

IT INVESTMENT CAPITAL FUND PROJECT STATUS REPORT

To: Information Technology Strategy and Investment Committee
John Vittner, Office of Policy & Management

FROM: David F. Doukas

AGENCY/PROJECT NAME: DORS / Integrated Consumer Service and Reporting System

PROJECT MANAGER: Vacant

REPORTING PERIOD: Project Inception through 12/31/2015

Total Funds Requested: \$ 3,225,798

Bond Commission Approval(s): Date: Sept. 2013 Amount: \$ 387,600

Accumulative Total Capital Fund Expenditures to Date: \$ 369,095

Brief Project Description/Summary:

The Department of Rehabilitation Services (DORS) consists of the former Department of Social Services, Bureau of Rehabilitation Services (BRS), the Board of Education and Services for the Blind (BESB), the Commission on Deaf and Hearing Impaired (CDHI), the Worker's Rehabilitation Program of the Worker's Compensation Commission and the Driver Training Unit of the Department of Motor Vehicles. DORS has a requirement to implement an integrated centralized Case Management and Reporting System that will support the business requirements of this recently consolidated state department and the 13 distinct programs it administers. This new system will supersede the existing DORS legacy systems and allow for the standardization of workflow and operating procedures across all DORS programs. Additional benefits of the new system include increased staff productivity and agency workflow processing, improved fiscal processing, reporting, data sharing and providing our Consumers with superior customer service and enhanced self-referral offerings to DORS programs and services.

Summary of Progress Achieved to Date:

The project started in January 2014 with the hiring of a certified Project Manager and 3 Business Analysts as the primary project team members. The Project Team successfully created an industry standard formal Project Management Process within DORS that includes; project organization, artifacts, documents, forms, policies and procedures. DORS released the RFP in early September 2014 for vendor review under the title of "Integrated Consumer Services and Reporting System". Due to the lack of vendor responses to the RFP, DORS made a decision to reissue the RFP under the title of a "Case Management System" more in-line with the functionality of the system and we also allowed additional time for vendor review and questions. In November 2014 DAS reissued the newly titled DORS RFP with a mid-December 2014 date for vendors to submit questions. The RFP period closed in January 2015 with a total of 9 responses being received. After a lengthy period of review, analysis and scoring of the written responses by the project team, vendors were selected for system demonstrations. Demonstrations were performed and the highest scoring proposer was selected for the purposes of negotiating a contract. Prior to contract negotiations commencing between the vendor and DAS the vendor withdrew from consideration and negotiations were not able to begin. DAS would normally commence negotiations with the next highest scoring vendor. However, coincidentally, DAS is currently in negotiations with that next highest scoring vendor for the same software on behalf of a different state agency. DAS expects to have a final contract with that vendor in the first quarter of 2016. DORS will be able to acquire the software

and services under that contract. At this time, DAS and DORS have determined it is the best interest of the state to allow DAS to complete the contract negotiations with this vendor before taking further action.

Issues and Risks:

DORS is dependent upon DAS to successfully negotiate appropriate terms of a contract with the awarded vendor. Once a contract is executed, the department will need to negotiate a scope of work specific to the DORS system. As the finite funding awarded by the I.T. Capital Investment Committee to accomplish the goal of conducting an RFP process and gathering cost proposals has now been mostly exhausted, the department has had to release the contracted Project Manager and Business Analyst consulting staff that were entrenched in the project. DORS will be dependent upon these types of external resources to develop a formal scope of work and consult/participate in vendor negotiations. Recruiting and onboarding replacement of these consultants will delay commencement of the project if funding is awarded by the committee.

One of the Department's critical contracted I.T. software vendor's, which supports a number of the programs within DORS, has recently announced that it will no longer support the software upon which the department relies. They have provided December of 2017 as the final date they will continue to offer this support. This necessitates DORS to migrate to alternative software in order to continue to fulfill program obligations to consumers and meet federal/state reporting requirements.

Next Steps & Project Milestones:

January 2016, IT Capital Investment Application and Investment Brief revised and submitted.
February 2016, Project presented to IT Capital Investment Committee for "Go vs. No-Go" decision
March 2016, DAS completes vendor contract negotiations
March 2016, Contracted Project Team recruited and on boarded.
April 2016, Scope of Work developed and project terms negotiated with vendor
May 2016, System Development work begins.