

# **DoIT/MDOT-MVA**

## **Enterprise Content Management System**



**Maryland Department of Information Technology**

**Maryland Department of Transportation,  
Motor Vehicle Administration**

**Pre-Proposal Conference  
August 16<sup>th</sup> 2016**

# Agenda - Joy Abrams, MVA Procurement



- Welcome and Introduction – Joy Abrams
- Purpose and Project Description – Joy Abrams
- MBE Compliance – Warren Squirewell
- How to Submit a Proposal – Joy Abrams
- How your Proposal will be Evaluated
- RFP Structural Overview – Richard Durkee
- Key Topics for Task Order 1 – Bruce Chaillou
- Next Steps – Joy Abrams
- Questions

# Introductions



- Al Bullock
  - Richard Durkee
  - Susan Howell
  - Susan Lyon
  - Ronald Brothers
  - Stephen Kolbe
  - Patricia Velez
  - Joy Abrams
  - Warren Squirewell
  - Bruce Chaillou
- DoIT Chief of Staff  
DoIT Chief of Applications  
DoIT Procurement Consultant  
DoIT RFP Contract Manager  
MDOT Chief Information Officer  
MDOT Deputy Chief Information Officer  
MVA Director of Information Technology  
MVA Procurement Officer  
MVA MBE Analyst  
MVA Project Manager and Task Order Manager

# Purpose of Meeting – Joy Abrams



- Engage vendor community
- Discuss RFP/TO
- Timeline of upcoming events and activities
  - Pre-Proposal Conference on August 16
  - Questions by August 26
  - Proposals submitted by October 5
- Engagement of MBE/VSBE
- Questions

# MBE Participation - Warren Squirewell



Date, Contract #, Contract Name, (Brief Description)

MBE Goal, 21% and to include Sub Goals. Woman 8%,  
African American 7%, Hispanic 2% and VSBE Goals 1%

Subcontracting Opportunities Area.

MBE Requirements:

Forms A

Forms B

Forms C

Forms D

Forms E

MBE Prime Self Performance

60% Rule

MBE Waiver

VSBE Requirements

# Application Enterprise Program – Richard Durkee



- DoIT is executing the Governor's directive to “Enterprise” State Agencies’ Information Technology resources and applications under the administration of the State’s Department of Information Technology (DoIT).
- Current efforts are focused on the “Enterprising” of Agency Infrastructure – Security Services, Firewalls and Routers, Network systems, etc.
- DoIT is now executing the effort to “Enterprise” Agency *Applications*
- “Enterprise Application” refers to software that meets the following criteria:
  - The licensed software **currently** provides best of breed capabilities and provides similar functionality to more than a single Agency.
  - The software is designated by DoIT as software that should be utilized by more than one Agency to provide similar functionality.
  - DoIT has determined that an enterprise software license is in the best interest of the State (mission critical).

# Application Enterprise Program – Richard Durkee



- DoIT is working with State Agencies to identify and classify existing applications. As part of this effort, applications will be evaluated for replacement or modernization.
- Specifically, this effort will:
  - Define and architect an overall Statewide Enterprise Application and data model.
  - Identify existing applications as best of breed Enterprise Applications to be used as replacement application platforms.
  - Identify gaps in State solutions and procure Enterprise solutions for implementation
  - Decommission individual applications supporting similar or comparable business functions following replacement of that business function by the appropriate Enterprise Application.
  - Eliminate redundant data stores by identifying System of Record/Authoritative Source for State data utilized by Enterprise solutions.
  - Lead to building effective teams and procedures for all levels of program/project execution, with DoIT functioning as the IT Change leader for State IT initiatives.

# Application Enterprise Program – Richard Durkee



## Vendor Opportunities

- Provide Enterprise scale software solutions to the State
- Provide Enterprise Application integration/configuration capabilities to the State
- Provide custom development to extend functionality as required
- Provide full-suite human resources for project planning and execution in support of State initiatives
- Provide technical and application user training to the State

# Task Order Organization: Appendices

## Bruce Chaillou



Document	Description
RFP Body	Terms, Intro., Scope Summary, Response Instructions -Statewide
Task Order 1	Terms, Intro, Scope Summary, Response Instructions - MVA
Appendix 1	Contractor Responsibilities & Duties: Project Execution
Appendix 2	Contractor Responsibilities & Duties: Project Management
Appendix 3	Contractor Responsibilities & Duties: System Support
Appendix 4	Contractor Responsibilities & Duties: Training
Appendix 5	Toolbox Requirements
Appendix 6	Functional requirements: Accounts Payable
Appendix 7	Functional Requirements: Human resources
Appendix 8	Functional Requirements: Procurement
Appendix 9	Legacy Migration
Appendix 10	DIWS External Systems Integration
Appendix 11	Technical Requirements
Appendix 12	Documentation Requirements
Appendix 17	Vendor Response
Appendix 18	DIWS2 Bill of Materials
Price Sheet	Rates and prices for deliverables, services, software and hardware

