# Pre-Proposal Conference for WCC Enterprise Modernization Project Resources (EMPR) June 16, 2017
## TORFP WCCB7400015

| | Attendee | Company Name | Phone Number | email address |
|---|---|---|---|---|
| CJ | Cheryl Johnson | Vision Technology Services | 443-330-4118 | Cjohnson@vistechs.com |
| | Venkat Subramanian | ANGARAI | | |
| | Monica Ahuja | ANGARAI | | |
| | Sandeep Harjani | Infojini | | |
| | Nageswara Tripuramallu | Expedite InfoTech, Inc | 301-335-9683 | ntripuramallu@expediteinfo.tech |
| B | Brian Zernhelt | Software Consortium | 443-690-0880 | Bzernhelt@software consortium.com |
| | Navin Gunalan | VivSoft Technologies, LLC | | |
| | Rob Roemer | VivSoft Technologies, LLC | | |
| | Joe Kostakis | Customer Value Partners | | |
| | Amanda Tate | Customer Value Partners | 443-519-2204 | amandatate@cvpcorp.com |
| CKT | Bill Gentry | 3C Solutions, Inc. | 323 301 9369 | Bgentry@3csol.net |
| CT | Chris Thunell | 3C Solutions, Inc. | 703-785-7135 | Chris@3csol.net |
| JM | Joyce McNemar | Workers' Compensation Commission | | |
| AH | Art Hebbeler | Workers' Compensation Commission | 410 864-5700 | AHebbeler@wcc.state.us.md |
| SR | Stacey Roig | Workers' Compensation Commission | 410-864-5700 | Sroig@wcc.state.md.us |
| MG | Meena Gajendiran | Workers' Compensation Commission | 410-864-5165 | Mgajendiran@wcc.state.md.us |
| | Theresa Cornish | Workers' Compensation Commission | | |
| CS | Christel Surdokas | Workers' Compensation Commission | 410-864-5256 | csurdokas@wcc.state.md.us |
| TM | TRISH MITCHELL (reporter) | WORKERS' COMPENSATION COMMISSION | 410-864-5196 | tmitchell@wcc.state.md.us |
| | NARAYAN ATHREYA | iCUBE SYSTEMS | 703-222-3636 | NATHREYA@ICUBESYS.com |
| | ~~Bill Amanda Tate~~ | | | |
| | Saroj Rout | Oran Inc | 703-673-6285 | saroj@oraninc.com |
| | Navjeet Kaur | Oran Inc | 571-229-6408 | navjeet.kaur@oraninc.com |
| | ~~Joe Kostakis~~ | | | |
| | Carol Summerfield | Sigmant Summerfield | 410-828-0777 | csummerfield@sigsummerfield |
| | Nalini Bose | N-3 Technologies | 240-494-3188 | nalini@n-3tech.com |
| | Yvonne Robinson | OTAS, Inc | 301-459-3644 | YcRobinson@otaservice.net |
| | Louis Bullock | SQN Systems | 8772078897 | lbullock@sqnsystems.com |
| | Marie Harvey | FSR | 443-905-7055 | mharvey@fsrpeople.com |

# Pre-Proposal Conference
# Workers' Compensation Commission
# Enterprise Modernization Project Resources TORFP

16 June 2017, 10:00 AM

Agenda

10:00 – Welcome and Introductions
10:15 – Enterprise Modernization Project Overview Presentation
10:30 – TORFP Q&A Period
11:20 – Conference Recap
11:30 – Conference Concludes

A recap of this program, a copy of the presentation slide deck and script, and answers to all questions raised will be sent to all CATS+ Functional Area 5 master contractors and will be posted to the DoIT CATS+ TORFP Status web page.

Please note that the last day questions will be accepted regarding the TORFP is 22 June 2017. All proposals are due to the TO Procurement Officer no later than 11:00 AM Friday, 7 July 2017.

**STATE OF MARYLAND**

# WCC

## WORKERS'
## COMPENSATION COMMISSION

Pre-Proposal Conference Summary
June 16, 2017

Enterprise Modernization Project Resources
TORFP WCCB7400015

Joyce McNemar, CIO, convened the Pre-Proposal conference with a welcome and introduction of the WCC staff.

Art Hebbeler, Project Manager, then presented a slide show regarding the project and some background information.

The floor was then opened up for questions.

