enterprise Technology

Project Investment Justification

Contact Tracing LiveLink Agent Subscription

HS20016

Department of Health Services

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1. General Information

PIJ ID: HS20016
PIJ Name: Contact Tracing LiveLink Agent Subscription
Account: Department of Health Services
Business Unit Requesting: ADHS - Preparedness
Sponsor: Kristen Herrick
Sponsor Title: Chief, Office of Disease Integration & Services
Sponsor Email: kristen.herrick@azdhs.gov
Sponsor Phone: (602) 364-3375

2. Meeting Pre-Work

2.1 What is the operational issue or business need that the Agency is trying to solve? (i.e....current process is manual, which increases resource time/costs to the State/Agency, and leads to errors…):

Due to the current COVID-19 Pandemic, the Arizona State Department of Health Services (ADHS) realizes that there is a need for Contact tracing due to the increasing volume of COVID-19 cases. This contact tracing will allow ADHS to reach out to individuals that have tested positive for COVID-19. The individuals will provide will provide contact information for family members and other individuals that have come in contact with a person who tested positive for COVID-19. to start logging and tracking if symptoms start to surface.

ADHS does not have enough phone lines to reach out the growing number of individuals in a reasonable amount of time. The agency is needing approximately 500 Voice Over Internet Protocol (VOIP) phone lines for ADHS Statewide Contact Tracing. There is no current process/system in place to handle 500 lines.

2.2 How will solving this issue or addressing this need benefit the State or the Agency?

This Telephony VOIP system will be used to contact individuals and who were tested positive for COVID-19 and any individuals they have come in contact with. ADHS will provide instructed on how to enter symptoms into Sara Alert for 14 days.

ADHS employees will enter the information and symptoms from Sara Alert into the hosted statewide contact tracing system already in place. The Revation LiveLink VOIP agent/licenses will provide ability for the Statewide Contract Tracing resources to use a centralized VOIP system from anywhere.

2.3 Describe the proposed solution to this business need.

Procure 500 Revation VOIP Agent/Licenses and install the desktop solution on either AWS Workspaces or on Contact Tracers computers. No development necessary. Revation will provide technical support. ADHS internal resources will install the software.

2.4 Has the existing technology environment, into which the proposed solution will be implemented, been documented?

Yes

2.4a Please describe the existing technology environment into which the proposed solution will be implemented.

2.5 Have the business requirements been gathered, along with any technology requirements that have been identified?

Yes

2.5a Please explain below why the requirements are not available.

3. Pre-PIJ/Assessment

3.1 Are you submitting this as a Pre-PIJ in order to issue a Request for Proposal (RFP) to evaluate options and select a solution that meets the project requirements?

No

3.1a Is the final Statement of Work (SOW) for the RFP available for review?

3.2 Will you be completing an assessment/Pilot/RFP phase, i.e. an evaluation by a vendor, 3rd party or your agency, of the current state, needs, & desired future state, in order to determine the cost, effort, approach and/or feasibility of a project?

No

3.2a Describe the reason for completing the assessment/pilot/RFP and the expected deliverables.

3.2b Provide the estimated cost, if any, to conduct the assessment phase and/or Pilot and/or RFP/solicitation process.

3.2e Based on research to date, provide a high-level cost estimate to implement the final solution.

4. Project

4.1 Does your agency have a formal project methodology in place?

Yes

4.2 Describe the high level makeup and roles/responsibilities of the Agency, Vendor(s) and other third parties (i.e. agency will do...vendor will do...third party will do).

Agency (ADHS) - Technical support in setting up AWS Workspaces, Revation software and any connectivity issues

Vendor (Revation) - Product support for all technical issues

4.3 Will a PM be assigned to manage the project, regardless of whether internal or vendor provided?

Yes

4.3a If the PM is credentialed, e.g., PMP, CPM, State certification etc., please provide certification information.

