

Project Investment Justification

Health and Nutrition Delivery System (HANDS) 2.0 Project

HS23005

Department of Health Services

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1. GENERAL INFORMATION

PIJ ID: HS23005

PIJ Name: Health and Nutrition Delivery System (HANDS) 2.0 Project

Account: Department of Health Services

Business Unit Requesting: Arizona Special Supplemental Nutrition Assistance Program for Women, Infants and Children (WIC)

Sponsor: Marlene Hernandez

Sponsor Title: Bureau Chief, Nutrition & Physical Activity

Sponsor Email: marlene.hernandez@azdhs.gov

Sponsor Phone: (602) 364-1692

2. MEETING PRE-WORK

2.1 What is the operational issue or business need that the Agency is trying to solve? (i.e....current process is manual, which increases resource time/costs to the State/Agency, and leads to errors...):

Program History

The Arizona Department of Health Services (ADHS) Bureau of Nutrition and Physical Activity (BNPA) includes the Arizona Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) Program. WIC is a public health nutrition program administered by the United States Department of Agriculture (USDA) Food and Nutrition Service (FNS). The Arizona WIC Program's mission is to safeguard the health of low-income women, infants, and children up to age five who are at nutritional risk, by providing nutritious foods to supplement diets, information on healthy eating, and referrals to health care.

The Arizona WIC Program contracts with twenty-one local agencies to provide services to approximately 134,000 (monthly) WIC participants in over one hundred clinic locations throughout the State of Arizona. These local agencies are County Health Departments, Federally Qualified Health Centers, and one pediatric office.

In addition to local agency partnerships, the Arizona WIC Program contracts with approximately 550 grocery stores (vendors) for food benefit distribution. These vendors provide participants with nutritious foods, which improve health outcomes for Arizona's children and mothers.

The Arizona WIC Program is the lead State Agency in the Health and Nutrition Delivery System (HANDS) Consortium that includes Arizona, American Samoa, Commonwealth of the Northern Mariana Islands (CNMI), District of Columbia (DC), Guam, and Navajo Nation WIC programs.

Application History

All HANDS Consortium members use HANDS as the Management Information System (MIS) to provide WIC participants with certification services, nutrition education, risk assessments, breastfeeding services, outreach services, and food benefits via online Electronic Benefits Transfer (EBT), known as eWIC.

ADHS implemented the initial version of HANDS for the Arizona, American Samoa, CNMI, Guam and Navajo Nation WIC Programs in 2015. ADHS enhanced HANDS and replaced food instruments (paper checks) with online eWIC in 2018. ADHS implemented HANDS for DC WIC in April 2022, which included a system transfer and data conversion.

Problem Statement

HANDS was built using technology that is now over twelve years old and requires large and frequent updates to prevent the technology stack from becoming end-of-life and to maintain growingly stringent State and Agency system security requirements. The HANDS technology will likely become obsolete in the next few years and will require large, costly and frequent updates.

In addition to end-of-life and information security technology stack risks, the Arizona WIC Program requires functional enhancements to HANDS to improve HANDS to meet stakeholder needs. The cost and time to implement these enhancements are cost-prohibitive on the existing technology stack. The enhancements requests by functional area include:

- Active Record
- Appointment Scheduling
- Breastfeeding

- Finance
- Food Benefits Processing
- General and Miscellaneous
- HANDS Participant Portal
- Notes
- Reports and Forms
- Search Screens in HANDS
- Vendor Management

2.2 How will solving this issue or addressing this need benefit the State or the Agency?

With the completion of the HANDS 2.0 project, stakeholders will receive the following benefits.

Security Risk Reduction

The upgrade from HANDS to HANDS 2.0 includes updates to the technology stack which will mitigate the risk of the software becoming end-of-life and becoming security vulnerabilities. ADHS will be upgrading from .NET Framework version 4.8 (released in 2019) to .NET Core 6.0 or newer. ADHS will be updating the version of Oracle Dot Connect to the latest version. Currently, HANDS can only be used with one Internet browser, Edge in IE mode, which is a risk if the Edge Browser in IE mode becomes end-of-life. HANDS 2.0 will be browser agnostic and will function on multiple modern browsers including Chrome, Firefox, Edge, etc. By not relying on a single Internet browser, ADHS reduces the risk if an Internet browser becomes end-of-life.

