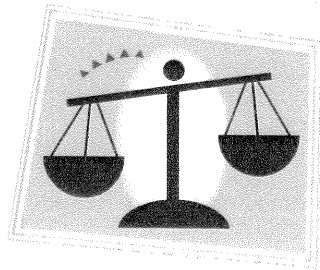


Office of  
Systems  
Integration  
"SERVING CALIFORNIA"

## Appeals Case Management System (ACMS)

### Procurement Management Plan



November 25, 2014

Version 1.0

Health and Human Services Agency, Office of Systems Integration

### ACMS Procurement Management Plan – Revision History

REVISION HISTORY			
REVISION/WORKSITE #	DATE OF RELEASE	OWNER	SUMMARY OF CHANGES
Version 1.0	11/25/14	Carolyn Borden	Incorporate changes into final plan.

### ACMS Procurement Management Plan – Approvals

NAME	ROLE	DATE
Rick Murphy	Project Manager	
Manuel Romero	Project Sponsor	
Melody Hayes	Project Director	

## Table of Contents

<b>1. INTRODUCTION .....</b>	<b>2</b>
PURPOSE .....	2
REFERENCES .....	2
GLOSSARY AND ACRONYMS .....	2
DOCUMENT MAINTENANCE .....	3
<b>2. PROCUREMENT APPROACH AND DEFINITION .....</b>	<b>3</b>
<b>3. PROCUREMENT APPROVAL .....</b>	<b>5</b>
<b>4. TYPE OF PROCUREMENT VEHICLE TO BE USED .....</b>	<b>5</b>
<b>5. PROCUREMENT RISKS MANAGEMENT .....</b>	<b>6</b>
<b>6. COST DETERMINATION .....</b>	<b>7</b>
<b>7. PROCUREMENT CONSTRAINTS .....</b>	<b>9</b>
<b>8. CONTRACT APPROVAL PROCESS.....</b>	<b>9</b>
<b>9. DECISION CRITERIA .....</b>	<b>9</b>
<b>10. VENDOR MANAGEMENT .....</b>	<b>10</b>
<b>11. PERFORMANCE METRICS FOR PROCUREMENT ACTIVITIES .....</b>	<b>10</b>

## Table of Tables

TABLE 1. ACMS PROJECT DEFINED PROCUREMENT .....	4
TABLE 2. PROCUREMENT APPROVAL AUTHORITY .....	5
TABLE 3. ACMS PROCUREMENT VEHICLES .....	5

## 1. INTRODUCTION

### Purpose

The purpose of the Procurement Management Plan is to define the procurement requirements for the Appeals Case Management System (ACMS) project and how it will be managed from the initial development of procurement documentation through contract closure. The Procurement Management Plan defines the following:

- Items to be procured with justification statements and timelines
- Type of contract to be used
- Contract approval process
- Decision criteria
- Establishing contract deliverables and deadlines
- Vendor Management
- Performance metrics for procurement activities

### References

For guidance on the Office of Systems Integration (OSI) procurement management methodologies, refer to the OSI Best Practices Website (BPWeb) (<http://www.bestpractices.osi.ca.gov>).

In addition, the California Project Management Methodology (CA-PMM) information can be found at [http://www.cio.ca.gov/Government/IT\\_Policy/SIMM\\_17/index.html](http://www.cio.ca.gov/Government/IT_Policy/SIMM_17/index.html).

### Glossary and Acronyms

ACCMS	Appellate Court Case Management System
ACMS	Appeal Case Management System
APDU	Advance Planning Document Update
BPWeb	OSI Best Practices Website
CA-PMM	California Project Management Methodology
CDSS	California Department of Social Services
CMAS	California Multiple Awards Schedule
CMS	United States Center for Medicare and Medicaid Services
COTS	Commercial-off-the-shelf (software)
CTA	California Technology Agency
DD&I	Design, Development and Implementation
DGS	Department of General Services

DGS/PD	Department of General Services/Procurement Division
DIA	Data Center Interagency Agreement
FSR	Feasibility Study Report
IaaS	Infrastructure as a Service
IAPD	Implementation Advanced Planning Document
IT	Information Technology
IV&V	Independent Verification and Validation
M&O	Maintenance and Operations
MOTS	Modified Off-the-Shelf (software)
OSI	Office of Systems Integration
PaaS	Platform as a Service
RFI	Request for Information
RFP	Request for Proposal
SaaS	Software as a Service
SB	Small Business (Certified)
SI	Systems Integrator
SOW	Statement of Work
SPR	Special Project Report
STPD	State Technology Procurement Division
TTI	Time To Implement Exercise

## Document Maintenance

This document contains a revision history log. When changes occur, the document's revision history log will reflect an updated version number as well as the date, the owner making the change, and change description.