4.4 Is the proposed procurement the result of an RFP solicitation process?

No

4.5 Is this project referenced in your agency's Strategic IT Plan?

No

5. Schedule

5.1 Is a project plan available that reflects the estimated Start Date and End Date of the project, and the supporting Milestones of the project?

Yes

5.2 Provide an estimated start and finish date for implementing the proposed solution.

Est. Implementation Start Date	Est. Implementation End Date
6/19/2020 12:00:00 AM	6/30/2020 12:00:00 AM

5.3 How were the start and end dates determined?

Dates provided

5.3a List the expected high level project tasks/milestones of the project, e.g., acquire new web server, develop software interfaces, deploy new application, production go live, and estimate start/finish dates for each, if known.

Milestone / Task	Estimated Start Date	Estimated Finish Date
AWS Workspaces Build and Revation Desktop Software install	06/08/20	06/30/20
License Procurement	06/19/20	06/19/20

5.4 Have steps needed to roll-out to all impacted parties been incorporated, e.g. communications, planned outages, deployment plan?

Yes

5.5 Will any physical infrastructure improvements be required prior to the implementation of the proposed solution. e.g., building reconstruction, cabling, etc.?

No

5.5a Does the PIJ include the facilities costs associated with construction?

5.5b Does the project plan reflect the timeline associated with completing the construction?

6. Impact

6.1 Are there any known resource availability conflicts that could impact the project?

No

6.1a Have the identified conflicts been taken into account in the project plan?

6.2 Does your schedule have dependencies on any other projects or procurements?

No

6.2a Please identify the projects or procurements.

6.3 Will the implementation involve major end user view or functionality changes?

No

6.4 Will the proposed solution result in a change to a public-facing application or system?

No

7. Budget

7.1 Is a detailed project budget reflecting all of the up-front/startup costs to implement the project available, e.g, hardware, initial software licenses, training, taxes, P&OS, etc.?

Yes

7.2 Have the ongoing support costs for sustaining the proposed solution over a 5-year lifecycle, once the project is complete, been determined, e.g., ongoing vendor hosting costs, annual maintenance and support not acquired upfront, etc.?

Yes

7.3 Have all required funding sources for the project and ongoing support costs been identified?

Yes

7.4 Will the funding for this project expire on a specific date, regardless of project timelines?

Yes

7.5 Will the funding allocated for this project include any contingency, in the event of cost over-runs or potential changes in scope?

Yes

8. Technology

8.1 Please indicate whether a statewide enterprise solution will be used or select the primary reason for not choosing an enterprise solution.

There is not a statewide enterprise solution available

8.2 Will the technology and all required services be acquired off existing State contract(s)?

No

8.3 Will any software be acquired through the current State value-added reseller contract?

Yes

8.3a Describe how the software was selected below:

Revation VOIP LiveLink software is already in use for Central Logic Hospital Capacity Solution Surge Line. The solution works well and is easy to deploy quickly for the current COVID-19 emergency response task (Contract Tracing)

8.4 Does the project involve technology that is new and/or unfamiliar to your agency, e.g., software tool never used before, virtualized server environment?

No

8.5 Does your agency have experience with the vendor (if known)?

Yes

8.6 Does the vendor (if known) have professional experience with similar projects?

Yes

8.7 Does the project involve any coordination across multiple vendors?

No

8.8 Does this project require multiple system interfaces, e.g., APIs, data exchange with other external application systems/agencies or other internal systems/divisions?

No

8.9 Have any compatibility issues been identified between the proposed solution and the existing environment, e.g., upgrade to server needed before new COTS solution can be installed?

No

8.9a Describe below the issues that were identified and how they have been/will be resolved, or whether an ADOA-ASET representative should contact you.

8.10 Will a migration/conversion step be required, i.e., data extract, transformation and load?

No

8.11 Is this replacing an existing solution?

No

8.11a Indicate below when the solution being replaced was originally acquired.

