Deliverable / Scenario Based Court Technology Procurement

Can Procurement be Agile?
Presenters

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Can procurement be Agile?
Definition of “Agile”

• 1) quick and well-coordinated in movement; lithe; 2) active, lively; 3) marked by an ability to think quickly; mentally acute or aware
Waterfall Software Development

- Requirements
- Design
- Implementation
- Verification
- Maintenance

Product requirements document
Software architecture
Software

#CTC2019
Agile Software Development

Waterfall vs Agile Delivery
Typical Procurement Process

## Standard RFP Process

1. **Project Planning**
   - **IDENTIFY**:
     - Requirements
     - Scope
     - Alignment with business strategy
     - Range of potential vendors
     - Budget
     - Timeline
     - Stakeholders and review panel
     - Scoring criteria and review process

2. **Drafting the RFP**
   - **SECTIONS INCLUDE**:
     - Introduction
     - Statement of purpose
     - Background information
     - Scope of work
     - Budget
     - Project schedule
     - Contract terms and conditions
     - RFP timeline and review process
     - Requirements for proposals

3. **Issuing the RFP**
   - Distribute to networks
   - Coordinate responses and answer questions
   - Receive submissions

4. **Reviewing Proposals and Awarding Contract**
   - RFPs scored
   - Finalists selected
   - Interviews and reference checks
   - Best and final offers submitted
   - Contract awarded
   - Final negotiations
   - Other bidders notified

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# CTC2019
Scenario 1: Incorporating Technology Into Conference Rooms
Scenario 1: Incorporating Technology Into Conference Rooms

- Focus on business needs and outcomes:
  - Ability to hold virtual meetings & webinars
  - Ability to stream presentation and documents electronically
- End result: Worked with multiple vendors to achieve outcomes
  - $5,000 spending authority for vendors not on state contract
  - Vendors on state contract
  - Electrical & Data
Gov. Laura Kelly cancels pair of no-bid IT contracts valued at $111 million
Topeka Capital-Journal, May 16, 2019


Kansas agency laid off dozens of employees last year. Now it wants them back
Wichita Eagle, May 24, 2019

Agile Procurement

- Purchasing solutions based on the outcomes you (the customer) need;
- Ensuring your business challenges are being addressed and that final product meets business needs;
- Understanding vision of organization and keeping it at forefront of project.
Lean Agile Procurement

- Efficiently cut processes for procurement
- Reduce preparation/execution efforts
Agile Teams

• Importance of having good knowledge base on team – end user, multiple IT staff (developer, hardware, helpdesk), attorney, finance/budget.

• Cross-functional team with technical experience

• Project manager should understand full scope of business needs and the organization’s vision.

• Team should take a system-wide view and anticipate and avoid bottlenecks.
Contracting Process

- Be willing to step outside bounds of normal contracting process;
- Leave room for future development and pricing;
- Get attorney with substantial IT contracting experience involved throughout the process – planning the project, writing specifications, evaluating vendors and vendor responses, drafting contract, changes to project along the way.
Technology Projects

State donates $10M in unused computer equipment to Kansas State University

Topeka Capital-Journal, 02/20/2019
Technology Projects: Database Development & Software Integration

- Paperless system for personnel records, accounting records, and contracts
- Different end user needs
- Measure progress and ability to meet end user needs, evaluate different options, and adapt technology
Scenario 2: Incorporating Technology Into New Training Center
Scenario 2: Incorporating Technology Into New Training Center

• Focus on business needs and outcomes:
  • Ability to hold virtual meetings & webinars
  • Ability to stream presentation and documents electronically
  • Single or multiple speakers (panel)
• End result:
  • Talked with entity that had undergone similar project within last 2 years
  • Brought in architect, engineer, IT staff, vendor, finance, building manager
  • Were able to modify solution to meet user needs and remain within budget
Kentucky can relate
All under One Roof
Large Conference Room
Overflow
It’s AV, right?
The Kentucky Challenge

- Lots of applications
- Lots of contractors
- Out of space – Using closets (really) empty cubes in other departments, doubling up
The Vision

WONKA’S GOLDEN TICKET

GREETINGS TO YOU THE LUCKY FINDER OF THIS GOLDEN TICKET FROM MR. WILLY WONKA

PRESENT THIS TICKET AT THE FACTORY GATES. AND DO NOT BE LATE. YOU MAY BRING WITH YOU ONE MEMBER OF YOUR FAMILY ....AND ONLY ONE...BUT NO ONE ELSE.

In your wildest dreams, you can not imagine the marvelous SURPRISES that await YOU!
DBITS Goals

• “Deliverables-Based Information Technology Services”
• To engage application development teams
• For more rapid application development, and
• To build long-term public/private strategic alliances
Not your typical RFP

• Original solicitation in 2017 was set aside and rebid in 2018

• Proposal evaluations did NOT consider cost! Really!

• Company background, experience, staffing, methodology, and responses to mock scenarios were used for selection

• Oral demonstrations/presentations and potential BAFO
Final award

- Was awarded to five vendors: NTT Data, Deloitte, 22nd Century Technologies, Information Resource Group and Quantam

- Four-year contract with three optional one-year renewals

- Riddled with Executive Branch specific language, T&Cs

- Originally, not sure we could use it
Judicial Interpretation

- Contract Components and Order of Precedence made it work
- Request for Project Services > Vendor Proposal > Executed SOW
- Within the SOW, carve out all Executive branch specifics
Our First RPS

• APA Examination Assessment and Implementation – Phase 1

• Services broken down into four sections, containing nine deliverables

<table>
<thead>
<tr>
<th>Deliverable</th>
<th>Description</th>
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<tbody>
<tr>
<td>Internal audit strategy roadmap</td>
<td>• Provide a roadmap for AOC achieving a fully functioning internal audit function.</td>
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<tr>
<td>Internal audit charter</td>
<td>• Develop an internal audit program charter and define program components.</td>
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### AOC High Level Project Timeline Project Sections

<table>
<thead>
<tr>
<th>Project/Audit Report Management Assistance</th>
<th>Internal Audit Strategy and Roadmap</th>
<th>Internal Control Assistance</th>
<th>IT Systems Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audit Implementation Project Plan</td>
<td>Organizational Structure</td>
<td>Travel Documentation</td>
<td>IT Systems Recommendation</td>
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<td>Weekly Status Reports</td>
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<td>Inventory Documentation</td>
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<td>Reimbursement Documentation</td>
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<td>Budget Documentation</td>
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<td>Internal Control Documentation</td>
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Weekly status reports will be created, distributed and communicated throughout the project.
Our Second RPS

• Website Redesign and Conversion

• Services broken into five phases containing 23 deliverables

• Four of the five vendors responded!

• But they were all cost prohibitive with long durations
Lessons Learned

- Issue separate RPS for each phase and make sure they stand alone
- Host a Webex-style walkthrough of the RPS with all vendors
- Answer questions in real-time if possible
- If the RPS needs to change, change it and resend
- Engage the vendors in the process from concept forward
Agile Procurement?

What was that popping sound?

A paradigm shifting without a clutch.
Questions?

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