The conference ended with a reminder of the questions due date, June 22, 2017, as well as the Proposal due date and time, July 7, 2017 at 11:00 AM Local Time (Eastern).

Attachments:
Pre-Proposal Agenda
Pre-Proposal Sign in sheet
Transcript of the conference (includes questions and answers given during the conference)
Questions and Answers # 2

PRE-PROPOSAL CONFERENCE

WORKERS' COMPENSATION COMMISSION

ENTERPRISE MODERNIZATION PROJECT RESOURCES TORFP

JUNE 16, 2017

WCC Attendees

Art Hebbeler, *Project Manager*

Joyce McNemar, *Chief Information Officer*

Christel Surdokas, *Procurement Officer*

Stacey Roig, *Secretary of the Commission*

Theresa Cornish, *Chief Operating Officer*

Meena Gajendiran, *Programmer Analyst Lead*

Reported by: Patricia G. Mitchell, RMR
        *Court Reporter*

1                    P R O C E E D I N G S

2             MS. MCNEMAR:  Good morning, and welcome to

3       the State of Workers' Compensation Commission

4       Enterprise Modernization Project Resources TORFP

5       Pre-Proposal Conference.  Hopefully that's what you

6       came for.  If you came for some other reason,

7       you're in the wrong room.

8             We have a short presentation to show you,

9       an overview of the proposal in graphical form, and

10      we'll take questions from you, which the intent of

11      this is to clarify anything that you're unsure of

12      that you saw in the proposal.  And then we will

13      have a closing and send you on your way.

14            My name is Joyce McNemar, I'm Chief

15      Information Officer with the Maryland Workers'

16      Compensation Commission, also named in the TORFP as

17      the TORFP manager.  And we also have with us today

18      our procurement officer, Christel Surdokas, right

19      here.  Also we have our senior project manager, Art

20      Hebbeler, who is here.

21            Art is going to do the overview

22      presentation portion of our event.  We're going to

23      go ahead and get started with that now, and then

24      we'll do questions and answers after that.

25            MR. HEBBELER:  This is an overview of the

1   Enterprise Modernization Project designed to

2   provide prospective offerors with additional

3   insights on the WCC and our modernization efforts.

4   The information from this has been drawn from the

5   narratives within the TORFP, but having sat on both

6   sides of this podium, I know some of the details in

7   the preliminaries often get overlooked.  We wanted

8   to highlight them for you in this presentation.

9           In the latter half of 2015, we contracted

10  with SLI Global to conduct a business process and

11  technology assessment.  As part of that contract, a

12  team from SLI Global facilitated workshops to help

13  us define our current business processes as well as

14  what our processes could look like if we had the

15  ability to change them.

16          The SLI Global team also offered a set of

17  recommendations for projects that should at least

18  be considered, if not completed, prior to starting

19  the Enterprise Modernization Project itself.  These

20  preproject casts were designed to assist in keeping

21  momentum moving on the overall project as well as

22  to prepare the overall information technology

23  infrastructure for the modernization effort.

24          Since that time, the project has regained

25  some momentum.  Project tasks are under way and the

1    team has added a business analyst and technical

2    writer to assist the project manager to validate

3    current process models and refine the to-be or

4    future state process models.

5          Currently, the major project task is to

6    wait for the return of the proposals from the Task

7    Order Request for Proposals under the CATS+

8    Contract, Functional Area 5, Software Engineering.

9    The TORFP is for project resources rather than to

10   outsource the project to a single vendor to

11   complete.

12         By using a staffing model, WCC will be

13   able to maintain a closer control of the

14   development and deployment process.  And by using

15   the staff augmentation model, we increase the

16   ability for the team to respond quickly to changes

17   in our internal work environment, legislative,

18   regulatory or rule changes, or external partner

19   interfaces, other State agencies or national

20   organizations.

21         The project team will include the project

22   manager, business analyst and technical writer

23   already in place.  Plus we will seek to add three

24   experienced Bizagi developers, a senior-level

25   database architect, a senior-level information

1    architect who will assist us in both the internal

2    and external interface tracking development and

3    deployment, and a configuration manager to keep

4    close accounts on all requirements, defects, source

5    code and related resources.

6         These core team members will be joined by

7    a member of the software development team of WCC.