The document storage location for this file is:

\\cdss\commom\ACMS\AlexanDocuments\

## 2. PROCUREMENT APPROACH AND DEFINITION

The ACMS implementation requires the business-based procurement of a Systems Integration Contractor to provide an ACMS solution that will meet defined business, functional and non-functional requirements. The OSI, with direction from the California Department of Social Services (CDSS), and under the guidance of the State Technology Procurement Division (STPD), plans to solicit competitive offers to

acquire a solution through a formal Information Technology (IT) procurement process and corresponding Request for Proposal (RFP). Vendor responses may include alternate options to provide services and to obtain hardware or software as applicable to their response. Bidders responding to the ACMS RFP may propose any technical approach and solution that meets ACMS requirements. Anticipated provisioning methods generally fall into the categories of Commercial Off-the-Shelf (COTS), Modified Off-the-Shelf (MOTS), Transfer Systems such as the Appellate Court Case Management System (ACCMS), and Custom Build. Combinations of the preceding types or "Hybrid" approaches (e.g., ready-made COTS components integrated with Custom Build components) are also considered responsive. The ACMS Project will include multiple essential procurements as described in Table 1.

**Table 1. ACMS Project Defined Procurement**

Item/Service	Justification	Needed By
Procurement assistance	Development of initial planning documents and SI Vendor RFP for the medium criticality project. Contractor support was solicited due to the lack of State project team member experience.	16 Jan 2015
SI Services and the DD&I and M&O of the SI proposed solution	System Integrator (SI) Services and the Design, Development and Implementation (DD&I) and Maintenance and Operations (M&O) of the SI proposed solution (e.g., transfer system, COTS/MOTS solution with customer software development for configuration, integration and interoperability, custom system). Services include training, knowledge transfer, organizational change management support, and implementation.	26 Oct 2017
Software licenses	SI proposed solution software licenses, if applicable	26 Oct 2017
System Hardware	SI proposed solution system hardware, if applicable	26 Oct 2017
IV&V	Independent Verification and Validation Consultant (IV&V)	26 Oct 2017
Cal Cloud	Cal Cloud service fees	16 Oct 2018

Procurement Assistance services culminate with the release of an RFP to procure an SI vendor and solution. OSI and CDSS utilized several techniques to ensure a holistic approach in the ACMS acquisition methodology. A Request for Information

(RFI) was released to the vendor community to gather data on available system components and holistic solutions. Using this information, CDSS program staff conducted an aggressive search and assessment of other government organizations' custom solutions/components that could be potentially leveraged for the ACMS. The RFI feedback was summarized within a Feasibility Study Report (FSR) used to obtain approval to proceed with the project procurement.

Prior to release of the RFP, the ACMS Project will submit the RFP to United States Center for Medicare and Medicaid Services (CMS) for approval. As the procurement process results in vendor selection, the ACMS Project team will request CMS approval of vendor selection by completing an Advanced Planning Document Update (APDU), which will include all procurement documentation such as evaluation and selection criteria, vendor selection, a copy of the unsigned contract, and other relevant documentation. Upon approval, the ACMS Project team estimates the contract award date as March 21, 2016. Lastly, the ACMS Project will submit annual project updates via an APDU.

The RFP responses may include the need for additional procurement for SI solution hardware and/or software licenses.

Per the State of California, Department of Technology Letter 14-04 – Cloud Computing Policy, Cal Cloud will host the ACMS solution. The ACMS will utilize Cal Cloud service models as applicable; models include Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS).