8.11b Describe the planned disposition of the existing technology below, e.g., surplused, retired, used as backup, used for another purpose:

8.12 Describe how the agency determined the quantities reflected in the PIJ, e.g., number of hours of P&OS, disk capacity required, number of licenses, etc. for the proposed solution?

Based of the information provided by ADHS Health Emergency Operations Center.

8.13 Does the proposed solution and associated costs reflect any assumptions regarding projected growth, e.g., more users over time, increases in the amount of data to be stored over 5 years?

Yes

8.14 Does the proposed solution and associated costs include failover and disaster recovery contingencies?

No

8.14a Please select why failover and disaster recovery is not included in the proposed solution.

Not needed

8.15 Will the vendor need to configure the proposed solution for use by your agency?

Yes

8.15a Are the costs associated with that configuration included in the PIJ financials?

Yes

8.16 Will any app dev or customization of the proposed solution be required for the agency to use the project in the current/planned tech environment, e.g. a COTS app that will req custom programming, an agency app that will be entirely custom developed?

No

8.16a Will the customizations inhibit the ability to implement regular product updates, or to move to future versions?

8.16b Describe who will be customizing the solution below:

8.16c Do the resources that will be customizing the application have experience with the technology platform being used, e.g., .NET, Java, Drupal?

8.16d Please select the application development methodology that will be used:

8.16e Provide an estimate of the amount of customized development required, e.g., 25% for a COTS application, 100% for pure custom development, and describe how that estimate was determined below:

8.16f Are any/all Professional & Outside Services costs associated with the customized development included in the PIJ financials?

8.17 Have you determined that this project is in compliance with all applicable statutes, regulations, policies, standards & procedures, incl. those for network, security, platform, software/application &/or data/info found at aset.az.gov/resources/psp?

Yes

8.17a Describe below the compliance issues that were identified and how they have been/will be resolved, or whether an ADOA-ASET representative should contact you:

8.18 Are there other high risk project issues that have not been identified as part of this PIJ?

No

8.18a Please explain all unidentified high risk project issues below:

9. Security

9.1 Will the proposed solution be vendor-hosted?

Yes

9.1a Please select from the following vendor-hosted options:

Vendor's data center environment

9.1b Describe the rationale for selecting the vendor-hosted option below:

ADHS doesn't have the time to design and develop a solution and the current proposed solution only comes in that option. There is no data being stored on the vendor's hosted environment. There is a desktop component that ADHS will install on desktops

9.1c Has the agency been able to confirm the long-term viability of the vendor hosted environment?

Yes

9.1d Has the agency addressed contract termination contingencies, e.g., solution ownership, data ownership, application portability, migration plans upon contract/support termination?

Yes

9.1e Has a Conceptual Design/Network Diagram been provided and reviewed by ASET-SPR?

No

9.1f Has the spreadsheet located at https://aset.az.gov/arizona-baseline-security-controls-excel already been completed by the vendor and approved by ASET-SPR?

No

9.2 Will the proposed solution be hosted on-premise in a state agency?

No

9.2a Where will the on-premise solution be located:

9.2b Were vendor-hosted options available and reviewed?

9.2c Describe the rationale for selecting an on-premise option below:

9.2d Will any data be transmitted into or out of the agency's on-premise environment or the State Data Center?

9.3 Will any PII, PHI, CGIS, or other Protected Information as defined in the 8110 Statewide Data Classification Policy be transmitted, stored, or processed with this project?

Yes

9.3a Describe below what security infrastructure/controls are/will be put in place to safeguard this data:

The VOIP solution will be used for COVID-19 Emergency Response Contact Tracing. The information on the VOIP is encrypted and secure.

