DEPARTMENT OF GENERAL SERVICES
OFFICE OF STATE PROCUREMENT
ACTION AGENDA
JANUARY 26, 2022

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46-IT-MOD. <u>**INFORMATION TECHNOLOGY MODIFICATION**</u>
Department of Information Technology

***Contract ID*:** Statewide Cloud Solutions PA for Amazon Web Services (MDTHINK projects); *060B7400081* ADPICS No.: COJ44460

Contract Approved: DoIT 5-IT, 04/26/2017

Contractor: Deloitte Consulting LLP; Minneapolis, MN

Contract Description: Amazon Web Services (AWS) for MDTHINK. This includes reselling AWS cloud-hosting platform and providing product support.

Modification Description: Increase overall contract authority to support additional work orders and support through the end of the current renewal option.

***Original Contract Term*:** 04/27/2017 - 04/26/2020 (w/two 1-year renewal options)

Modification Term: 02/01/2022* - 04/26/2022 *(*Or earlier upon BPW approval)*

Original Contract Amount: $50,000,000

Modification Amount: $6,860,000

Prior Options/Mods: $ 0 (Mod. #1: Revised terms and conditions; DoIT Delegated Authority, 07/31/2017)
$20,000,000 (Mod. #2: Additional funding for increased usage, DoIT 6-IT-MOD, 07/03/2019)
$ 0 (Renewal Option #1 03/17/2020 - 04/26/2021; DGS Delegated Authority, 03/17/2020)
$48,300,000 (Mod. 3: Additional funding for increased usage, DGS-23-IT-MOD, 05/20/2020)
$0 (Renewal Option #2 03/17/2021 - 04/26/2022; DGS Delegated Authority, 03/16/2021)
$8,750,000 (Mod. #4: Additional funding for increased usage, DGS 53-IT-MOD, 10/06/2021)

Total Contract Amount: $133,910,000

Percent +/- (This Item): 13.72%

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46-IT-MOD. INFORMATION TECHNOLOGY MODIFICATION *(cont'd)*

Total Percent Change: 167.82%

Original Procurement Method: Intergovernmental Cooperative Purchase Agreement
Contract: State of Utah/NASPO ValuePoint Cloud Solutions Contract #AR2479

MBE/VSBE Participation: N/A / N/A

MBE/VSBE Compliance: N/A / N/A

Requesting Agency Remarks: MD THINK is the State's shared human services platform, which provides a hosting environment and shared services to support program applications of multiple State agencies, primarily DHS and the Maryland Department of Health (MDH). The MD THINK platform currently hosts several program-specific applications:

- Child, Juvenile, and Adult Management System (CJAMS): A new system that replaced the child welfare data system (CHESSIE) and will replace the DJS data system (ASSIST), as well as supporting Adult Services and Office of Licensing and Monitoring; as of July 2021, the child welfare and adult service modules are operational; the Juvenile Justice module in UAT;
- Eligibility and Enrollment (E&E): A replacement for the current public benefits management program (CARES), which will support SNAP, non-MAGI Medicaid, Temporary Cash Assistance/TANF, Temporary Disability Assistance Program (TDAP), and other public benefit programs; As of November 2021, E&E is operational;
- Long Term Care (LTC): A module of the E&E application, was deployed into production in 2018 and is currently in use statewide; this application is used by DHS staff, long term care facilities, and the general public;
- Child Support Management System (CSMS): a replacement for the legacy child support system which will support the collection, distribution, and administration of child support and related support services, is currently in development and targeted for deployment in Spring of SFY 2022;
- Health Benefits Exchange (HBX): the Maryland health insurance exchange under the Affordable Care Act, migrated to the MD THINK platform and went live in the fall of 2019;
- Maryland Office of Refugees and Asylees application (MORA), which supports the work of that office and was deployed into production in 2018;
- Maryland Department of Health's eMedicaid application, currently in operation;

46-IT-MOD. INFORMATION TECHNOLOGY MODIFICATION *(cont'd)*

Agency Remarks (cont'd):

- DHS "Cottage" applications: Several small applications that support ancillary business functions of DHS; these applications are being migrated from the DHS legacy hosting environment to the MD THINK platform to facilitate the step-down and ultimate turn-off of legacy hosting; and
- MD THINK Shared Services: In addition to the program-specific applications, the MD THINK platform also supports several shared services which are utilized by one or more of the applications above, including: security, identity and access management, enterprise content management, shared data repository, data reporting and analytics, notifications, federal data hub interfaces, data governance, and master data management (a common client index).

Each of these applications and the platform itself are supported by this Deloitte/AWS contract. Additional applications from MDH are in development for migration and deployment on the MD THINK platform during the next year and the costs are included in this request.

DHS is building MD THINK independently and makes all decisions with regards to how the platform is designed, assembled, and supported. This contract provides the legal mechanism to allow DHS to purchase the foundational blocks from AWS that MD THINK requires to build and operate the MD THINK platform and hire several programming contractors needed to help assemble and maintain those AWS building blocks.

MD THINK utilizes two types of Work Orders under this contract:

- one for the provisioning of various servers, data storage, hosting infrastructure, and related tools and services provided by AWS with Deloitte acting as their resale agent (AWS components and services may only be purchased through an authorized reseller such as Deloitte); and
- one for professional services provided by Deloitte on a time and materials basis to support in the provisioning and operation of the various AWS components assembled for MD THINK including Hosting Infrastructure, DevOps/API, Security, Data Governance, Data Conversion/Data Migration, Shared Data Repository, Reporting and Analytics, and Master Data Management.

The MD THINK team is responsible for designing and configuring the platform and applications, selects and assembles the various AWS components that support that design, and determines and directs the work performed by the selected Deloitte programmers.

46-IT-MOD. <u>INFORMATION TECHNOLOGY MODIFICATION</u> *(cont'd)*

Agency Remarks (cont'd):

Work Order essentially functions as a time and materials contract, and the state's actual expenditures under these work orders is therefore based on the AWS components and services it elects to purchase, and the work it chooses to have the programmers perform.

MDH currently maintains several applications within the MD THINK platform and continues to evolve that functionality. Most notably is the Maryland Health Benefits Exchange (HBX). HBX is a major application which requires several environments to ensure operational stability and high availability and reliability year-round, including the open enrollment period. The transition of HBX onto the MD THINK platform required additional platform environments not previously developed, resulting in the need for additional contract authority. Additionally, MDH is in the process of migrating several smaller applications from stand-alone hosting contracts and joining MD THINK for the benefit of a widely reliable and secure network.

Fund Source: 28% Federal Funds, 17% General Funds, 55% Special/Reimbursable Funds (external agencies)

BOARD OF PUBLIC WORKS   THIS ITEM WAS:

APPROVED   DISAPPROVED   DEFERRED   WITHDRAWN

WITH DISCUSSION   WITHOUT DISCUSSION