

# Project Investment Justification

## 911 Compliance

### **AD22011**

## Department of Administration

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## 1. GENERAL INFORMATION

**PIJ ID:** AD22011

**PIJ Name:** 911 Compliance

**Account:** Department of Administration

**Business Unit Requesting:** AZNet

**Sponsor:** Suzan Tasvibi

**Sponsor Title:** ASET COO

**Sponsor Email:** suzan.tasvibi-tanha@azdoa.gov

**Sponsor Phone:** (602) 432-9934

## 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...):

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Currently, the State's MLTS (multi-line telephone systems) are out of compliance with federal legislation, specifically with Kari's Law and the Ray Baum's Act.

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

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Solving the current non-compliance with federal legislation will benefit the State and every agency which has phones utilizing Jabber or Genesys by avoiding monetary penalties for non-compliance that become active after 12/31/2022.

More importantly, by meeting compliance and having our 9-1-1 systems up to date, lives can be saved during emergency situations.

2.3 Describe the proposed solution to this business need.

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The proposed solution will bring the state into compliance with federal legislation surrounding Kari's Law and the Ray Baum's Act. Under the AZNet III contract, the solution will be implemented statewide to all agencies with Jabber/Genesys.

Contract attached to this PIJ, please see uploaded document, "911 Compliance Project Contract Justification - Copy of AZNet III Scope of Work Final - Voice and Unified Communications," section 4.14.

Kari's Law states: "Under the statute and the Commission's rules, MLTS manufacturers and vendors must pre-configure these systems to support direct dialing of 911." The proposed solution satisfies Kari's law by enabling a user to dial 9-1-1 without dialing any prefix or access code, such as dialing "9," then dialing 9-1-1. The user will be able to dial 9-1-1 directly.

The Ray Baum's Act states: "Under Section 506 of RAY BAUM'S Act, the Commission has adopted rules to ensure that "dispatchable location" is conveyed with 911 calls to dispatch centers. Dispatchable location means a location delivered to the PSAP with a 911 call that consists of the validated street address of the calling party." The proposed solution will provide a dispatchable location to PSAPs (Public Safety Answering Points). This will be accomplished by digitizing floor maps of agency buildings that will route location information through a 9-1-1 call.

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

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Yes

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

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

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Yes

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

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### **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?

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No

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

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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?

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No

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

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

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

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### **4. PROJECT**

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

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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).

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Agencies will:

Provide key information to the project team and the vendor so that the solution may be implemented.

Approve floor plans after they have been digitized by the vendor to ensure quality assurance.

IT collaboration will be necessary for agencies without Tanium as the solution will be pushed manually.

The vendor will:

Digitize Floor Plans

Install Software

Implement

Quality assurance

Hosting & Maintenance

The vendor and Agencies will:

Manage the project

Conduct User Acceptance Testing

Deploy the desktop client

Conduct training

See uploaded "Requirements - 911" sheet for more detailed requirements.

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

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Yes

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

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

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No

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

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Yes

## 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

8/29/2022 12:00:00 AM

12/31/2022 12:00:00 AM

5.3 How were the start and end dates determined?

Based on project plan

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
Floor plan implementation 25% complete	08/24/22	10/28/22
Gather 100% of agency key information	08/24/22	10/07/22
Initiation & Assessment - Stakeholder Identification, Compliance Training & Assessment and Policy/Process Design	08/29/22	10/07/22
Pay invoices based on Milestone completion	08/29/22	01/31/23
Data Gathering - addresses, maps, floor plans, telephony config, network info, user info, location geofence, PD info and site surveys	09/19/22	12/02/22
TBD ON SOW - Software install - PBX integration, installation & configuration, test infrastructure and deploy desktop client	09/26/22	11/02/22
Digitize Maps - maps & floorplans, grids to location geofence and approval of maps and floorplans.	10/10/22	12/06/22
UAT - test user registration	10/24/22	11/07/22
Floor plan implementation 26% - 50% complete	10/31/22	11/18/22
UAT - test PSAP office	11/08/22	11/22/22
Define & Execute training plan - communication plan, user training and user registration	11/14/22	12/27/22
Floor Plan implementation 51% - 75% complete	11/21/22	12/09/22

UAT - Test PSAP Geofence	11/23/22	12/07/22
Full Deployment of the Solution Completed	12/01/22	12/30/22
Floor plan implementation 76% - 100% complete	12/12/22	12/30/22
Final Invoice payment based on the final milestone.	01/01/23	01/31/23

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

No

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?