An additional procurement will solicit a consultant to provide IV&V services. This procurement will be performed under a California Multiple Award Schedule (CMAS) contract.

### 3. PROCUREMENT APPROVAL

The following individuals are authorized to approve additional purchases for the project team:

**Table 2. Procurement Approval Authority**

<b>Name</b>	<b>Role</b>
Manuel Romero	Deputy Director, State Hearing Division - Project Program Sponsor

### 4. TYPE OF PROCUREMENT VEHICLE TO BE USED

**Table 3. ACMS Procurement Vehicles**

<b>Item / Service</b>	<b>Procurement Vehicle</b>
ACMS Procurement Assistance	IT MSA Request for Offer
SI Services and ACMS Solution	Request for Proposal (RFP)

Item / Service	Procurement Vehicle
Solution Dependent Software Licenses	Software Licence Program
Solution Dependent Hardware Purchase	Hardware Purchase – Purchase Order
IV&V	California Multiple Awards Schedule (CMAS) Request for Offer
CalCloud	Data Center Interagency Agreements (DIA)

## 5. PROCUREMENT RISKS MANAGEMENT

All procurement activities carry some potential for risk which must be managed to ensure project success. Risks which pertain specifically to the ACMS procurement could include:

- SI Vendors are asked to perform against an unrealistic schedule and with limited budget.
- SI Vendors manufacturing capacity and capabilities could result in underperformance.
- Procurement may result in conflicts with current contracts and vendor relationships.
- Proposed SI solutions will require varying configuration management requirements for upgrades and improvement to purchased technology.
- SI Bidders may have questionable past performance.
- The potential that final ACMS product does not meet required specifications.

All procurement risks will be managed in accordance with the ACMS Project Risk and Issues Management Plan, and the standard risk management process of identifying, documenting, analyzing, mitigating, and managing risks.

### Initial Risk Mitigation Measures

During the procurement process, State staff will be available to answer SI vendor questions, which will help the vendors respond with a proposed system solution designed to meet CDSS/OSI specifications.

CDSS/OSI, working closely with the Statewide Technology Procurement Division, will ensure that every effort will be made to complete the procurement cycle, award the contract, and begin the implementation effort by the scheduled date.

The CDSS/OSI team will adhere to all procurement guidelines including compliance with federal and State of California contracting preferences and goals including the certified Small Business preference and certified Disabled Veteran Business Enterprise contracting goal.



## **6. COST DETERMINATION**

The assumptions that were used to develop ACMS Project cost estimates follow.

1. The State and its partners will dedicate staff to the ACMS Project to provide project management and subject matter expertise in order to assure completion of ACMS system.
2. Upon contract award, the ACMS SI vendor will initiate planning, design, development and testing activities over an 18 month period. The ACMS system implementation will initiate in March 2016 and conclude October 2017.
3. The SI vendor will support system maintenance and operations during the first two (2) years following implementation. During the first year of maintenance and operations, the OSI and CDSS staff will strategize to develop an approach and plan to provide long-term support for the ACMS system. The costs for the proposed solution need to reflect additional years of M&O beyond the traditional one (1) year and must also reflect the cost of a hardware refresh for the ACMS in FY 2019-20.
4. The estimated cost for solution licenses and customization reflect OSI experience with COTS/MOTS implementations which required some customization. Implementation of the ACMS is anticipated by October 2017. Some of the limited term staff will leave the project in December 2017; those staff needed to assist with full transition to M&O will remain on the project through the end of FY 2017/18.
5. The project cost includes the provision of IV&V services, which estimates one (1) full-time equivalent staff under contract during DD&I.
6. The project cost includes the provision of project management services to ensure that the project remains on track and within budget. The OSI project staff will provide project and contract management services during DD&I and M&O.
7. Hardware costs are based upon California Office of Technology service offerings.
8. The state will draft an APDU with actual costs once the state has selected a vendor.
9. Software license costs (\$2,530,000) are based upon systems users not to exceed 1,000.

The following spreadsheet represents the anticipated cost based on the ACMS Economic Analysis Worksheet from the FSR data October 11, 2013. The numbers will be updated when the IAPD is approved.