8    The WCC member will rotate every twelve weeks or

9    six development sprints as part of our plan to

10   train current team members on the new system and

11   prepare them for long-term operations and support

12   of the new system.  We'll also have the ability to

13   add up to five additional contract team members on

14   an as-needed basis to support any special

15   requirements.

16        While we await for the RFP process to

17   complete, the Enterprise Modernization team is hard

18   at work validating the current state or as-is

19   models prepared by SLI, as well as creating the new

20   to-be models for the first processes to be

21   developed in the new system.

22        In addition to the processes, we are

23   working with the end users to identify all business

24   rules for each step in the process, the data items

25   required for each step or document in each process

1    and the role or roles applicable to each process.

2    Workers, supervisor, manager, et cetera.

3          Our goal is to have the to-be models for

4    the first 12 process areas completed before the RFP

5    is awarded in late July or early August so that the

6    development team can hit the ground running in

7    developing the operational databases and

8    applications to support the new process models.

9          When the Task Order is issued, we will

10    quickly grow the Enterprise Modernization Project

11    team from three individuals to ten.  In addition to

12    the project manager, business analyst and technical

13    writer, the team will add a senior Bizagi

14    developer, two Bizagi developers, a senior SQL

15    Server database developer/architect, an information

16    architect, and a configuration manager.

17          Additionally as mentioned before, one

18    member of the current software development team

19    will be the Bizagi intern for 12 weeks, and that

20    position will rotate every 12 weeks as we move

21    through the development process.  This way we will

22    build in-house resources to support the new system,

23    as well as upgrade the skill set of our State

24    employees.

25          We've shared a lot of information in a

1    short time.  In the meantime, if you have any

2    questions following the presentation today, please

3    do not hesitate to contact our procurement officer,

4    Christel Surdokas.

5            MS. MCNEMAR:  As promised, now we're open

6    to questions.  If you would please say your company

7    name and your name the first time you ask.

8            MR. ATHREYA:  Narayan Athreya from iCUBE

9    Systems.  Are you planning to make one single award

10   of this TORFP, or based on when you find a good

11   resource, you will be making multiple awards?

12           MS. MCNEMAR:  This is one single award.

13           MS. TATE:  Amanda Tate with CVP.  You

14   mentioned that SLI Global had come in to do an

15   assessment for you.  Is that contract over or are

16   they still here?

17           MS. MCNEMAR:  Yes, that was concluded in

18   early 2016.

19           MS. TATE:  Another question.  In the RFP

20   there are, it appears to be some deliverables

21   attached to the staff augmentation model.  But

22   there isn't a role necessarily for a project

23   manager.  Is the expectation that one of the senior

24   developers will work with the project manager

25   within Workers' Compensation to develop some of

```
1      those deliverables?

2              MS. MCNEMAR:  Yes, I'll let Art elaborate.

3              MR. HEBBELER:  Yes, most of the

4      deliverables as outlined are things like status

5      reports and so on, so the team would be -- the lead

6      from that team would be responsible to the State

7      for those presentations.  The other deliverables

8      are part of a collaborative effort.

9              MS. TATE:  Great, thank you.

10             MS. MCNEMAR:  Other questions?

11             MR. ATHREYA:  Narayan Athreya from iCUBE

12     Systems.  Is SLI Global permitted to bid on this?

13             MS. MCNEMAR:  Christel, do you want to

14     answer that for us?

15             MS. SURDOKAS:  No, they are not.

16             MS. MCNEMAR:  You have a question, sir?

17             MR. TRIPURAMALLU:  Nageswara from Expedite

18     InfoTech.  In RFP under Offeror's Qualifications,

19     it mentions that the company should have -- could

20     have experience with the different tools like

21     Bizigi, Pega, etc.  Is the agency using Pega or any

22     other tools currently?

23             MS. MCNEMAR:  The agency is using Bizagi

24     currently.

25             Yes, sir.
```

1          MR. ZERNHELT:  Brian for Software

2    Consortium.  Is everybody working on site, or can

3    they work off site?

4          MS. MCNEMAR:  Right now the plan is that

5    everyone would work on site at least initially.

6          MS. ROBINSON:  Yvonne Robinson, OTAS.  I

7    just want to confirm the positions that we're

8    submitting resumes on.  It is eight positions,

9    correct?

10         MS. MCNEMAR:  No, I don't think so.  The

11   key personnel -- I'll let Art.