Yes

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

Yes

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

Yes

6.2a Please identify the projects or procurements.

Procurement of the vendor and proposed solution is still in SPO's pre-solicitation, phase 3: Publish Solicitation. We have created the scope of work and project requirements and sent these to the vendor on 6/20. We have answered vendor questions from these documents. From 7/18 to 8/10, we have been reviewing and negotiating the vendor's SOW.

As of 8/11, the third and final round of revisions on the SOW have been made by the State and sent to the vendor for the changes to be made.

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?

No

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

No

## 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.

The project is using a statewide enterprise solution

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

Yes

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

No

8.3a Describe how the software was selected below:

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?

Yes

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

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Yes

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

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Yes

8.7 Does the project involve any coordination across multiple vendors?

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Yes

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?

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Yes

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?

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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.

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

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No

8.11 Is this replacing an existing solution?

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No

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

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

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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?

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37,754 Endpoints

Final Total: 40,000 licenses to account for fluctuations.

800 floor plans

50 buildings at capitol mall for geofencing



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?

Yes

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

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](http://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?

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Yes

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

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The lack of agency buy-in and participation to supply imperative documentation (i.e. floor maps in correct resolution and correct format, etc.) is a major risk. Agency buy-in and participation are compulsory to implement this solution. Schedules will be delayed and could push project implementation outside the legislative compliance window of 1/1/2023.

Our response plan is to mitigate. We've already begun presenting this project and product demo at high visibility leadership and agency meetings/committees/oversights to generate buy-in and create awareness around the implications of delays, especially monetary penalty for not complying with legislation.

Furthermore, we have already engaged GSD to obtain critical facility contacts of state-leased and state-owned buildings. Although collecting floor plans is scheduled to begin by the vendor in late September, the core project team has recognized this risk at #1 and is addressing it now to prevent future delays.

## 9. SECURITY

9.1 Will the proposed solution be vendor-hosted?

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Yes

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

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Commercial data center environment, e.g AWS, Azure

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

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There is not an option to host the solution at the state. The vendor hosts the solution in AWS GovCloud which is FEDRamp High.

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

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Yes

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

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Yes

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

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Yes

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?

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Yes

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?

No

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

## 10. AREAS OF IMPACT

Application Systems

New Application Development

Database Systems

Other

New Vendor SaaS database in AWS Gov Cloud

Software

COTS Application Acquisition

Hardware

LAN/WAN Infrastructure

Hosted Solution (Cloud Implementation)

Amazon (AWS) GovCloud

Security

Firewall

Telecommunications

Network Communications Infrastructure

Enterprise Solutions

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Geographic Information Systems;eLicensing

Contract Services/Procurements

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## 11. FINANCIALS

Description	PIJ Category	Cost Type	Fiscal Year Spend	Quantity	Unit Cost	Extended Cost	Tax Rate	Tax	Total Cost
Development, NRC	Professional & Outside Services	Development	1	1	\$1,151,732	\$1,151,732	0.00 %	\$0	\$1,151,732
Overcharged Property Surcharge Tax from Lumen, creating a discount on NRC development costs.	Other	Development	1	1	(\$635,956)	(\$635,956)	0.00 %	\$0	(\$635,956)
Year 1 MRC - 12 months of Managed Services	License & Maintenance Fees	Operational	1	1	\$416,129	\$416,129	860.00 %	\$35,787	\$451,916
Year 2 MRC - 12 months of Managed Services	License & Maintenance Fees	Operational	2	1	\$416,129	\$416,129	860.00 %	\$35,787	\$451,916
Year 3 MRC - 12 months of Managed Services	License & Maintenance Fees	Operational	3	1	\$416,129	\$416,129	860.00 %	\$35,787	\$451,916
Year 4 MRC - 12 months of Managed Services	License & Maintenance Fees	Operational	4	1	\$416,129	\$416,129	860.00 %	\$35,787	\$451,916
Year 5 MRC - 12 months of Managed Services	License & Maintenance Fees	Operational	5	1	\$416,129	\$416,129	860.00 %	\$35,787	\$451,916

Base Budget (Available)	Base Budget (To Be Req)	Base Budget % of Project
\$0	\$2,783,311	100%
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
\$0	\$0	0%
Other Non-Appropriated (Available)	Other Non-Appropriated (To Be Req)	Other Non-Appropriated % of Project
\$0	\$0	0%

Total Budget Available	Total Development Cost
\$0	\$515,776
Total Budget To Be Req	Total Operational Cost
\$2,783,311	\$2,259,579
Total Budget	Total Cost
\$2,783,311	\$2,775,355

## 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

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By 12/31/2022, the State plans to achieve 100% compliance with federal legislation surrounding 9-1-1 emergency calls by every agency, board and commission under the AZNet III contract, including call centers, by:

1. Supporting direct dialing of 9-1-1 and not requiring prefixes or access codes to dialing 9-1-1
2. and having a dispatchable location when a 9-1-1- call is dialed with actionable, relevant information updated in near-real time

## 13. CONDITIONS

### Conditions for Approval

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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.