# Evaluation – Bruce Chaillou



- Offeror’s functional and technical solution (including but not limited to Offeror’s ability to support an enterprise model with: multiple instances of the solution, possible multiple concurrent implementation activities, and other solution scalability capabilities),
- Proposed solution’s technical performance for Attachment W Task Order 1 (DIWS2),
- COTS Product versus Product Requirements (Appendix 5 of Attachment W Task Order 1 (DIWS 2)),
- Offeror’s approach and maturity for technical migration, including technical risk of migration for DIWS 2,
- SLA comprehensiveness, enforceability, and credit amounts for both the Contract and the Attachment W Task Order 1 (DIWS 2), and
- Offeror’s Approach and Methodology.
- Offeror Qualifications and Capabilities, including proposed subcontractors (See RFP § 4.2.2.8 – 4.4.2.14)
- Experience and Qualifications of Proposed Contractor Personnel (See RFP § 4.2.2.7)
- Economic Benefit to State of Maryland (See RFP § 4.2.2.15)

# Key Topics Task Order 1 - Bruce Chaillou



## **Service Level Agreements (SLAs) - See RFP Section 3.9 SLAs and Task Order (TO)**

### **Section 3.8 Service Level Agreement (SLA)**

- a. There are four (4) categories of SLAs (see TO Section 3.8.2)
- b. The State has identified requirements for each category
- c. Offerors are required to look at MVA's four (4) categories of SLAs and identify (see TO Section 3.8.3):
  - i. the measurements they believe they can meet;
  - ii. the measurements they believe should be monitored real-time and reported monthly;
  - iii. how the SLAs should be measured;
  - iv. how the SLAs should be reported monthly (see TO Section 3.8.7), and
  - v. the SLA credit.

# Key Topics Task Order 1 - Bruce Chaillou



## Hardware (H/W)

- a. The State has not decided whether DIWS 2 should be hosted in the MVA data center **or** in the cloud;
- b. Offerors are required to indicate the H/W requirements (see Appendix 5 - Section 6.1 Architecture, Requirement 4 and Appendix 18) for all environments (see Appendix 1, Section 2.6 and Appendix 4, Section 1.1) in Appendix 18 and on the Price Sheet;
- c. The State expects the H/W to be identified with sufficient detail to allow the State to order the hardware for an MVA data center should the State decide to do so;
- d. The State also requires the H/W to be priced using Amazon Web Services pricing should the State decide to host DIWS 2 in the cloud, and
- e. There is an expectation that the H/W identified by the Offeror is sufficient to address the ten year capacity requirements identified in Appendix 5, Section 6.2 Capacity and meet the performance requirements identified in Appendix 5, Section 6.3 Performance.

# Key Topics Task Order 1 - Bruce Chaillou



## **Warranty Period - See TO, Section 3.3.8 Warranty Period**

- a. The Warranty covers the six components identified in RFP Price Sheet (Attachment F-1), tab SDLC, Deliverable Number 14-18 and 23.
- b. The Warranty period begins with the first release of the first component into production and ends one year after the sixth component is released into production.
- c. Other than the Toolbox Basic being placed in production first, the state is open to hearing from the Offer's on when the remaining five components are placed in production.

# Key Topics Task Order 1 - Bruce Chaillou



**Migration** – See Appendix 5, Section 6.7 Migration, Appendix 9 Legacy Migration, and the migration sections of Appendix 6 Functional Requirements: Accounts Payable, Appendix 7 Functional Requirements: Human Resources, and Appendix 8 Functional Requirements: Procurement.

- a. There is approximately 400 million images and documents that need to be migrated from legacy systems to DIWS 2. About 75% of this content is in the legacy DIWS and the remainder is in a number of legacy applications. Successful migration is very important to the success of DIWS2;
- b. Approximately 2.5 million Accounts Payable images, and 600,000 Human Resources images are currently in legacy DIWS and should be migrated with the AP and HR workflow applications. (See Appendices 6 and 7);
- c. Approximately 100,000 procurement-related images may need to be migrated if these are captured prior to commencing work on DIWS 2;
- d. The remaining images and documents are related to business licensing, vehicle operations and driver licensing. The migration of these documents needs to be completed in time for the various phases of a modernization project taking place. Due to the high volumes of these documents, Offeror's will notice that the migration rates may average in excess of 10 million documents per month, and
- e. Considering the potentially high migration rates required for legacy migration content, tools and multiple migration platforms may be necessary to complete the migration work on time.

# Next Steps & Closing Remarks – Joy Abrams



- Next Steps & Closing Remarks
- Questions