ADOA-ASET
Arizona Strategic Enterprise Technology

Project Investment Justification

DTS Microsoft Enterprise Agreement 1 Year Extension

DE21024

Department of Economic Security

Contents

1. GENERAL INFORMATION

PIJ ID: DE21024
PIJ Name: DTS Microsoft Enterprise Agreement 1 Year Extension
Account: Department of Economic Security
Business Unit Requesting: DES Division of Technology Services (DTS)
Sponsor: Clayton Sikes
Sponsor Title: Deputy CIO
Sponsor Email: claytonsikes@azdes.gov
Sponsor Phone: (602) 542-3219

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…):

This is for a request for a 1 year extension of the Department of Economic Security (DES) Microsoft enterprise agreement to allow DES time to continue evaluating and planning further expansion of the Google Workspace technologies.

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

As part of the mission to keep Arizonans safe and economically secure, the past year has increased services demand and headcount significantly. In the past year DES has increased the overall number of accounts from 8500 to 10945, while maintaining the same number of Microsoft Office 365 G3 licenses. DES has been able to avoid purchasing 2445 Office 365 licenses by utilizing the Google Workspace products for the front line positions that supported the largest citizen support need, unemployment. DES is currently working with SADA to develop a roadmap to move away from Office 365. The complexity of the Microsoft Office integrations make this partnership with SADA critical to the successful migration away from the Microsoft Office products. DES also has a natural adoption of Google workspace happening that will allow some quick successes in this upcoming year. The effort will be focused on the effort to reduce the need for Office 365 in the next 3 year Microsoft Enterprise agreement. This will allow DES the opportunity to assess business continuity and impact, take the quick wins from natural adoption, and reduce business impact as future changes occur.

2.3 Describe the proposed solution to this business need.

Extending the Microsoft agreement for 1 year will allow SADA time to provide DES a full assessment and roadmap for the migration to the Google Workspace. Since this is an extension of the existing contract it will be done through the existing contract vendor. This is an extension of an existing contract so the SVAR will remain CDW-G. The next 3 year Microsoft Enterprise Agreement will be done through the SPO agreement with SHI.

IT Plan - The goal of digital workplace transformation.

See PIJ Supplement for information regarding the Google Migration plan.

Approved by Mark Darmer, CIO, on 06/21/2021.

Approved by Michael Wisehart, DES Director, on 06/21/2021.

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?

No

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

Business Requirements are not applicable to the PIJ.

For the Decommission Plan, please see attachment for more details.

SADA is providing a full analysis of what the Office 365 technologies are being used for in DES. This will provide full business requirements for decommissioning and a roadmap for the transition to Google Workspace.

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).

DES will purchase licenses.

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
7/22/2021 12:00:00 AM	9/30/2021 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
Order and receive the renewal extensions	07/22/21	08/31/21
Payment of Invoices	09/01/21	09/30/21

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.?

No

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?

Yes

8.3a Describe how the software was selected below:

This purchase is an extension of an existing contract from an existing SVAR.

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?

This is an extension of the existing Microsoft licenses that DES owns.

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?

Yes

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

Other

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

DES utilizes office 365 and Azure AD Connect.

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?

Yes

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

Agency's data center

9.2b Were vendor-hosted options available and reviewed?

Yes

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

DES utilizes office 365 and Azure AD Connect.