10. Areas of Impact

Application Systems

Database Systems

Software

Hardware

Hosted Solution (Cloud Implementation)

Security

Telecommunications

Enterprise Solutions

Contract Services/Procurements

11. Financials

Description	PIJ Category	Cost Type	Fiscal Year Spend	Quantity	Unit Cost	Extended Cost	Tax Rate	Tax	Total Cost
Initial Revation Livelink 100 Agent/License	License & Maintenance Fees	Development	1	6	$23,549	$141,291	860.00 %	$12,151	$153,442
Additional Revation LiveLink 400 Agent/License	License & Maintenance Fees	Development	1	6	$80,860	$485,160	860.00 %	$41,724	$526,884
Initial Set-up professional Services Cost	Professional & Outside Services	Development	1	1	$18,000	$18,000	860.00 %	$1,548	$19,548
AWS Workspaces (500) at $31/Each per month	Hardware	Development	1	6	$15,500	$93,000	860.00 %	$7,998	$100,998

Base Budget (Available)	Base Budget (To Be Req)	Base Budget % of Project
$0	$0	0%
APF (Available)	**APF (To Be Req)**	**APF % of Project**
$0	$0	0%
Other Appropriated (Available)	**Other Appropriated (To Be Req)**	**Other Appropriated % of Project**
$0	$0	0%
Federal (Available)	**Federal (To Be Req)**	**Federal % of Project**
$800,872	$0	100%
Other Non-Appropriated (Available)	**Other Non-Appropriated (To Be Req)**	**Other Non-Appropriated % of Project**
$0	$0	0%

Total Budget Available	Total Development Cost
$800,872	$800,872
Total Budget To Be Req	**Total Operational Cost**
$0	$0
Total Budget	**Total Cost**
$800,872	$800,872

12. Project Success

Please specify what performance indicator(s) will be referenced in determining the success of the proposed project (e.g. increased productivity, improved customer service, etc.)? (A minimum of one performance indicator must be specified)

Please provide the performance objective as a quantifiable metric for each performance indicator specified.
Note: The performance objective should provide the current performance level, the performance goal, and the time period within which that performance goal is intended to be achieved. You should have an auditable means to measure and take corrective action to address any deviations.
Example: Within 6 months of project completion, the agency would hope to increase "Neighborhood Beautification" program registration by 20% (3,986 registrants) from the current registration count of 19,930 active participants.

Performance Indicators

Increased productivity (Single Centralized System)

Increased mobility (Use it from anywhere internet is available)

13. Conditions

Conditions for Approval

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.

14. Oversight Summary

Project Background

The Department of Health Services (ADHS) is responsible for working with hospitals and healthcare to prepare, respond, and address COVID-19 cases in Arizona. The agency is in need of 500 phone lines to contact individuals that have tested positive for COVID-19 and contact any family members or other individuals who may have been exposed to the individual with COVID-19. Once individuals are contacted, ADHS will provide information to log into the Sara Alert system to start logging any symptoms that may appear for a 14 day period. ADHS monitors the logged information and reports findings.

Business Justification

This project will allow ADHS to increase productivity by increasing the number of calls to individuals that were in contact with other individuals who tested positive. This project will also allow the agency to contribute useful data in order to prevent the spread of COVID-19. Currently ADHS and ADOA-ASET are working on summarizing ADHS' IT strategy related to the COVID-19 response.

Implementation Plan

The agency will be responsible for the technical support in setting up AWS Work spaces, Revation software and any connectivity issues.
The vendor will be responsible for product support for all technical issues
Because of the unique nature of COVID-19, the agency has estimated only using the phone lines for a six month period. During this period, the agency will continue to assess the situation and business need to determine if the phone lines will be needed for an additional time frame.

Vendor Selection

The agency currently uses a similar service with the selected vendor for a different project. This PIJ is requesting additional lines for a six month period.

Budget or Funding Considerations

The project will be funded by 100% Federal funding.

15. PIJ Review Checklist

Agency Project Sponsor

Kristen Herrick

Agency CIO (or Designee)

Paula Mattingly

Agency ISO (or designee)

John Stark

OSPB Representative

ASET Engagement Manager

Haley Greenberg

ASET SPR Representative

Agency SPO Representative

Christine Ruth

Agency CFO

Justin Lepley