

IT INVESTMENT CAPITAL FUND PROJECT CLOSE OUT REPORT

To: Information Technology Strategy and Investment Committee
John Vittner, Office of Policy & Management

FROM: Angela Taetz, DAS/BEST

AGENCY/PROJECT NAME: Enterprise Licensing Management System (ELMS) RFP

PROJECT MANAGER: Dennis Geshel

Project Start Date: 1/31/15 **Project End Date:** 6/30/16

Total IT Capital Funds Allocated: \$265,000

Total IT Capital Fund Expenditures: \$265,000

Brief Project Description/Summary:

The primary objective of this project is to position the enterprise licensing agencies to select a replacement ELMS Solution. This replacement decision will be based on a solution that better meets the long-term enterprise ELMS functions for issuing, maintaining, enforcement, and monitoring licenses. The ELMS product evaluation objectives will be broad with emphasis on a user-friendly and efficient licensing process, while providing additional features and services through the online portal. The technology options for these types of solutions are evolving rapidly. The state desires to assess the marketplace for more efficient and cost effective options.

List Project Goals and Deliverables Completed:

(Please provide a brief summary goals and deliverables of the project that were implemented. Please reference your IT Capital Investment Brief for the initial goals of the project)

1. Documented licensing management requirements
2. Published a request for proposal (RFP) to replace the eLicense system
3. Evaluated responses from vendors for a replacement solution
4. Evaluated demonstrations of 3 highest scoring vendors
5. Decided differences in vendor solutions did not justify cost and effort of replacement so began documentation for enhancement project

Project Replication Opportunities:

(Are there opportunities to repeat or leverage the project solution by other state agencies? Please provide a brief explanation)

There is potential to add more agencies into enterprise system which is part of next phase of project.

Key Lessons Learned:

(Provide any lessons learned experienced during this project that may be helpful to other agencies starting a similar project)

The RFP was very detailed and some vendors did better than others providing information. We also heard through the grapevine that some vendors didn't respond because of the level of detail needed to complete the RFP. We might consider ways to simplify future RFP's.

Something that worked well - during the RFP evaluation the selected vendors were asked to focus their product demonstration towards functional presentations in a scripted format. This allowed the evaluation team to equally evaluate each product and to limit the time the sales team time to pitch nonfunctional aspect of their company.

It doesn't always make sense to proceed with contract award if the state won't get enough benefit for the effort and cost. Our Cost Benefit Analysis was critical in the decision not to award.