Improved Arizona WIC Participant Services

HANDS 2.0 will provide additional services to State of Arizona WIC participants. Current and prospective WIC participants need to call to schedule an appointment or walk into a WIC clinic to receive services. With HANDS 2.0, current and prospective WIC participants will be able to create an account on the WIC Participant Portal and schedule and reschedule appointments. HANDS 2.0 will include improvements to notifications. HANDS currently has email and text appointment reminders; however, HANDS 2.0 will upgrade appointment reminders to include sending and receiving email, text and voice messages. HANDS 2.0 will include a new food benefits text and email reminder, which notifies Arizona WIC participants when their benefits are expiring soon.

2.3 Describe the proposed solution to this business need.

HANDS 2.0 Overview

The Arizona WIC Program plans to upgrade its current Management Information System, HANDS, to HANDS 2.0 and implement it for the HANDS Consortium. The HANDS 2.0 technology stack includes .NET Core 6.0 (or the latest version), Bootstrap 4, Docker containers, Redis caching, DevArt Oracle Data Provider, and Oracle 19c database. HANDS 2.0 will include improvements to the User Interface (UI), technology stack, and architecture upgrade. HANDS 2.0 will include functional enhancements as required by the Arizona WIC Program, referenced in the Problem Statement.

HANDS 2.0 Architecture Upgrade

HANDS 2.0 includes architectural upgrades to the application layer and tiers to be more efficient, highly scalable, and resilient architecture using modern architecture patterns conforming to a hexagonal or Port and Adapter pattern as detailed in Figure 1 (see attachments). Ports define all the interactions that the application core will have with any other layers like data access, caching, logging, and third-party access. Adapters will be developed in a flexible way where it will support different database repositories such as Oracle and Microsoft SQL Server. Each adapter interfaces with a specific port.

HANDS 2.0 base architecture includes loosely coupled tiers and layers and divides the system into interchangeable components, such as its core, user interface, data repositories, and other system interfaces. The application core contains the business domain information and it is surrounded by a layer that contains adapters handling bi-directional communication with other components.

The architecture pattern includes an adapter layer that surrounds the application core. Adapters in this layer are not part of the core but interact with it. There are two types of adapters. The primary adapters use the input ports to trigger the execution of use cases. The secondary adapters are called by the use cases. The adapters will be created to fit a very specific entry point to the application core, called the port. The port will be an interface or multiple interfaces built within the business logic layer.

The HANDS 2.0 logical architecture represents the interactions between the various layers including the presentation layer, application layer, domain services, infrastructure data services layer, presentation layer, and infrastructure layer as detailed in Figure 2 (see attachments). The application layer contains .NET Core MVC, C# 9.0, .NET Core 6.0, and SQL Services Reporting Services Reports. The application layer consists of application services, adapters, and workflows. Domain services include the business rules to HANDS 2.0 modules such as the EBT interface, client services, scheduling, farmers market, finance, vendor, program integrity, systems administration, nutrition services, operations management, and breast pump inventory. The infrastructure data services include DevArt, entity framework, and dapper. The presentation layer includes Oracle database, Microsoft SQL Server database, and MongoDB. The infrastructure layer includes authentication, session, caching, notifications, logging, message queue, and external interfaces.

HANDS 2.0 UI Update

HANDS 2.0 will include a UI upgrade to modernize the look and feel to improve the user experience. The HANDS 2.0 UI will be built using standard front-end frameworks including Bootstrap 4, SASS, and jQuery libraries. HANDS 2.0 will be built using out-of-the-box standard controls which make any future upgrades easier to maintain and/or require less upgrades. HANDS 2.0 will utilize the full real estate of the device screen and will be compatible with modern Internet browsers such as Chrome, Edge, and Firefox.

