

# Change Request Presentation to ITAC



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

## Agency Vision

Health and Wellness for All Arizonans

## Agency Mission

To promote, protect, and improve the health and wellness of individuals and communities in Arizona

## Contact Tracing LiveLink Agent Subscription

State of Arizona – Department of Health Services  
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Project ID - HS20016

August 12, 2020



# Agenda

## **State of the Project:**

High level project update

## **Change Request Introduction:**

High level review of problem statement and proposed changes

## **Amended Financials:**

Development and operational amendment recommendations

## **Question and Answer:**

Open forum question and answer

# State of the Project

## Project Updates:

1. ADHS started the Contact Tracing Initiative in May 2020.
2. Close to 100 National Guard have been used for Contact Tracing out of 3 different locations in the past months 2+ Months.
3. ADHS procured MITRE/Sara Alert (free of cost) and Revation Multimedia LinkLive Digital Call Center Solution Licenses (500 Licenses)

## Project Changes:

1. Change scope of the project from Revation LinkLive Multimedia license subscription for Contact Tracing to procuring a implementing a new contact tracing solution
2. Procure and replace MITRE/Sara Alert Contract Tracing solution with Qualtrics XM COVID-19 Contact Tracing and Case Investigation
3. Procure additional 100 Revation Multimedia LinkLive Digital Call Center Solution Licenses to increase the total contact tracing capacity to 600.

# Change Request Introduction

## **Problem Statement:**

There have been issues with Sara Alert that haven't been resolved by MITRE which have caused problems with both the amount of manual effort required to administer the system (such as uploading data into the system) and functionality not working as communicated to the public (such as daily alerts for reporting symptoms don't occur and then it will catch up by sending 10 alerts in one day). Ultimately, they have decided that it would be in the best interest to abandon utilizing the free MITRE option, Sara Alert, that has been utilized since May and move toward using software and services provided by Qualtrics.

## **Proposed Changes:**

Currently, ADHS and other local health jurisdictions utilize Qualtrics survey software to exchange PHI securely and efficiently. With the continued expansion of the Department's COVID-19 response, the need to expand the capacity for Qualtrics use has been identified. The Scope of the initial project changes from just adding the Revation Multimedia LinkLive Subscriptions to changing the system for Contact Tracing as a whole to Qualtrics XM / Revation Multimedia LinkLive Telephony. There is minimal real development work involved as Qualtrics and Revation are subscription model, Platform as a Service (PaaS) systems. The vendor (Qualtrics) is expected to make minor/minimal configurations changes and integration work (listed in their SOW) for data extraction, transformation and loading (ETL). The change request updates the project timelines to the end of August 2021. The Development time and costs will be immediate for the annual licensing of the system(s). The change request includes the additional costs of the project of ~\$3,106,400 (Plus Taxes) to be spent in addition to the original budget of ~\$800,000 bringing the project total budget/cost to ~\$4,000,000.

# Amended Financials

## Original PIJ Financials: 6/17/20

HS20016	Original					
Five Year Life-Cycle Summary						
Cost Description	FY2020	FY2021	FY2022	FY2023	FY2024	Total
Development Costs	\$800,871.79	\$0.00	\$0.00	\$0.00	\$0.00	\$800,871.79
Operational Costs	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total Project Costs	\$800,871.79	\$0.00	\$0.00	\$0.00	\$0.00	\$800,871.79

## Amended PIJ Financials: 8/18/20 ITAC

HS20016	Amended					
Five Year Life-Cycle Summary						
Cost Description	FY2020	FY2021	FY2022	FY2023	FY2024	Total
Development Costs	\$800,871.79	\$3,373,550.40	\$0.00	\$0.00	\$0.00	\$4,174,422.19
Operational Costs	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total Project Costs	\$800,871.79	\$3,373,550.40	\$0.00	\$0.00	\$0.00	\$4,174,422.19

# Q & A Session

# Appendix

# Change Detail

**Change:** Replace MITRE/Sara Alert Contact Tracing Solution with Qualtrics XM Contact Tracing and Case Investigation Solution.

**Key Benefits:** 1). Reduction in manual effort required to administer the system, 2). Less extraction, transformation and loading (ETL) work, 3). Better system functionality such as timely daily alerts for reporting symptoms, 4). Better vendor support for integration services to ADHS systems, etc.,

**Change:** Add additional 100 Revation Multimedia LinkLive Digital Call Center Solution Licenses.

**Key Benefit:** Increase the total contact tracing capacity to 600.

**Change:** Change the project timeline from procurement of licenses (hosted solutions) to the full year of the operational timeline.

**Key Benefit:** To capture and report the real project status updates through the entirety of the project life.