12         MR. HEBBELER:  As the TORFP highlights in

13   several spots, there are four key personnel for

14   which resumes are to be submitted.  There are two

15   additional personnel that we expect to be available

16   to the project following the time of the Notice to

17   Proceed, and those two positions are identified.

18         So a total of six individuals to begin at

19   the beginning.  Your staffing plan should outline

20   how you intend to staff all the positions, however.

21   But resumes only for the four key personnel.

22         MS. MCNEMAR:  Yes, sir.

23         MR. ROUT:  This is Saroj from Oran, Inc.

24   Question is, is this evaluation criteria purely

25   based on the strength of the candidate, or also are

1    you taking into consideration of company experience

2    on enterprise --

3         MS. MCNEMAR:  It's both.  If you look at

4    the requirements and the evaluation, you'll see in

5    the TORFP, it says that both are components.

6         MR. ROUT:  Equal offerors, is there any

7    percentage of that or it is ...

8         MS. MCNEMAR:  I believe if you refer to

9    the evaluation criteria, you'll see it laid out

10   there how it will be done.

11        Yes?

12        MS. TATE:  Amanda Tate with CVP.  If the

13   agency is using Bizagi, can you talk a little bit

14   about the licensing or what other products you

15   expect to integrate with it at some future point,

16   given that this is a one-year base with four

17   one-year options?

18        MS. MCNEMAR:  Yes.  Well, Bizagi, if you

19   go out to their website, you'll see their product

20   is free of charge with the exception of the Engine

21   piece which is the interpreter that takes the input

22   of the models, the UI is done, and the database

23   that's laid out, and it takes and actually executes

24   based on that.

25        They charge for the Engine at a certain

1 level of usage.  Other than that, they are giving

2 everything else away, I think even the Engine up to

3 a certain number of users.  You have to double

4 check on the website.

5    MS. TATE:  Thank you.

6    MR. THUNELL:  Chris Thunell with 3C

7 Solutions.  Just to piggyback on that, my

8 impression is that all the licensing of any sort

9 are handled by WCC; is that true?  We're supplying

10 the personnel?

11    MS. MCNEMAR:  Yeah, there's no discussion

12 of licensing in the TORFP.

13    MR. THUNELL:  Thank you.

14    MS. MCNEMAR:  Yes, ma'am.

15    MS. HARVEY:  Marie Harvey of FSR.  And I'm

16 not sure if these were addressed already, but I

17 wanted to find if there were definitely

18 presentations associated with the award.  Will

19 teams have to come in to --

20    MS. MCNEMAR:  Do you mean will there be

21 oral presentations required?  Yes, in the RFP, it

22 does state that there will be oral presentations.

23    MS. HARVEY:  Once the oral presentations

24 are completed, how long will it take for the review

25 process to be completed and then awarded?

1                   MS. MCNEMAR:  We're quick but to some

2       extent, it's dependent upon how many bids we get.

3       So I really can't answer it, but it's something

4       that we're anxious to do, so we will be working on

5       it right away.  Yet if we receive 10, 20 bids, it's

6       a big difference, and we want to give ample review

7       to all proposals.

8                   MS. HARVEY:  I did have one other

9       associated with that.  The start date post-awards,

10      what is that ramp-up time frame?

11                  MS. MCNEMAR:  What do you mean by ramp-up

12      time?

13                  MS. HARVEY:  Once the project is awarded,

14      how soon will the work start after that?

15                  MS. MCNEMAR:  I believe there's

16      contractual pieces, Christel, that have to be -- or

17      is the award considered after the contractual

18      pieces are done?

19                  MS. SURDOKAS:  It's after the contractual.

20                  MS. MCNEMAR:  That will be mutually

21      agreeable, probably as soon as possible.

22                  Yes, sir?

23                  MR. ROUT:  I just want to confirm, you

24      mentioned that the to-be architecture is already

25      done and our resources will be finalized.  Do we

1    just do the implementation or do part of the

2    architecture too?

3              MS. MCNEMAR:  There may be both.  We have

4    some done.  Depending on when we get started, there

5    may still yet be some of the to-be to be kind of

6    finalized.

7              Anyone else, questions?

8              MS. ROBINSON:  Yvonne Robinson, OTAS.  I'm

9    just looking at the proposal submission, and some

10   of the things that you're asking for like tools the

11   Master Contractor owns and proposes for use to meet

12   any requirements of Section 3, so you -- I just

13   want to make sure that we're providing you with

14   head count, and are you expecting the contractor to

15   do any more than that?