	FY 2014/15		FY 2015/16		FY 2016/17		FY 2017/18		FY 2018/19		FY 2019/20		TOTAL	
	PYs	Amts	PYs	Amts	PYs	Amts	PYs	Amts	PYs	Amts	PYs	Amts	PYs	Amts
<b>One-Time IT Project Costs</b>														
Staff (Salaries & Benefits)	11.0	1,073,742	11.0	1,073,742	11.0	1,073,742	5.5	536,871	0.0	0	0.0	0	38.5	3,758,097
Hardware Purchase		0		379,000		0		0		0		0		379,000
Software Purchase/License		0		38,000		0		0		0		0		38,000
Telecommunications		0		0		0		0		0		0		0
Contract Services														
Software License		2,530,000		0		0		0		0		0		2,530,000
Software Customization		0		104,000		338,000		78,000		0		0		520,000
Project Management		0		0		0		0		0		0		0
Project Oversight		0		0		0		0		0		0		0
IV&V Services		16,000		192,000		192,000		64,000		0		0		464,000
Other Contract Services		253,440		0		0		0		0		0		253,440
TOTAL Contract Services		2,799,440		296,000		530,000		142,000		0		0		3,767,440
Data Center Services		0		84,000		0		0		0		0		84,000
Agency Facilities		0		0		0		0		0		0		0
Other		195,231		143,395		143,395		71,698		0		0		553,719
<b>Total One-time IT Costs</b>	<b>11.0</b>	<b>4,068,413</b>	<b>11.0</b>	<b>2,014,137</b>	<b>11.0</b>	<b>1,747,137</b>	<b>5.5</b>	<b>750,569</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>38.5</b>	<b>8,580,256</b>
<b>Continuing IT Project Costs</b>														
Staff (Salaries & Benefits)	0.0	0	0.0	0	0.0	0	3.0	604,356	6.0	552,904	6.0	552,904	15.0	1,710,164
Hardware Lease/Maintenance		0		0		9,500		9,500		9,500		388,500		417,000
Software Maintenance/Licenses		0		0		0		174,801		262,200		262,200		699,201
Telecommunications		0		0		0		0		0		0		0
Contract Services		0		0		0		0		0		0		0
Data Center Services		0		0		84,000		84,000		84,000		84,000		336,000
Agency Facilities		0		0		0		0		0		0		0
Other		0		0		0		172,573		178,433		184,644		535,651
<b>Total Continuing IT Costs</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0.0</b>	<b>93,500</b>	<b>3.0</b>	<b>1,045,230</b>	<b>6.0</b>	<b>1,087,037</b>	<b>6.0</b>	<b>1,472,248</b>	<b>15.0</b>	<b>3,698,015</b>
<b>Total Project Costs</b>	<b>11.0</b>	<b>4,068,413</b>	<b>11.0</b>	<b>2,014,137</b>	<b>11.0</b>	<b>1,840,637</b>	<b>8.5</b>	<b>1,795,798</b>	<b>6.0</b>	<b>1,087,037</b>	<b>6.0</b>	<b>1,472,248</b>	<b>53.5</b>	<b>12,278,271</b>

## **ACMS Procurement Documentation**

The following is a list of all draft and/or final Procurement Documentation as of the date of this plan version. All documents are currently located on a CDSS shared drive located at \\CDSS\Common\ACMS\.

- ACMS iDraft RFP.V1 102414.V2
- ACMS iDraft RFP Exhibits 102414.v1
- ACMS iDraft Exhibit15 Cost Worksheets
- ACMS iDraft Exhibit23\_TTI Exercise\_102314
- ACMS iDraft RFP Exhibit24-102214\_4
- ACMS RFP Evaluation Selection Process\_102214.v2.doc
- ACMS RFP Evaluation Scoring Workbook\_102214.xlsx

## **7. PROCUREMENT CONSTRAINTS**

The ACMS Procurement is constrained by:

- Aggressive project timelines
- Limited budget to support all procurements
- Broad and participatory internal and external stakeholders
- A lack of preliminary design activities to include business process reengineering and use case analyses
- California Department of Technology requirement that the ACMS utilize the Cal Cloud service model

## **8. CONTRACT APPROVAL PROCESS**

Upon OSI and CDSS Legal review, contracts for IT and non-IT procurements are forwarded to OSI and STPD for approval. Once approval has been obtained, the OSI shall forward the approved contracts, as applicable, to CMS for review and approval.

