

Project Investment Justification

Arizona COVID19 Vaccine POD Scheduling and Administration Solution

HS21005

Department of Health Services

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1. GENERAL INFORMATION

PIJ ID: HS21005

PIJ Name: Arizona COVID19 Vaccine POD Scheduling and Administration Solution

Account: Department of Health Services

Business Unit Requesting: ADHS, Division of Public Health Preparedness

Sponsor: Jessica Rigler

Sponsor Title: Assistant Director, Public Health Preparedness

Sponsor Email: jessica.rigler@azdhs.gov

Sponsor Phone: (602) 364-3855

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 CDC has advised states to be ready for the delivery of COVID-19 vaccines as soon as November 15, 2020. In an effort to keep vaccinating staff and patients safe it is imperative that providers can pre-schedule vaccination appointments as much as is possible. It is essential that vaccination clinics be operational as open or closed clinics in order to address the critical and vulnerable population.

Currently the local county Public Health agencies and/or providers in Arizona (Including the largest county of Maricopa) do not have access to a tool and use paper based forms to schedule, query vaccination status and report vaccination administrations. This creates long backlogs, is error prone and slows down the overall process. As we near the COVID19 Vaccine rollout, the counties are ill prepared to schedule and administer vaccinations to the Phase I and II populations (First responders, Clinic frontline staff and other vulnerable populations). There is no centralized process or solution to schedule administration of the vaccine, track and monitor progress with actionable insights consistently across the counties and tribes in Arizona. It is essential that a tool be made readily available for provider use and community safety. The Arizona Department of Health Services in collaboration with the County and Tribal Public Health agencies is looking for rolling out a centralized solution for the sole purpose of Vaccine Scheduling and Administration which will in-turn interface with the State Immunization Information System (ASIIS) for bidirectional communication.

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

The agency Health Emergency Operations Center(HEOC) will be used to manage the COVID-19 statewide vaccination campaign and ensure coordination across the Department and with response partners from other state agencies, county and tribal health departments, and health care system partners involved in vaccine administration. Staff from across the Department's various Divisions are involved in ongoing HEOC operations and will support the vaccination campaign as needed to achieve herd immunity.

The centralized Vaccine Scheduling/Administration solution will provide a single source tool with a consistent process across the state for local public health agencies to manage and monitor the vaccine administration process. The solution will help the counties that do not have a solution to provide such services. The patient portal will help patients searching for vaccine eligibility, locations, self-registering for vaccine appointments and receive scan codes that can be used for contactless checking at the vaccine clinics.

The Arizona immunization Program Office (AIPO) under the agency will manage vaccine ordering and inventory management based on the reporting made available from the system.

2.3 Describe the proposed solution to this business need.

The proposed solution is a centrally hosted solution on Google Cloud platform. The solution will primarily be a vaccine POD Scheduling and administration tool that can be used by all counties and tribes in Arizona. ADHS, Counties and Tribes will have the ability to administer and manage the setup and operations of their county clinic PODS. The solution will interface with the Arizona Immunization Registry Information System (ASIS), through the existing HL7 transport mechanisms in place. There will be bidirectional data movement from and to the ASIS regularly to update the immunization data.

Local county health departments can configure and coordinate open and closed vaccination clinics at various settings. Patients can register, consent, schedule appointments, reschedule and report adverse reactions. Clinicians can administer vaccinations, follow up and report to the State Immunization registry, Arizona State Immunization Information System (ASIS).

The tool can manage virtual queues and contactless check-in with safe spacing of patients and eliminate the need for crowded waiting rooms.

The tool will help facilitate the HEOC statewide vaccination dashboard and reporting and will be effective in the management of the COVID-19 vaccination response.

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).

Vendor:

Google - Google Cloud Platform

MTX - Vaccine Program Management Solution Integrator (Google Partner)

ADHS and County Partners:

- Business Requirements
- Project oversight, monitoring and coordination effort
- Testing and IIS Interface coordination

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?

No

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

11/23/2020 12:00:00 AM

1/1/2021 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
Kick-Off -- Discovery, Define & Design/Scope Checkpoints	11/23/20	11/27/20
Development: Sprint Development - multiple swim lanes of Base Offering build outs	11/30/20	12/11/20
Testing: SIT, Regression Testing, UAT & Deployment Readiness	12/14/20	12/18/20
Go Live and Post Deployment Support: Prod Deployment, Post Go Live Support	12/21/20	01/01/21

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.?

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?

Yes

8.3a Describe how the software was selected below:

Vendor Demos and reviews

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)?

No

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?

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?

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., surplus, 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?

Program and IT review based on the functionality required

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?

No

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

Other

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?

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:

Vendor's data center environment

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

Looking for a Platform as a Service (PAAS Solution)

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?

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?

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?

