

Project Investment Justification

DES IT Refresh 2023

DE22023

Department of Economic Security

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1. GENERAL INFORMATION

PIJ ID: DE22023

PIJ Name: DES IT Refresh 2023

Account: Department of Economic Security

Business Unit Requesting: DES/Division of Technology Services (DTS)

Sponsor: Mark Darmer

Sponsor Title: CIO

Sponsor Email: mdarmer@azdes.gov

Sponsor Phone: (602) 771-6079

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...):

The Division of Technology Services will facilitate purchase of new end-user computer technology to assist DES programs with current staffing demands and replacing old, out-of-warranty, under powered or non-conforming laptops and desktop computers. Due to the effects of the global pandemic, the business model continues to evolve as most staff continue to telecommute. Outdated/outmoded equipment will be surplus (1-for-1) in accordance with ADOA policy.

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

In order to maintain operational equipment for existing and new staff and accommodate the new business models, it is necessary to replace old and outdated computers, laptops, monitors and then surplus the replaced equipment.

2.3 Describe the proposed solution to this business need.

PC, monitors and laptops are based on our current security and deployments standards as well as Division operational requirements.

PC Quotes received from:

Milestone - Quote received. Selected

ADOA Enterprise Computer Program - Quote received, did not match the equipment request.

CDW-G - Quote requested, not received.

WWT - Quote requested, not received.

Added 8.6% tax for all hardware regardless of tax provided in quote, if any.

The vendor, Milestone, selected met our requirements exactly for all equipment. DES has a previous successful support relationship with the vendor. The Enterprise Desktop Support team will coordinate with each Division the proposed devices to be replaced and will also handle the reassignment or surplus of the old equipment.

Business Requirements are the list of equipment needed for each Division.

IT Strategic Plan Goal - Technology Modernization

Approved by Mark Darmer, CIO, on 12/14/2022.

Approved by Michael Wisheart, DES Director, on 12/16/2022.

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).

The vendor will be responsible for providing hardware.

The agency will be responsible for the refresh, deployment, and disbursement of the hardware.

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?

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?

No

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

Est. Implementation Start Date

Est. Implementation End Date

2/1/2023 12:00:00 AM

3/15/2024 12:00:00 AM

5.3 How were the start and end dates determined?

Other

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
Submit Purchase Order to Vendors	02/01/23	10/01/23
Vendors to process and ensure delivery	04/01/23	11/15/23
DES Receive, tag and prep (image) devices	04/01/23	11/15/23
Deploy & Install Devices	04/01/23	12/31/23
Final Payment of Invoices	04/15/23	03/15/24

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?

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?

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.

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?

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?

Yes

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

Ongoing PC, laptop, monitor or printer replacements for equipment that is between 4 and 7 years old or no longer relevant based on current business practices.

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

Hardware will be surplus in accordance to standards and policies

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?

DTS provided the various Divisions with aged fleet numbers and with specific Division support, identified ongoing needs based on current business model and changing models to address telecommuting and employee fluctuations based on pandemic adjustments for Fiscal and Calendar 2023. (18 months)

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?

No

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?

No

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

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?

No

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

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

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

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

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

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?

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

Database Systems

Software

Hardware

PC Purchases, Peripherals

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
"HP E24 G4 FHD Monitor 9VF99AA#ABA"	Hardware	Development	1	1395	\$191	\$266,347	860.00 %	\$22,906	\$289,253
"HP E22 G4 FHD Monitor 9VH72AA#ABA"	Hardware	Development	1	170	\$182	\$31,015	860.00 %	\$2,667	\$33,682
"HP E24mv G4 FHD Conferencing Monitor 169L0AA#ABA"	Hardware	Development	1	1395	\$242	\$337,367	860.00 %	\$29,014	\$366,380
"HP Elite x360 1040 14 inch G9 6E5K6UT#ABA"	Hardware	Development	1	15	\$1,804	\$27,064	860.00 %	\$2,328	\$29,392
"HP 3 year Next Business Day Onsite Hardware Support w/DMR for HP Notebooks UB0E7E"	Hardware	Development	1	15	\$64	\$967	860.00 %	\$83	\$1,050
"HP 3 Year Absolute Resilience for Education U8UK1E"	Hardware	Development	1	15	\$77	\$1,148	860.00 %	\$99	\$1,246
"HP Wired Desktop 320MK Mouse and Keyboard 9SR36UT#ABA"	Hardware	Development	1	15	\$18	\$273	860.00 %	\$23	\$296
"HP Prelude Pro Recycled Top Load 1X645UT"	Hardware	Development	1	15	\$17	\$248	860.00 %	\$21	\$269
"HP External USB DVDRW Drive F2B56UT"	Hardware	Development	1	20	\$45	\$904	860.00 %	\$78	\$982
"HP EliteBook 860 16 inch G9 Notebook PC Wolf Pro Security Edition 6C190UT#ABA"	Hardware	Development	1	335	\$1,303	\$436,458	860.00 %	\$37,535	\$473,994
"HP 3YR NBD Onsite w/Disk Retention UE335E"	Hardware	Development	1	335	\$65	\$21,742	860.00 %	\$1,870	\$23,611
"HP 3 Year Absolute	Hardware	Development	1	335	\$77	\$25,631	860.00 %	\$2,204	\$27,835