## **9. DECISION CRITERIA**

The Evaluation team will follow the ACMS RFP Evaluation approach to evaluate and score all bids. The evaluation and selection process will be conducted and the evaluation selection reported consistent with the State Contracting Manual - <http://www.dgs.ca.gov/ols/Resources/StateContractManual.aspx>

Bidders are scored by following the evaluation process detailed in the Evaluation and Selection Workbook. The workbook contains the following scored elements:

- Proposal Bid Format
- Bidder Qualifications

- Bidder References
- Staff Qualifications
- Business Proposal
- Technical Approach
- Demonstration
- Time to Implement (TTI) Exercise
- Cost
- Business Incentives

## **10. VENDOR MANAGEMENT**

The ACMS Master Project Management Plan (MPP) provides project stakeholders with an approved working guide for how to manage the ACMS project. The PMP is a contractually defined management document developed by the selected SI Vendor (Contractor) to manage Contractor project obligations. The PMP is subordinate to the MPP and must directly support the accomplishment of MPP project management activities. The MPP and PMP must be integrated via the appropriate contracting vehicles.

## **11. PERFORMANCE METRICS FOR PROCUREMENT ACTIVITIES**

The ACMS SI Vendor solicitation process includes a rigorous evaluation process which is directed by an Evaluation and Selection Process document and the process and outcomes are documented within an Evaluation and Section Report. All other ACMS procurements will be monitored against planned procurement timelines, budget, and the delivery of contract products or services by the ACMS project team.

## Appeals Case Management System (ACMS) Deliverable Acceptance

This attached form is the deliverable acceptance form for the Appeals Case Management System (ACMS) Project. The purpose of the form is to have a formal acceptance of contractor deliverables; to ensure deliverables are tracked and all events are recorded; and to ensure a copy of each deliverable and all supporting materials are filed in the project library. Deliverable management is necessary to ensure the state only accepts deliverables that meet contract requirements and contractors are only paid for acceptable deliverables.

The deliverable is submitted for acceptance after the deliverable has been reviewed and approved through various project staff, users and stakeholders to ensure their needs will be met. Thus when this process is invoked, the deliverable should be complete and ready for signature. Reviews of early drafts are encouraged to ensure a smooth and timely final approval review.

## Appeals Case Management System (ACMS) Deliverable Acceptance Form

### Request for Acceptance

Date:	11/25/14
Submitted By:	Rick Murphy
Submitted To:	Manuel Romero
Project:	ACMS

**Deliverable Description:** The ACMS Procurement Management Plan defines the procurement requirements for the Appeals Case Management System (ACMS) project and how it will be managed from the initial development of procurement documentation through contract closure.


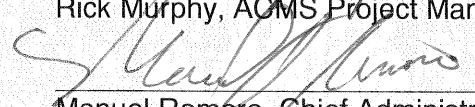
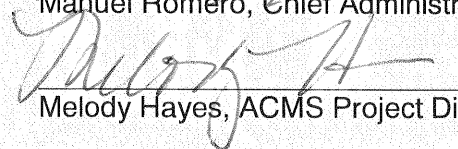
**Title of Deliverable:** Appeals Case Management System Procurement Management Plan, 11/25/14, Alexan Task 4.7

**Soft Copy Location:** DSS Common ACMS

**Due Date:** 11/26/14

**Reviewers (note comments not resolved):** None

### Approval Signatures and Title:

Approval	Date
 Rick Murphy, ACMS Project Manager	<u>11/26/14</u>
 Manuel Romero, Chief Administrative Law Judge, SHD, CDSS	<u>12-2-14</u>
 Melody Hayes, ACMS Project Director	<u>12/11/14</u>

---

---

### Signature for Pending Acceptance

Signature \_\_\_\_\_ Date \_\_\_\_\_

Name \_\_\_\_\_ Title \_\_\_\_\_

### Rejection Comments:

ACMS Procurement Management Plan Deliverable Acceptance Form 11\_25\_14.docx