16             MS. MCNEMAR:  We expect the Master

17   Contractor to have the qualifications that we

18   require and certain levels of expertise and

19   experience as described in the TORFP.  Do you want

20   to speak to that any more?

21             MR. HEBBELER:  In this TORFP it does state

22   that the Master Contractor is expected to have

23   certain skills and backgrounds.  Because of the

24   nature of the Bizagi tools and these being

25   relatively new tools, subcontractor experience

1    counts.  So the question that we're asking for

2    is -- the information that's in there is what

3    resources are you bringing, does your company bring

4    to the table as part of the overall project

5    including that of your subcontractors, if any.  All

6    the materials, the hardware, software that the

7    teams will use will be provided by the State.

8           MS. TATE:  Amanda Tate with CVP.  Just to

9    confirm, if the place of performance is here, then

10   you will provide State-issued either desktops or

11   laptops, or should we be providing our own?

12          MS. MCNEMAR:  To connect to the State's

13   network, we will provide.  And we'll provide

14   whatever tools we agree are needed to complete the

15   work.

16          MS. TATE:  Thank you.

17          MS. MCNEMAR:  Could be laptop or desktop

18   or both.

19          MR. ATHREYA:  Narayan from iCUBE Systems.

20   Are you open to considering candidates with Appian

21   or Pega kind of experience if they don't have --

22          MS. MCNEMAR:  The requirements specify a

23   certain level of Bizagi experience.

24          MS. JOHNSON:  Cheryl Johnson from Vision

25   Technology Services.  Is there a limit to how many

1    resumes per position, or are you only looking for

2    one per key personnel?  So if there's four, should

3    we only be submitting one resume?

4              MS. MCNEMAR:  Yes, it states that they're

5    one.

6              MS. JOHNSON:  If that person for some

7    reason is no longer available at the time of award,

8    are we able to replace?

9              MS. MCNEMAR:  There is a whole section in

10   the TORFP that discusses when substitutions can be

11   made and how they can be made.  It addresses both

12   between the time of the making the technical

13   proposal and the award and then subsequent to that.

14   I can't really talk about that here, but it's very

15   clearly defined of when it's permissible, what the

16   requirements are and when it's not permissible.

17   Yes ma'am.

18             MS. BOURI:  Nalini Bouri, N-3

19   Technologies.  Following up on her question, there

20   are four key positions here.  If one person is not

21   available, do you throw the entire bid out?

22             MS. MCNEMAR:  It depends on when that

23   happens and, again, that has to do with the

24   substitution policy.

25             MS. BOURI:  I'm talking like if you had

1    the award and for some reason one of the persons

2    drops out.

3           MS. MCNEMAR:  You mean after the contract

4    has already been awarded and the project is going

5    on?  It describes what the requirements are.  There

6    can be substitutions at that point.  It describes

7    what has to be done and, of course, highlight it

8    has to be approved by us that the person would be

9    equivalent.  But there is a provision for that to

10    happen once the project is under way.

11           Other questions?  Yes, ma'am.

12           MS. TATE:  Amanda Tate with CVP.  I'm

13    assuming this to be the case but I want to confirm,

14    your organization has a CISO so that when the

15    system goes live, it will go through your State-

16    required security verifications?

17           MS. MCNEMAR:  Yes.

18           MS. TATE:  And we will support that or

19    work with that?

20           MS. MCNEMAR:  Yes, we expect our partner

21    to adhere to the security policies of the State.

22    That's all described in the TORFP.

23           MS. TATE:  Yeah.

24           MS. MCNEMAR:  But WCC will be responsible

25    for their product they'll be operating.

1             MS. TATE:  -- the security, thank you.

2             MS. MCNEMAR:  Yes, sir?

3             MR. ZERNHELT:  Brian Zernhelt, Software

4      Consortium.  Because of the holiday week, is it

5      possible to have an extension on the due date?

6             MS. MCNEMAR:  I don't think so.  Christel,

7      that's the July 7?

8             MS. SURDOKAS:  Right, we've already

9      included some extra days in there.

