

TERRY E. BRANSTAD, GOVERNOR
KIM REYNOLDS, LT. GOVERNOR

ROBERT VON WOLFFRADT
CHIEF INFORMATION OFFICER

December 12, 2016

Waiver approved
s/Janet E. Phipps/
12/19/2016

Janet Phipps, Director
Iowa Dept. of Administrative Services
Hoover Building, 4th Floor

Dear Director Phipps:

The Office of the Chief Information Officer requests a waiver under DAS Administrative Rule 11-118.16 (8A) of the application of DAS Administrative Rule 11-118.11(3) concerning the duration of service contracts. The latter rule states that "A service contract, including all optional renewals, shall not exceed a term of six years unless the state agency obtains a waiver of this provision pursuant to rule 11-118.16 (8A)." OCIO is requesting a waiver with respect to the following agreement:

Master Agreement #3544-13 between CSDC Systems Inc. and DAS (original effective date of March 12, 2009) for E-Licensing Systems, entered into pursuant to RFP #1108588219, issued June 2, 2008

Background

CSDC Systems Inc. provides the State of Iowa with an E-Licensing solution via their AMANDA system. Today, the CSDC AMANDA system is being utilized in multiple State agencies including Iowa Workforce Development, Iowa Department of Public Health, Iowa Board of Nursing, Iowa Board of Dental Examiners, and the Iowa Board of Medicine. These systems provide citizen-facing electronic licensing services to thousands of professional licensees across the State of Iowa. The CSDC AMANDA system is one of the leading enterprise licensing solutions, and as a result is being evaluated by additional agencies in State government for implementation.

The AMANDA product suite was originally procured through an RFP issued on June 2, 2008. The State selected CSDC Systems, Inc., and entered into the resulting Master Agreement #3544-13 for E-Licensing Systems dated as of March 12, 2009. The original RFP included a request for vendors to provide a configurable, pre-existing software application, for managing all aspects of professional licensure, including, but not limited to, original licensure application forms, education, continuing education, renewal, accounting, disciplinary investigations and sanctions, and compliance monitoring. In addition to the E-Licensing system, the RFP also called for migration of "extensive existing data elements."

Justification for Waiver

The ADPER/EH Division at IDPH is mid-implementation in a \$1.3M statement of work (SOW) with CSDC that will not reach final implementation until mid-late spring 2017 after which the current contract with CSDC is set to expire. This project incorporates 15 licensing programs that impact nearly 40,000 licensees. The current target for the project completion is April 2017, assuming no timeline adjustments are needed and with no chance the timeline for completion will be shortened.

SOW activities that will be in final implementation during the 2017 spring timeframe include:

1. Approximately 1/3 of the 15 licensing programs will be going live with the AMANDA software, requiring heavy engagement from CSDC.
2. Roll out of the I-review function on AMANDA. This will allow approximately 110 local government entities to access inspections records and upload inspection records on behalf of IDPH.
3. Roll out of mobile AMANDA functionality affecting all licensees, as well as local regulatory agencies.

Any transition to a new contract mechanism raises concerns from IDPH regarding the continuity and successful implementation of the activities outlined above.

OCIO has had discussions with IDPH about using Insight as a reseller, use of OCIO's procurement authority, or releasing a new bid. Each option is made more complicated when there is a currently executed and in process Statement of Work for a large functional area. There are outstanding questions from IDPH that need DAS and OCIO's assistance. For example, what impact would changing contract mechanism have on IDPH's project overall budget and how can IDPH ensure business continuity and project success during a transition to a new contract?

The option with the least amount of risk would be to extend the current contract with CSDC and allow IDPH to complete its implementation under the same contract it started with. After IDPH has successfully completed its current implementation in spring/summer of 2017, OCIO, IDPH and the other CSDC customers will work jointly to complete a new procurement for E-Licensing Systems considering all of the appropriate options outlined above. This will require, at a minimum, defining and updating requirements, following the procurement process, contract negotiations, and – possibly – transitioning to a new system. Each of these steps will take a considerable amount of time.

Conclusion

For these reasons, IDPH is requesting that OCIO seek a waiver to the existing expiration date of February 2017 (under a current waiver) for the master contract with CSDC, to allow for an additional 2-year extension of the contract expiration date to February 2019. The extension would apply to all current agencies and governmental entities using the contract. As is the practice for many IT contracts, OCIO would request that any agency wanting to make a new purchase would first contact OCIO for pre-authorization. This would minimize the risk of a similar issue happening at the end of this waiver and would allow those agencies to participate in the new procurement process. A two-year extension would provide an adequate amount of time for OCIO, IDPH, and the other CSDC customers to work on addressing the questions and concerns outlined above, and to consider the options of a new procurement.

Respectfully submitted,


Robert von Wolffradt
Director and Chief Information Officer
Office of the Chief Information Officer

cc: Director Gerd Clabaugh