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

No

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

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
MX3-00117 VSEntSubMSDN ALNG SA MVL	License & Maintenance Fees	Development	1	105	$1,056	$110,879	860.00 %	$9,536	$120,415
77D-00111 VSProSubMSDN ALNG SA MVL	License & Maintenance Fees	Development	1	25	$302	$7,560	860.00 %	$650	$8,210
L5D-00162 VSTstProSubMSDN ALNG SA MVL	License & Maintenance Fees	Development	1	9	$304	$2,736	860.00 %	$235	$2,971
F52-02145 BztlkSvrEnt ALNG SA MVL 2Lic CoreLic	License & Maintenance Fees	Development	1	8	$3,562	$28,493	860.00 %	$2,450	$30,943
D75-01981 BztlkSvrStd ALNG SA MVL 2Lic CoreLic	License & Maintenance Fees	Development	1	4	$817	$3,266	860.00 %	$281	$3,547
9GS-00135 CISSteDCCore ALNG SA MVL 2Lic CoreLic	License & Maintenance Fees	Development	1	567	$164	$92,824	860.00 %	$7,983	$100,806
359-00961 SQLCAL ALNG SA MVL UsrCAL	License & Maintenance Fees	Development	1	10	$34	$336	860.00 %	$29	$365
7JQ-00343 SQLSvrEntCore ALNG SA MVL 2Lic CoreLic	License & Maintenance Fees	Development	1	70	$2,214	$154,993	860.00 %	$13,329	$168,323
228-04433 SQLSvrStd ALNG SA MVL	License & Maintenance Fees	Development	1	1	$145	$145	860.00 %	$12	$157
6VC-01253 WinRmtDsktpSrvcsCAL ALNG SA MVL DvcCAL	License & Maintenance Fees	Development	1	3500	$18	$61,985	860.00 %	$5,331	$67,316
7F4-00013 WINVDAE3 ALNG SubsVL MVL Pltfrm PerUsr	License & Maintenance Fees	Development	1	3300	$96	$317,922	860.00 %	$27,341	$345,263
9EM-00270 WinSvrSTDCore ALNG SA MVL 2Lic CoreLic	License & Maintenance Fees	Development	1	64	$17	$1,118	860.00 %	$96	$1,214
AAA-11924 O365GCCE3fromSA ShrdSvr ALNG SubsVL MVL PerUsr	License & Maintenance Fees	Development	1	8500	$179	$1,521,755	860.00 %	$130,871	$1,652,626

AAA-10798 WinE3 ALNG SubsVL MVL Pltfrm PerUsr	License & Maintenance Fees	Development	1	5200	$56	$293,124	860.00 %	$25,209	$318,333
AAD-32906 EntMobandSecE3FromSAGCC ShrdSvr ALNG SubsVL MVL PerUsr	License & Maintenance Fees	Development	1	8500	$72	$610,300	860.00 %	$52,486	$662,786
T2N-00005 O365GCCE5 ShrdSvr ALNG SU MVL O365GCCE3 PerUsr	License & Maintenance Fees	Development	1	2	$158	$316	860.00 %	$27	$343
TSP-00001 WINE5SUforuse w/GCC ShrdSvr ALNG SubsVL MVL	License & Maintenance Fees	Development	1	2	$53	$106	860.00 %	$9	$115
MQY-00002 EntMobandSecE5FullGCC ShrdSvr ALNG SU MVL EntMobandSecE3GCC PerUsr	License & Maintenance Fees	Development	1	2	$64	$128	860.00 %	$11	$139
AAA-11982 M365 E3 GCC ShrdSvr ALNG SubsVL MVL	License & Maintenance Fees	Development	1	2	$344	$688	860.00 %	$59	$747
9K4-00003 VisioPlan2FrmSAGCC ShrdSvr ALNG SubsVL MVL PerUsr	License & Maintenance Fees	Development	1	426	$114	$48,636	860.00 %	$4,183	$52,819
P3U-00001 VisioPlan2GCC ShrdSvr ALNG SubsVL MVL PerUsr	License & Maintenance Fees	Development	1	142	$134	$19,066	860.00 %	$1,640	$20,706
7E7-00001 Project Plan3 frmSA GCC Shared All Lng Subs VL MVL Per User	License & Maintenance Fees	Development	1	204	$228	$46,581	860.00 %	$4,006	$50,587
7VX-00001 ProjectPlan5GCC ShrdSvr ALNG SubsVL MVL PerUsr	License & Maintenance Fees	Development	1	65	$492	$32,001	860.00 %	$2,752	$34,754
DDJ-00001 PwrBIProGCC ShrdSvr ALNG SubsVL MVL PerUsr	License & Maintenance Fees	Development	1	15	$89	$1,341	860.00 %	$115	$1,456

