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PROJECT TASK ORDER

NASWA Program: UI ITSC

Project Name: **IWD UI IT Advisory Services**

Contract/Project Number: **CM 20-06**

Date: May 22, 2020

Contract Type: State

State: Iowa

Time and materials / Deliverables Based: T&M Project

Service Provided: UI IT Advisory Support

Contract/Project End Date: May 31, 2021

Strategic Area: UI IT Modernization

Budget/Contract

 Planned Cost: $32,954.72

 Period of Performance: June 1, 2020 through May 31, 2021

 Vendor or State/ State or Vendor Contact: Contact Needed

 Vendor or State/ State or Vendor Iowa Workforce Development (IWD)

Financial Contact: Contact Needed

NASWA Project Contact: Lou Ansaldi, lou.ansaldi@itsc.org,

202-650-5152

NASWA Project Manager: Same

NASWA Financial Contact: Same

CONTRACT TYPE: Receivable

# INTRODUCTION

This Project Task Order (PTO) will allow UI ITSC to provide UI IT Advisory Services to Iowa Workforce Development (IWD).

Under this PTO, UI ITSC will support IWD modernization efforts by leveraging successful practices from successful UI IT Modernization projects across the nation, large software projects in general, and lessons learned from other UI IT Modernization Projects. UI ITSC will provide an array of multi-aspect advisory services (programmatic/business, technical and technologies, program management, and processes and methods) in a coordinated, on-demand basis with the designated point of contact from IWD. A la carte service offerings are presented in the broad categories below along with example areas of assessment, analyses, and advisement work completed for states.

# STATEMENT OF WORK

The following sections describe the tasks, deliverables, period of performance and budget for this project.

## Project Tasks

This section describes each project task and its associated deliverable.

***Task 1: Advisory Services***

Advisory support for this task will be provided in the UI IT Modernization areas as required.

UI IT Modernization

Executive and Steering Committee Advice, such as:

* Strategic advice to IWD Executive(s)
* Facilitation and liaison with other states for successful practices
* Contractual issue advice

Program Management and Planning, such as:

* Project Organization, including roles and responsibilities

Integrated Project Plan analyses, including:

+ Plan Baselining at the outset of the contract execution with IWD, the Development and Integration Contractor, and any other participating project entities

+ Milestones and adherence to them

+ Critical path activities and tasks

+ Contingency planning

+ Staff Resource loadings (State and Vendor(s)), status vs. Planned + Project Risk and Issue Management and Processes, including risk mitigation techniques and implementation assistance as feasible

+Earned credit/value and Cost Control Measures

+ Funding Management

Requirements Methods and Processes, such as:

+ Requirement finalization for design and code

+ Adherence of RFP requirements

+ Tradeoff assessments between direct leveraging of Contractor's base functionality and features vs. elaborated and detailed RFP requirements

+ Leverage successful functionality and features from the nation within the confines of the IWD RFP requirements

+ Adherence to Documentation and Quality requirements

+ Requirements Management Tools, Business Rule Engine expertise assistance

+ Traceability of requirements through design, coding, testing. and acceptance

+ Program/Business Staff Training and Knowledge Transfer

+ Change Control Processes

Technical Advisory Support, such as:

 Adherence to Development Methodology, overall System Architecture, and technical design, such as

+ Requirements to Design Transformation

+ Standards, Guidelines, and Mechanisms

+ Patterns (e.g. Design, IOC. Shared Logic)

+ Coding guidelines and standards, such as

+ Coding style and practices

+ Code commenting

+ Exception Processing

+ Exception handling

+ Design and Code Quality Tools and Processes, such as

+ Dynamic and Static Design and Code Quality Tools

+ Afferent and Efferent Coupling

+ Build and Deployment of applications, such as

+ Code version control

+ Code promotion and guidelines

+ Specific Technologies and 3rd Party products Used, including

+ Integration into the system

+ Configurations and settings

+ Security (all aspects including application scanning and penetration testing remediation)

o Tools (e.g., performance, load, timesheet, ALM, etc.)

o Interfaces development

o Batch Process management

+ Data Migration (including extracts, transforms, cleansing, load, testing)

o Data Migration (mapping, extracts, transforms, loads, smoothing, ETL full load cycles, etc.)

+ Hosting and Infrastructure (including scalability, monitoring, availability, etc.)

+ IT Knowledge Transfer Interfaces, including SSA and IRS FTI Benefits TOP

+ SLAS (Performance for different transaction mixes, Availability, Fix response times, Security fix response times, Issue and defect receipt response times, etc.)

Testing, such as:

* Unit. including Code Coverage, Functional Testing, Integration, System,

Acceptance Testing, Root Cause analysis

+ Example Testing Parameters

+ What are defect density rates over time and by function?

+ What is the defect/fix rate?

+ What is the defect/fix/reject rate

* Has root cause analysis been performed and tracked related to origin of defect (e.g., unclear requirements, design, code. etc.)?
* Are you testing with converted data?
* Have you done smoothing?
* What is the release frequency and how many defects are being fixed in the release? Is this an increasing trend?

Organizational Change Management, such as:

* Communications

+ Internal Agency

+ Internal Web-based Project presence and repository (e.g., SharePoint)

* Changes in Operational Procedures, Policies, Processes
* Outreach to Business Partner

## Approach

UI ITSC will perform its advisory services support through a combination of techniques as required:

* On-site and virtual attendance at various project meetings and sessions
* Interviews with Key Project personnel and participants
* Review of documents, artifact, and all other work products (Plans, Project Deliverables, Requirements documentation, Strategic Plans, Tool resident information and data, Technical artifacts, Technical models, Security approaches, code, etc.)

The execution of these techniques will be conducted in an unobtrusive and as nimble a manner as possible but will involve interactions with Project staff and Vendor staff as feasible and will be coordinated through IWD Executive leadership. UI ITSC will provide the focused agenda for the Interviews. Documentation and artifacts related to the areas of scope will be requested and reviewed. UI ITSC will coordinate through a designated IWD staff member for activities. Interim status updates will be provided. UI ITSC will proactively communicate issues to top IWD leadership. UI ITSC will facilitate sharing and collaboration with other states employing the same vendor.

 **Deliverable Description:**

Deliverable 1: UI ITSC will provide UI IT Advisory Services for a fixed price amount. UI ITSC will perform its responsibilities (deliverables) as described in the statement of work for this PTO.

1.

## Period of Performance

The period of performance shall be June 1, 2020 through May 31, 2021.

## Project Budget

Table 1 specifies the budget for this project, including staff hours by role, contractor costs and Other Direct Costs (ODC).

Table 1 - Project Budget

|  |
| --- |
| **UI ITSC Costs** |
| 1. ***Labor and Travel***
 |
| *Name* | *Role*  | *Hours* | *Hourly Rate* | *Cost* |
| *Lou Ansaldi* | *Project Manager* | 124 |  $166.26  | $20,616.12 |
| *Ben Peirce* | *UI ITSC Director* | 14 |  $130.83  |  $1,831.62  |
| *JD Pinnix* | *Project Support* | 53.5 |  $112.28  |  $6,006.98 |
| ***Total UI ITSC Labor*** |  | **$28,454.72** |
| ***Travel*** |  | **$4,500.00** |
| ***UI ITSC Total*** |  | **$32,954.72** |
| **Total Costs** |
| **GRAND TOTAL:** | **$32,954.72** |
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# 3 Approvals

The following signatures indicate approval of this PTO and any attachments.

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UI ITSC Director Date

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NASWA Executive Director Date