



**DAS IT Procurement Review Committee
Recommendation for
IOWA Access Funding
August 19, 2010**

At their August 19, 2010 meeting the DAS IT Procurement Review Committee made the following IOWA Access Funding recommendation:

AMANDA Licensing System Training Master Agreement Purchase - Full Project **\$68,000**

Attached is the supporting Concept Paper.

Recommendation Approved:

Ray Walton

Ray Walton
Director, Department of Administrative Services

8.20-10

Date



(Attach D)

Concept Paper # 152

Presented to the Department of Administrative Services (DAS)

Date Prepared: August 2, 2010

Name of document to be reviewed: **AMANDA Licensing System Training**

(Please check one item listed in the following two sections)

Document for review and approval:

- Request for Proposal (RFP)
- Request for Service (RFS)
- Request for Quote (RFQ)
- Invitation to Qualify

- Sole Source Procurement
- Statement of Work
- Staff Augmentation
- Master Agreement Purchase

Document for review only:

- Master Agreement

- Request for Information (RFI)

Agency: DAS-ITE

RFP Reference #: (Not applicable for sole source procurements)

Release Date: (Not Applicable for sole source procurements)

Projected cost over \$50,000? Yes No

Projected agency staff hours over 750? Yes No

Project Cost, Funds and Funding Source:

Please list the internal and external resources/costs for the purchase:

Internal Resources/Costs:

External Resources/Costs: **\$68,000 from the IOWAccess Revolving Fund**

Timelines: October 1st for 3-4 months.

Goal: Enable ITE staff to provide ongoing configuration and support for the AMANDA licensing application undergoing implementation at the Boards of Nursing, Dentistry and Medicine, and an expected 3-5 additional agencies.



(Attach D)

Background: In January of 2009, the IOWAccess Advisory Council recommended that the DAS Director approve a project, needing \$669,000 in funding, to provide a configurable off-the-shelf system to allow the Boards of Nursing, Dentistry and Medicine to license citizens in their applicable profession. The Council suggested that the system allow other agencies to utilize the system so that expansion to an Enterprise Licensing System could be readily provided. The Technology Governance Board approved the RFP and a Master Contract was awarded to CSDC Systems, Inc. for their AMANDA product. Shortly thereafter, a group of representatives from five other agencies convened to consider adoption of AMANDA as a replacement to their current licensing systems, which did not fully meet their needs.

Early on it was determined that a support structure incorporating ITE staff would be valuable in providing an interface between the agencies and the vendor and to provide knowledgeable resources to implement further adoption as well as configuration changes in a more cost-efficient manner. Vendor training, for which \$68,000 funding is being sought, allows ITE and other agencies to attend classroom training on the following topics:

Readiness Training
AMANDA Administration Training
Forms, Documents, Reports Training
Public Portal Administration Training
Mobile Inspection Administration Training
Train the Trainer
User Acceptance Test Training

Expected Results:

What are the tangible and intangible benefits of this purchase for this agency and/or state government?

An enterprise-class licensing solution will enable the state, and individual agencies, to provide cost-effective electronic transactions for citizens needing to acquire or renew licenses, permits and inspections. By training state resources to provide that support and implementation we will keep that knowledge and skill within the government, ready to provide needed support. In addition, state resource costs are 50% of the rate charged by the vendor for support. This rate differential will result in significant savings for agencies adopting the enterprise solution.

Can these benefits be quantified in financial terms? If yes, please explain.

Because implementation services costs vary for each board, a detailed estimate is difficult to generate. However, based on the rate differential between the vendor-provided professional services and ITE-provided services, the savings to the agencies could be around \$375,000 for those three agencies currently considering implementation.

How will you be more effective as a result of this purchase?

ITE will be able to be more responsive to critical issues due to our close proximity to our customers and more specific knowledge of Iowa's business rules and needs.

How will service to your customers be enhanced as a result of this purchase?



(Attach D)

Speeding implementation of accurate, reliable electronic licensing will allow agencies to focus on customer service and resolving the issues of those exception cases, rather than dedicating resources to the conduct of normal transactions.

Testing and Acceptance: Since this is for training only, there are specific acceptance criteria.

Some of the Interested Parties:

CSDC AMANDA current and potential customers, including the Boards of Nursing, Dentistry and Medicine, IWD Elevator Licensing, DPH Board of Professional Licensure, Commerce Professional Licensing Bureau, DPS Electrical Licensing and Permitting and IDALS certification authorities

Some of the Recipients of this Service:

All of the agencies who adopt the AMANDA product and will receive support from ITE.
Citizens of Iowa who utilize the online system to obtain or renew a license, permit or inspection.

Standards: N/A

Architecture: N/A

Business Continuity / Disaster Recovery: N/A

Recommendations from Joint Chief Information Officers/DAS IT Procurement Review Committee members:

NOTE: Where applicable, all DAS GSE Procurement and IA Administrative Code 11-105 and 11-106 requirements and procedures are to be followed. Reference: <http://das.gse.iowa.gov/procurement/>, specifically: <http://das.gse.iowa.gov/procurement/adminrules/>.

Duplication recommendation from the JCIO to DAS (from 4 of 11 JCIO members):

- a) Is there duplication within Government? (Please identify duplication within your agency, as well as within the enterprise) **No.**
- b) Can an existing program be modified to address a new need? **No.**
- c) Do you have any similar program in existence? **No.**
- d) Have you sought IT procurements for similar programs in the past? **No.**
- e) Do you have purchasing documents for similar programs? **No.**
- f) Do you have similar purchasing documents that could be used as a starting point for this program? **No.**
- g) Is there anything you could provide that could assist the agency with this IT procurement? **No.**
- h) Are there alternatives available to the agencies? **No.**

Recommendation of the JCIO to the DAS IT Procurement Review Committee:

Authorize this IT procurement	Yes ___ No ___
Alternatives suggested by the JCIO (see comments below)	Yes ___ No ___

Additional comments from JCIO members:



(Attach D)

Recommendation of the DAS IT Procurement Review Committee to the DAS Director:

Authorize this IT procurement Yes ___ No ___

Alternatives suggested by the committee (see comments below) Yes ___ No ___

Additional comments from committee members:

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