10            MS. JOHNSON:  Cheryl from Vision.  I

11     imagine that some of us -- since there's a lot of

12     vendors -- we may be reaching out and talking to

13     the same candidates.  Is there any policy around

14     how we can avoid me sending in the same candidate

15     as the other person?  Do you want a right to

16     represent --

17            MS. MCNEMAR:  No, that's up to you to

18     decide.  Other questions?  Yes, ma'am.

19            MS. HARVEY:  Just to piggyback on the last

20     question, will you notify the vendors if we have

21     submitted a consultant that has also been submitted

22     by another contractor that is being considered?

23            MS. MCNEMAR:  No.  It's not prohibited

24     either from our standpoint.  We don't speak to that

25     at all, so we would have nothing to -- no

1    notification.

2         MR. TRIPURAMALLU:  Nageswara from Expedite

3    InfoTech.  Is the new system going to be

4    communicating with IBM mainframes?

5         MS. MCNEMAR:  Not if we can avoid it.

6    No --

7         MR. TRIPURAMALLU:  There's no data

8    exchange --

9         MS. MCNEMAR:  No, we have some data-

10   sharing arrangements with external partners, I have

11   no idea what they have because we're using a

12   universal type of communications protocol method

13   with them, but we do not anticipate any mainframes

14   in our future.

15        MR. TRIPURAMALLU:  You are not expecting

16   mainframe qualification from the consultants that

17   apply.

18        MS. MCNEMAR:  No, there are no mainframe

19   requirements listed in our requirements for the

20   positions.

21        MS. BOURI:  When would be the start date,

22   if I missed it in his presentation?  When do you

23   expect the start after the award?

24        MS. MCNEMAR:  The actual start of work,

25   there's going to be -- once the award is made, it's

1    somewhat dependent on that, and then proceeding

2    will happen mutually agreeable as soon as possible

3    after that.

4            MS. BOURI:  Approximately, is it

5    September?

6            MS. MCNEMAR:  I believe we're shooting for

7    August, very aggressive.  We want to jump on this.

8            MS. MCNEMAR:  Any other questions?  Good

9    opportunity to get them in and get clarification on

10   anything.

11           MR. TRIPURAMALLU:  Nageswara from Expedite

12   InfoTech.  The Price Sheet, Attachment 1, could we

13   submit data using the Excel spreadsheet or have to

14   be a document --

15           MS. MCNEMAR:  I believe that was a pdf

16   requirement, the Price Sheet.

17           MS. SUMMERFIELD:  Carol Summerfield from

18   Sigman & Summerfield.  Bizagi is an off-the-shelf

19   kind of tool.  How much development is actually

20   going to be done with that?

21           MS. MCNEMAR:  When you say development,

22   what do you mean by development?  You mean coding,

23   like C#, something like that?

24           MS. SUMMERFIELD:  Yes.

25           MS. MCNEMAR:  That's going to be on the

1    periphery and as little as possible.  It is a low

2    code/no code solution.

3                MS. SUMMERFIELD:  Correct.

4                MS. MCNEMAR:  However, we realize there

5    may be integrations, interfaces to external things

6    that we'll be developing so --

7                MS. SUMMERFIELD:  We call these developers

8    but they're more like business analyst type people?

9                MS. MCNEMAR:  This is all relatively new.

10   I'm not sure what the title is.  I believe they

11   called them developers because, in fact, it's just

12   developing a different way.  It's not just hand

13   coding.

14               MS. SUMMERFIELD:  Right.

15               MS. MCNEMAR:  Yet the same kinds of skills

16   in terms of logic and data and being able to take

17   and put that all together, decision trees and so

18   forth are all still there.

19               MS. SUMMERFIELD:  So if I see people that

20   I have that are considered IT business analysts and

21   they have these skills, that would be someone to

22   consider?

23               MS. MCNEMAR:  They have to have the skills

24   that are in the requirements.  So that list, there

25   are some that are minimum and some that are the

1    preferred.  I would take a look at those, and it

2    will be who best meets.  Yes, sir?

3              MR. ROUT:  The architect produced by

4    Bizagi, the architect like the modeling, is that in

5    the plan to inject that modeling and the facts to

6    any other integrated tools if you are talking about

7    enterprise architecture, things like that?

8              MS. MCNEMAR:  You're asking if we intend

9    to take the ...