Yes

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

All Security controls as per the State Information Security Policy

10. AREAS OF IMPACT

Application Systems

Arizona Enterprise Solution Platform (AESP) based Application

Database Systems

Software

Hardware

Hosted Solution (Cloud Implementation)

Other

Google Cloud Platform

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
QUOTE NO: 24422007 - Professional & Outside Services (Contractors)	Professional & Outside Services	Development	1	1	\$667,106	\$667,106	0.00 %	\$0	\$667,106
CONTRACT NO: AR2488 - Year 1 License & Maintenance Fees	License & Maintenance Fees	Development	1	1	\$294,018	\$294,018	860.00 %	\$25,286	\$319,304
Year 2 License Subscription	License & Maintenance Fees	Operational	2	1	\$294,018	\$294,018	860.00 %	\$25,286	\$319,304
Year 2 Maintenance & Operation	Professional & Outside Services	Operational	2	1	\$73,920	\$73,920	0.00 %	\$0	\$73,920
Year 3 License Subscription	License & Maintenance Fees	Operational	3	1	\$294,018	\$294,018	860.00 %	\$25,286	\$319,304
Year 3 Maintenance & Operation	Professional & Outside Services	Operational	3	1	\$73,920	\$73,920	0.00 %	\$0	\$73,920
Year 4 License Subscription	License & Maintenance Fees	Operational	4	1	\$294,018	\$294,018	860.00 %	\$25,286	\$319,304
Year 4 Maintenance & Operation	Professional & Outside Services	Operational	4	1	\$73,920	\$73,920	0.00 %	\$0	\$73,920
Year 5 Maintenance & Operation	Professional & Outside Services	Operational	5	1	\$73,920	\$73,920	0.00 %	\$0	\$73,920
Year 5 License Subscription	License & Maintenance Fees	Operational	5	1	\$294,018	\$294,018	860.00 %	\$25,286	\$319,304

Base Budget (Available)	Base Budget (To Be Req)	Base Budget % of Project
\$0	\$0	0%
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	\$1,279,652	50%
Federal (Available)	Federal (To Be Req)	Federal % of Project
\$0	\$1,279,652	50%
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	\$986,410
Total Budget To Be Req	Total Operational Cost
\$2,559,304	\$1,572,895

Total Budget	Total Cost
\$2,559,304	\$1,572,895

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

Easy POD set-up and administration for County Public Health COVID19 vaccination clinics

Improved services to the citizens of AZ for self registration and contact less checking process for COVID19 Vaccine administration

Improved data capture and data quality of Vaccine administration data coming back to ASIIS

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.

14. OVERSIGHT SUMMARY

Project Background

Arizona Department of Health Services (ADHS) is responsible for leading Arizona's public health system including responding to disease outbreaks, licensing health and childcare facilities, operating the Arizona State Hospital, and improving the overall health and wellness of all Arizonans. The Department of Health Services (DHS) focuses on improving health outcomes by identifying the needs and aligning services to Arizona's vulnerable populations. By preparing for emerging public health threats DHS promotes and supports public health and safety.

The Center for Disease Control (CDC), has advised states to prepare for the delivery of COVID-19 vaccines. In an effort to keep the vaccinating staff and patients safe, it is imperative that providers and clinic administration can pre-schedule vaccination appointments utilizing an effective tool. It is essential that vaccination clinics be operational in order to address the critical and vulnerable population. ADHS, in collaboration with the County and Tribal Public Health agencies, is rolling out a centralized solution for Vaccine Scheduling and Administration which will interface with the current State Immunization Information System (ASIIS) resulting in bidirectional communication.

The proposed vaccine management solution is a multi-tiered, multi-phased solution. The vendor's offering provides unparalleled access to data and analytics. The centralized vaccine scheduling/administration solution will provide a single source tool with a consistent process across the state for local public health agencies to manage and monitor the vaccine administration process. This gives the agency a unique position to drive constituent engagement and search results. The agency Health Emergency Operations Center (HEOC) will be used to manage the COVID-19 statewide vaccination campaign and ensure coordination across the Department and with response partners from other state agencies, counties, tribal health departments, and health care system partners involved in vaccine administration.

The modular technical solution will provide vaccine scheduling, distribution and inventory. The solution will help the counties that do not have a current solution to provide such services. The patient portal will help patients searching for vaccine eligibility, locations, self-registering for vaccine appointments and receive QR scan codes that can be used for contactless checking at the vaccine clinics. With this solution, the agency can expect easy POD (vaccine point of dispensing) set-up and administration for County Public Health COVID-19 vaccination clinics. Arizona will also see improved services to the citizens for self-registration and contactless checking process for COVID-19 Vaccine administration. Data capture and data quality of Vaccine administration data coming back to ASIIS will improve as well; with the bidirectional communication.

Implementation Plan

The solution will be hosted in ADHS' Google Cloud Platform (GCP) environment. ADHS is responsible for all security management within their GCP environment, therefore, no AZRamp is required. The solution will interface with the Arizona Immunization Registry Information System (ASIIS), through the existing HL7 transport mechanisms in place. The vendor will be responsible for the GCP environment as well as the Vaccine Program Management Solution Integrator. Additionally, end-user training will be provided. Training will include both video and open training sessions with shareable documentation that can be leveraged outside of meetings. ADHS and the County Partners will be responsible for gathering business requirements. The ADHS will provide project oversight, monitoring and coordination efforts in addition to testing and Internet Information Services (IIS) Interface coordination.

Vendor Selection

DHS received multiple vendor demos and proposals from Salesforce/Infosys, Google/MTX, Qualtrics, and Maryland Partnership for Prevention. Ultimately, the Google/MTX solution was chosen based on contract tracing project history, other government entities that they have worked with cited in the quote, and price point. In addition, the aggressive speed of implementation to Go Live will allow the State to heed the Center for Disease Control's recommended vaccine management plan.

Budget or Funding Considerations

Funding for the project will be 50% federal funds and 50% other appropriated funds.

15. PIJ REVIEW CHECKLIST

Agency Project Sponsor

Jessica Rigler

Agency CIO (or Designee)

Paula Mattingly

Agency ISO (or designee)

John Stark

OSPB Representative

ASET Engagement Manager

ASET SPR Representative

Thomas Considine

Agency SPO Representative

Christine Ruth

Agency CFO

Justin Lepley