Base Budget (Available)	Base Budget (To Be Req)	Base Budget % of Project
$375,800	$0	10%
APF (Available)	APF (To Be Req)	APF % of Project
$0	$0	0%
Other Appropriated (Available)	Other Appropriated (To Be Req)	Other Appropriated % of Project
$31,362	$0	1%
Federal (Available)	Federal (To Be Req)	Federal % of Project
$1,623,368	$0	45%
Other Non-Appropriated (Available)	Other Non-Appropriated (To Be Req)	Other Non-Appropriated % of Project
$1,614,411	$0	44%

Total Budget Available	Total Development Cost
$3,644,941	$3,644,941
Total Budget To Be Req	Total Operational Cost
$0	$0
Total Budget	Total Cost
$3,644,941	$3,644,941

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

This extension will maintain current business levels; DES will perform Google product migration feasibility and strategy during the Extension period.

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 August 15, 2021.

14. OVERSIGHT SUMMARY

Project Background

The mission of the Department of Economic Security (DES) is to make Arizona stronger by helping Arizonans reach their potential through temporary assistance for those in need, and care for the vulnerable. As one of the largest agencies in state government, DES serves more than 2 million Arizonans annually through more than 40 programs that address the social and economic needs of those we serve.The agency is currently seeking a 1 Year Extension of DTS Microsoft Enterprise Agreement to allow DES time to continue evaluating and planning further expansion of the Google Workspace technologies.

The proposed solution addresses the stated problem. The proposed project aligns with the budget unit's Strategic IT Plan; and the proposed solution complies with statewide IT standards.

Business Justification

DES has been able to avoid purchasing 2445 Office 365 licenses by utilizing the Google Workspace products for the front line positions that supported the largest citizen support need, unemployment. DES is currently working with SADA to develop a roadmap to move away from Office 365. The complexity of the Microsoft Office integrations make this partnership with SADA critical to the successful migration away from the Microsoft Office products. DES also has a natural adoption of Google workspace happening that will allow some quick successes in this upcoming year. The effort will be focused on the effort to reduce the need for Office 365 in the next 3 year Microsoft Enterprise agreement. This will allow DES the opportunity to assess business continuity and impact, take the quick wins from natural adoption, and reduce business impact as future changes occur. This extension will maintain current business levels; DES will perform Google product migration feasibility and strategy during the Extension period.

There is sufficient sponsorship and support by budget unit leadership.

Implementation Plan

Vendor-hosted at Agency's data center. DES utilizes office 365 and Azure AD Connect. DES will purchase licenses.

ASET believes that the business unit is competent to carry out the project successfully; and supported by sponsorship and budget unit leadership exists.

Vendor Selection

SADA is providing a full analysis of what the Office 365 technologies are being used for in DES. This will provide full business requirements for decommissioning and a roadmap for the transition to Google Workspace.

Budget or Funding Considerations

The project development and implementation are accounted
for in the following manner:
Base budget 10%:   = $375,799.64
Other Appropriated 1%:   = $ 31,361.87
Federal 45%:   = $1,623,367.87
Other Non-Appropriated 44%:   = $1,614,411.37

Total Project: $3,644,940.74

Available in the agency's FY22 budget.
ASET has confirmed the cost estimates provided are accurate.
The budget unit is competent to carry out the project successfully.

15. PIJ REVIEW CHECKLIST

Agency Project Sponsor

Clayton Sikes

Agency CIO (or Designee)

Mark Darmer

Agency ISO (or designee)

Dan Wilkins

OSPB Representative

ASET Engagement Manager

ASET SPR Representative

Thomas Considine

Agency SPO Representative

Agency CFO

Roberta Blyth