10             MR ROUT:  For instance, if you're doing

11   system view or operational view, that as part of

12   your to-be architecture or the end view, do you

13   want to take -- many organizations they have, kind

14   of they take all this modeling to have a kind of

15   landscape of the whole agency, like SharePoint or

16   any other tools, to put everything so that

17   everybody in the agency can conjugate it.  Because

18   not necessarily everybody will have access to

19   Bizagi, right?

20             MS. MCNEMAR:  That's true, okay.

21   Absolutely, we have the entire enterprise involved.

22   We made that a habit, so to speak, as we worked

23   through the business process and technology

24   assessment.  It was very important since we're

25   doing an enterprise modernization and it's business

1  process and technology, that we include everyone.

2  So people are primed.  We do share.  All the

3  functional business areas are deeply involved,

4  continue to be and will be throughout the project.

5  We have the executive team as well.

6          MR. ROUT:  My question was more is it

7  system-to-system integration?  Or is it kind of --

8          MS. MCNEMAR:  The Bizagi tools integrate

9  all the way through to executable code.

10          MR. ROUT:  Right.

11          MS. MCNEMAR:  Where we have a model that

12  says something that we -- if we decide it needs to

13  be an interface or an integration with an external

14  tool, then yes, obviously we're going to have to,

15  one way or the other, depending on what that

16  external thing is, we may input it or just have to

17  go develop that on the side.  It depends.

18          Because we don't -- obviously there are

19  some things, things that are, let's say we

20  interface with that are not under our control,

21  they're going to need to be developed externally.

22  I mean external to Bizagi.  We'll do it.  We're

23  already very automated.

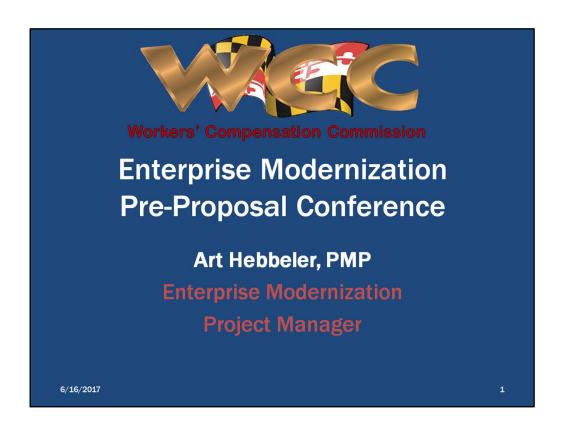24          MR. ROUT:  Thank you.

25          MS. MCNEMAR:  Any other questions?  Going

1   once, going twice.  Done in a half an hour?

2         MR. HEBBELER:  I win.

3         MS. MCNEMAR:  I have to buy him lunch.

4   Going three times.  I assume we've gotten all the

5   questions answered.  We just want to go over a

6   little bit about the rules of the game, so to

7   speak.

8         We have some important dates ahead.

9   There's a date by which there's ending date for

10  questions which is?

11        MR. HEBBELER:  The 22nd.

12        MS. MCNEMAR:  Why don't you do this.

13  You've got the dates memorized.

14        MR. HEBBELER:  Unfortunately, I do.  Last

15  date for questions to be submitted, 22 June.  Send

16  them to Christel, the procurement officer.  Her

17  address is on the sheet as well as throughout the

18  document.  7 July is the deadline for proposals,

19  it's 11:00 a.m.  Proposals are to be submitted

20  electronically.  All the details are in the

21  document, including the password protection rules

22  and such.

23        Please know that these are, the guidance

24  is from the Department of IT on how the proposals

25  will be submitted electronically.  The project

1    manager didn't write those himself.

2              MS. MCNEMAR:  Nor did the CIO.

3              MR. HEBBELER:  So as you're looking at

4    other projects down the road through the CATS

5    TORFP, you'll probably see those instructions

6    again.  They have changed from previous RFPs

7    templates so please be aware of that.  If there are

8    questions on its submission and such, please

9    contact Christel.

10             We will be providing the recap of this

11   meeting, the formal answers to all the Q&A through

12   Christel to all the vendors, as well as being

13   posted eventually on the DoIT website under the

14   CATS TORFP status page as they update things on

15   their end.

16             MS. MCNEMAR:  Thank you for coming today.

17                  (Conference concluded.)

18                        *****

19

20

21

22

23

24

25

This is an overview of the Enterprise Modernization Project, and designed to provide prospective Offerors with additional insights on the WCC and our modernization efforts.

In the beginning...