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. The first status report for this project is due on October 15, 2022.

Prior to system production environment launch or go live, the Agency must work with the Department of Administration (ADOA) and Department of Homeland Security (AZDOHS) Cyber Command, to assure the System Security Plan document is completed and approved by Cyber Command in order to ensure that the selected solution will provide an appropriate level of protection for State data.

## 14. OVERSIGHT SUMMARY

### Project Background

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The Arizona Department of Administration (ADOA) was established to support the operation of the state government. AZNet III is the official telecommunications program servicing all State of Arizona agencies, boards, and commissions with outsourced voice and networking services and equipment, which are contracted at a predictable, user-based monthly charge. Contract oversight is performed by the Enterprise Infrastructure & Communications (EIC) team within the Arizona Strategic Enterprise Technology (ASET) division of ADOA. There is not a current solution to comply with the federal legislation around specifically with Kari's Law and the Ray Baum's Act. Implementing the Location Discovery Solution provided by the vendor 911inform. The vendor was chosen for its pioneering notification and emergency management solutions which connects its clients with emergency response teams, offering bi-directional communication to effectively handle and control emergencies

with first-class support and advanced technology. More importantly, by meeting compliance and having our 9-1-1 systems up to date, lives can be saved during emergency situations.

ADOA Oversight has evaluated the project background of the proposed project to implement the proposed solution to utilize a Location Discovery Solution to improve safety and security for staff in any location and bring Arizona into compliance with the federal legislation as well.

#### Business Justification

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The main benefit is improved safety for the employees in the state. The State plans to achieve 100% compliance with federal legislation surrounding 9-1-1 emergency calls by every agency, board and commission under the AZNet III contract, including call centers. The solution will support direct dialing of 9-1-1 and not requiring prefixes or access codes to dialing 9-1-1 and will have a dispatchable location when a 9-1-1 call is dialed with actionable, relevant information updated in near-real time. This will allow emergency service to respond in a timely manner with accurate information.

ADOA Oversight has reviewed the business justification for the project favorably. The project plan is well developed to implement the software as a solution (SaaS). The solution provides innovative emergency solutions and benefits as shown by the project investment justification information that will have a positive impact on safety of state employees. The technology being utilized is an award winning, recommended and secure solution.

#### Implementation Plan

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The solution will be hosted on the vendor's Fedramp AWS Govcloud environment.

#### State Agencies:

Provide key information to the project team and the vendor so that the solution may be implemented.

Approve floor plans after they have been digitized by the vendor to ensure quality assurance.

IT collaboration will be necessary for agencies without Tanium as the solution will be pushed manually.

#### The vendor and Agencies will:

Manage the project

Conduct User Acceptance Testing

Deploy the desktop client

Conduct training

#### The vendor:

Digitize Floor Plans

Install Software

Implement

Quality assurance

Hosting & Maintenance

ADOA Oversight has recommended incorporating the engagement managers assigned to the agencies to assist in maintaining the communications due to the complexity of maintaining communication with the multiple different stakeholders across the agencies involved.

#### Vendor Selection

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The vendor was selected off of a state contract with AZNet III. Under the contract, the solution will be implemented statewide to all agencies with Jabber/Genesys. (requirements were also sent to CDW and SHI but no bids were returned)

**Budget or Funding Considerations**

The budget for development is available, the operational costs are available and will come from each Agency on a per seat % of voice seats on the AZNet III contract. The document attached to the PIJ "911 Inform Monthly Cost - Salesforce" includes detailed information of the breakdown.

ADOA Oversight has reviewed the budget and funding elements involved and are confident the business unit is prepared.

## **15. PIJ REVIEW CHECKLIST**

Agency Project Sponsor

Suzan Tasvibi

Agency CIO (or Designee)

Charles Brown

Agency ISO (or designee)

ADOA does not have an ISO at this time

OSPB Representative

ASET Engagement Manager

ASET SPR Representative

Emily Gross

Agency SPO Representative

Michael Hillebrand

Agency CFO

Jacob Wingate