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## Technology Business Case

BC Number: 20132201\_01\_02

Agency / APU / IPU: 10-02-00-00-00 OMB-Office of Management & Budget

Project Name: eProcurement Online Portal

BC/ROM Status: Draft

Project Description: Governor Jack Markell launched a Government Performance Review project immediately following his inauguration in January 2009. The purpose of the initiative was to take a structured approach to review government services and to identify possible savings, efficiencies, improved customer service and new revenues to trim government and balance the budget. A major part of this effort included discovering new and improved ways to procure the State's goods and services. In the area of procurement, it was discovered that significant opportunities for savings exist in five areas:

1. Elimination of inefficient purchases
2. Leverage state spending and aggregate procurement needs
3. Enhance selected contracting practices and structures
4. Renegotiate or terminating existing state contracts
5. Leverage talent and responsibilities.

With the completion of the implementation of the First State Financials (FSF) ERP System, Government Support Services (GSS) has appropriately taken on the endeavor to evaluate the feasibility of acquiring an e-procurement solution to meet the savings opportunities identified. To date, the research process completed a full gap analysis with respect to the functionality available in a self-enablement environment (current ERP procurement configuration) vs. a delivered functionality environment. The outcome of this research concluded that the State cannot meet the procurement objectives in key areas as set forth above.

### Executive Sponsor:

First Name:

Last Name:

Email Address:

**Project Manager:**

First Name:

Last Name:

Email Address:

**Agency Contact:**

First Name:

Last Name:

Email Address:

**Additional Agency Contact:**

First Name:

Last Name:

Email Address:

1. Are the planning and development costs associated with the project anticipated to exceed \$300,000?
2. Will this project result in a budget request for new funding?
3. Is there a high risk associated with the completion of this project?  
Please consider risk factors such as:
  - i. An aggressive time frame for completion
  - ii. The experience level of project manager
  - iii. The classification of the data
  - iv. Will this result in a radical business change for the agency(s)
  - v. Past experience with the chosen technology
4. Will other agencies be impacted as a result of this project?
5. Will DTI resources be utilized for this project?

Yes  
Yes  
Yes

Yes  
 Yes  No

**Project Scope**

Project Description: Summarize the project. Include the business needs associated with the project, measurable accomplishments to be achieved and the expected benefits for the stakeholders.

This project will cover the implementation of a SAAS to be hosted, developed, and maintained by the vendor. This will involve the integration of an electronic catalog and online shopping portal. The implementer will be responsible for the integration of the data into the solution, providing the outreach to the contract vendors to enable them to receive and fill electronic invoices, and managing the item maintenance of the online catalog. Vendor item data will be supplied to the implementer by State contracting

resources.

1. Is this project for the development of a new system?  Yes  No

2. Is this project the enhancement of an existing system?  Yes  No

If enhancement of an existing system is yes, enter the system name:  
mymarketplace.delaware.gov - State of Delaware Procurement Portal that is an all-inclusive site providing information on how to do business with the state.

3. Is this project required as part of a specific Federal, State or other mandate?  Yes  No

4. If applicable, State or Federal mandated implementation date.

5. How will this project impact other state agencies or local governments?

A single centralized procurement solution will be provided to all state agencies and K-12 organizations throughout the State of Delaware, as well as external agencies that purchase off of State contracts, such as municipalities, City of Wilmington, New Castle County, etc. This solution will be focusing on commodity-type items, initially, which will provide users access to the lowest cost information on the items that are purchased the most.

6. Is this initiative a result of the American Recovery and Reinvestment Act of 2009 (ARRA)?  Yes  No

If YES, please enter the name of the grant

#### Project Duration

7. Estimated start date of application development 07/01/2013

8. Estimated final implementation date of the project/deliverables 12/31/2013

9. Estimated date of DTI technical involvement with the project.

### Architecture Review Board Assessment (ARB)

1. Who is the intended end user of the proposed system?

- Citizens/General Public
- External BusinessPartners/Schools/Local Governments
- State agencies
- Agency internal users

If Other Please specify:

2. How will the end users access the system?

Via the eProcurement web portal.

3. Describe how data will flow through the system starting with an entry point through the end user.

From the User experience, a person will enter the service through an online portal. The purchases will flow to the contract vendors from the portal.

From the Contract vendor perspective, the SAAS vendor will work with the State's contract vendors to load their items into the system, by means acceptable to the SAAS vendor. Shopping users then access these sale items through the online web portal

4. If applicable, how will access to the system data be protected and secured?

The vendor will protect the data according to the state standards for hosted solutions.

5. Are there any known variances from State IT standards proposed in the project? This would include the use of technologies defined as declining.

Please elaborate.

No none variances.

Yes  No

6. What is the data classification of the data to be handled by this system?

Please elaborate(required):

Confidential

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The data used, maintained, and transmitted by the application is publicly available data.  
The credit card data is confidential.

7. What is the rating level of the data center where this system is proposed to be hosted?

Level 7 –Reliable

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8 What Project Phases does this Business Case address?(Check all that apply)

Discovery of Initial Requirements Prior to Issuing an RFP

Issuing an RFP

Awarding an RFP

Designing System

Purchasing Hardware and / or Software

Converting System Data

Implementing System

Review - Post-Implementation and Cleanup

If Other Please specify:

### **Business Continuity and Disaster Recovery (BC/DR) Assessment**

Please select the criticality level that best describes one or two of the core business processes the system will support.  
The criticality level's corresponding DR solution must be incorporated in the system design or enhancement.

#### **Criticality**

- 1. Critical--Impacts statewide Public Health or Public Safety
- 2. Significant--Impacts Statewide financials or is revenue generating
- 3. Moderate--Mission critical at the department level. May impact multiple agencies or school districts
- 4. Limited--Mission critical at the division/section level. Little to no impact on State operations
- 5. Minimal--No direct impact on State operations

## Risk Management

1. Please identify the primary risks factors associated with this project. Indicate if the risk is low, moderate, or high.

Activities/requirements associated with this project are not responded to in a reasonable timeframe. Moderate

All parties involved agree to the project plan and timetable. Moderate

Low

Low

Low

If more than five risks are relevant to the project please attach a Risk Assessment Plan.

2. Costs have been accurately estimated <10% Cost Increase
3. The time allowed for completion of the project is accurate <5% Time Increase
4. The scope and requirements have been accurately defined Scope will be modified as project progresses
5. Funding has been secured for the project Fully Funded
6. Confidence level associated with applicable outside vendor's ability to provide deliverables Very Confident
7. Will third party oversight be utilized to track the progress of the project? Some oversight  
Please describe any third party oversight if applicable:  
Vendor will oversee internal project development. Overall project oversight will be done by state resources.

## Change Management

"Change management is responsible for providing the structure and guidance necessary to effectively prepare the organization for the successful acceptance of cultural change due to a technical implementation."

This project will result in:

- Broad radical change
- Localized radical change
- Broad incremental change
- Localized incremental change
- Continuous improvement