- **Business Process and Technology Assessment 4Q 2015**
- **Contractor delivered**
  - High level As-Is ("Current State") process models
  - High level To-Be ("Ideal State") process models
  - Pre-Project Recommendations

6/16/2017                                                                    2

In the latter half of 2015, we contracted with SLI Global to conduct a business processes and technology assessment. As part of that contract, a team from SLI Global facilitated workshops to help us define our current business processes as well as what our processes could look like if we had the ability to change them. The SLI Global team also offered a set of recommendations for projects that should be at least considered, if not completed, prior to starting the Enterprise Modernization project itself. The Pre-Project tasks were designed to assist in keeping momentum moving on the overall project, as well as prepare the overall information technology infrastructure for the modernization effort.

# Setting the Tempo

- Project Manager started 12/12/2016
- Working on Pre-EM Tasks
- Added Business Analyst and Tech Writer

6/16/2017                                                                                     3

Since that time, the project has regained some momentum, pre-EM project tasks are underway, and the team has added a business analyst and a technical writer to assist the project manager to validate current process models and refine the to-be, or future state, process models.

## Current Status

- TORFP released to add
  - 3 Bizagi® experienced developers
  - Senior-level database designer/architect
  - Senior-level information architect
  - Configuration Manager
- Team will be augmented by one WCC development team member
- Option to add additional resources if needed

6/16/2017    4

Currently, the major project task is to wait for the return of proposals from the task order request for proposals (TORFP) under that CATS-Plus contract, functional area 5, Software Engineering.

The TORFP is for project resources, rather than to outsource the project to a single vendor to complete. By using a staffing model, WCC will be able to maintain a closer control of the development and deployment process, and by using a staff augmentation model, we increase the ability for the team to quickly respond to changes in our internal work environment (legislative, regulatory, or rule changes) or external partner interfaces (other State agencies or national organizations).

The project team will include the project manager, business analyst, and technical writer already in place, plus, we will add three experienced Bizagi® developers, a senior-level database architect, a senior-level information architect—who will assist us with both internal and external interface tracking, development, and deployment—and a configuration manager to help keep close account of all requirements, defects, source code, and related resources. These core team members will be joined by a member of the software development team of WCC. The WCC member will rotate every 12 weeks, or six development sprints, as part of our plan to train current team members on the new system and prepare them for long-term operations and support for the new system.

We will also have the ability to add up to five additional contract team members on an as-needed basis to support any special requirements.

# Next Steps to Keep Momentum

- Validate current state (As-Is) process model created by SLI Global
- Create To-Be process models for first processes to be developed in new system
  - Identify all business rules for each step in each process
  - Identify as many data items for each step or document in each process
  - Identify roles for each process (worker, supervisor, manager, etc.) where appropriate

6/16/2017                                                                 5

While we wait for the TORFP process to complete, the EM team is hard at work validating the current state, or "As-Is," models prepared by SLI as well as creating the new, "To-Be" models for the first processes to be developed in the new system. In addition to the processes, we are working with the end users to identify all of the business rules for each step in the process, the data items required for each step or document in each process, and the role or roles applicable to each process (worker, supervisor, manager, etc.)

Our goal is to have the "To-Be" models for the first 12 process areas completed before the TORFP is awarded in late July or early August so that the development team can hit the ground running in developing the operational databases and applications to support the new process models.

## Putting the Band Together

- **Six new team members added**
  - **FOUR** designated Key Personnel
  - **TWO** non-Key Personnel (no resumes with proposals)
  - Makes total team size 10
- **Developers create working applications from models**
- **Information architect designs interfaces with internal and external data sources**
- **Data architect designs data structure, database design**
- **Configuration manager keeps tabs on all the parts and pieces**

6/16/2017

6

When the Task Order is issued, we will quickly grow the Enterprise Modernization project team from three individuals to 10. In addition to the project manager, business analyst, and technical writer, the team will add a Senior Bizagi Developer, two Bizagi Developers, a Senior SQL Server database developer/architect, an Information Architect, and a Configuration Manager. Additionally, one member of the current Software Development team will be the Bizagi "intern" for twelve weeks, and that position will rotate every twelve weeks as we move through the development process. This way, we will build in-house resources to support the new system, as well as upgrade the skill set of our State employees.

We have shared a lot of information in a very short time. In the meantime, if you have any questions, please don't hesitate to contact the Procurement Officer, Christel Surdokas.