Resilience for Education U8UK1E"									
"HP Prelude Pro Recycled Top Load 1X645UT"	Hardware	Development	1	335	\$17	\$5,538	860.00 %	\$476	\$6,014
"HP 235 Wireless Mouse and Keyboard Combo 1Y4DOUT#ABA"	Hardware	Development	1	335	\$23	\$7,651	860.00 %	\$658	\$8,309
"HP EliteBook 840 14 inch G9 Notebook PC Wolf Pro Security Edition 6C177UT#ABA"	Hardware	Development	1	1150	\$1,163	\$1,336,875	860.00 %	\$114,971	\$1,451,846
"HP 3 Year Absolute Resilience for Education U8UK1E"	Hardware	Development	1	1150	\$77	\$87,987	860.00 %	\$7,567	\$95,553
"HP 3YR NBD Onsite w/Disk Retention UE335E"	Hardware	Development	1	1150	\$65	\$74,635	860.00 %	\$6,419	\$81,054
"HP USB-C Dock G5 5TW10AA#ABA"	Hardware	Development	1	930	\$156	\$144,624	860.00 %	\$12,438	\$157,062
"HP 235 Wireless Mouse and Keyboard Combo 1Y4DOUT#ABA"	Hardware	Development	1	1150	\$23	\$26,266	860.00 %	\$2,259	\$28,525
"HP Prelude Pro Recycled Top Load 1X645UT"	Hardware	Development	1	1150	\$17	\$19,010	860.00 %	\$1,635	\$20,644
Contingency	Hardware	Development	1	1	\$285,175	\$285,175	0.00 %	\$0	\$285,175

Base Budget (Available)	Base Budget (To Be Req)	Base Budget % of Project
\$188,763	\$0	6%
APF (Available)	APF (To Be Req)	APF % of Project
\$0	\$0	0%
Other Appropriated (Available)	Other Appropriated (To Be Req)	Other Appropriated % of Project
\$1,395,742	\$0	41%
Federal (Available)	Federal (To Be Req)	Federal % of Project
\$1,468,739	\$0	43%
Other Non-Appropriated (Available)	Other Non-Appropriated (To Be Req)	Other Non-Appropriated % of Project
\$328,930	\$0	10%

Total Budget Available	Total Development Cost
\$3,382,174	\$3,382,174
Total Budget To Be Req	Total Operational Cost

\$0	\$0
Total Budget	Total Cost
\$3,382,174	\$3,382,174

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

The current hardware to replace is 4 - 7 years old and reaching the end of life.

With new hardware the agency will continue to function without the interruption of failing equipment.

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.

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 March 15, 2023.

14. OVERSIGHT SUMMARY

Project Background

The Department of Economic Security (DES) strengthens Arizona by helping residents reach their potential through temporary assistance for those in need, and care for the vulnerable.

The Department of Technology Services (DTS) consolidates application technologies to facilitate the development of a workforce able to deliver IT solutions when needed. DTS focuses on services that can best be delivered in-house and serves as a general contractor to deliver services requiring outside expertise.

The agency is continuing the equipment refresh replacing outdated equipment with telecommute compatible technology. The department will be preparing to acquire the equipment needed to support the current staffing demands. The outdated/outmoded equipment will be surpluses (1-for-1) in accordance with ADOA policy.

Business Justification

The department seeks to maintain operational equipment for existing and new staff and accommodate the new business model and telecommute capabilities. Replacing old and outdated computers, laptops, monitors will allow

staff to have the necessary equipment and setup to be effective and efficient in their roles. Reliability of the equipment is important when in a telecommute environment, decreasing the need for technical support or replacement of equipment at end-of-life will ensure the staff can stay productive. New technology will be more compatible with the other advances made throughout the agency and the state.

Implementation Plan

The vendor will be responsible for providing hardware.

DES will be responsible for the refresh, deployment, and disbursement of the hardware.

Vendor Selection

The vendor was selected off of a state contract after the agency reviewed 3 quotes from competing vendors.

Budget or Funding Considerations

The funding will come from multiple sources including; Base Budget 6% Other Appropriated 41%, Federal 43% and Other Non-Appropriated 10%. Total project cost \$3,382,174.02.

15. PIJ REVIEW CHECKLIST

Agency Project Sponsor

Mark Darmer

Agency CIO (or Designee)

Mark Darmer

Agency ISO (or designee)

Dan Wilkins

OSP Representative

ASET Engagement Manager

ASET SPR Representative

Emily Gross

Agency SPO Representative

David Steuber

Agency CFO

Roberta Harrison