HANDS 2.0 Proposed Network Design

ADHS will be hosting HANDS 2.0 in the Amazon Web Service (AWS) Cloud commercial environment US West 2 Oregon Region. Each WIC State Agency will have a separate production environment with the same code base and separate database. ADHS will have HANDS 2.0 Disaster Recovery in the AWS Cloud commercial environment US East Virginia Region. Reference the HANDS 2.0 network diagram attachments including Dev, QA, User Acceptance Test (UAT), Training, and Production environments. The planned AWS environment was itemized and was used to obtain the AWS quote from Vendor Software House International (SHI). See attachments for cloud specs and quote.

2.4 Has the existing technology environment, into which the proposed solution will be implemented, been documented?

Yes

2.4a Please describe the existing technology environment into which the proposed solution will be implemented.

2.5 Have the business requirements been gathered, along with any technology requirements that have been identified?

No

2.5a Please explain below why the requirements are not available.

The technology requirements have been collected and documented. The business requirements will be completed during the project.

3. PRE-PIJ/ASSESSMENT

3.1 Are you submitting this as a Pre-PIJ in order to issue a Request for Proposal (RFP) to evaluate options and select a solution that meets the project requirements?

No

3.1a Is the final Statement of Work (SOW) for the RFP available for review?

3.2 Will you be completing an assessment/Pilot/RFP phase, i.e. an evaluation by a vendor, 3rd party or your agency, of the current state, needs, & desired future state, in order to determine the cost, effort, approach and/or feasibility of a project?

No

3.2a Describe the reason for completing the assessment/pilot/RFP and the expected deliverables.

3.2b Provide the estimated cost, if any, to conduct the assessment phase and/or Pilot and/or RFP/solicitation process.

3.2e Based on research to date, provide a high-level cost estimate to implement the final solution.

4. PROJECT

4.1 Does your agency have a formal project methodology in place?

Yes

4.2 Describe the high level makeup and roles/responsibilities of the Agency, Vendor(s) and other third parties (i.e. agency will do...vendor will do...third party will do).

1. The ADHS IT Team will provide:

- a. HANDS 2.0 Infrastructure Setup, Interface and Maintenance
- b. Quality Assurance
- c. Project Management
- d. User Interface Design (Corresponds to PIJ 6.3 & 6.4)
- e. ADA Compliance Designer (when necessary)
- f. Information Security

2. The ADHS Program will provide:

- a. Project Management within the business unit
- b. Requirements Signoff
- c. User Acceptance Testing
- d. HANDS Consortium Local Agency Training

3. HANDS Contractor will provide

- a. Needs Assessments
- b. Requirements Documentation
- c. System Development
- d. User Acceptance Test and HANDS Consortium State Agency Training and Manuals

4. CDP will provide:

- a. Project Management for eWIC deliverables
- b. WIC Direct lower environments and gateway setup and maintenance
- c. 2022 WIC to MIS interface documentation and technical support

4.3 Will a PM be assigned to manage the project, regardless of whether internal or vendor provided?

Yes

4.3a If the PM is credentialed, e.g., PMP, CPM, State certification etc., please provide certification information.

4.4 Is the proposed procurement the result of an RFP solicitation process?

No

4.5 Is this project referenced in your agency's Strategic IT Plan?

Yes

5. SCHEDULE

5.1 Is a project plan available that reflects the estimated Start Date and End Date of the project, and the supporting Milestones of the project?

Yes

5.2 Provide an estimated start and finish date for implementing the proposed solution.

Est. Implementation Start Date

Est. Implementation End Date

3/1/2023 12:00:00 AM

6/30/2025 12:00:00 AM

5.3 How were the start and end dates determined?

Based on project plan

5.3a List the expected high level project tasks/milestones of the project, e.g., acquire new web server, develop software interfaces, deploy new application, production go live, and estimate start/finish dates for each, if known.

Milestone / Task	Estimated Start Date	Estimated Finish Date
Business Requirement Documents (BRD)s Completed	03/01/23	06/26/23
Project Kickoff Meeting	03/20/23	03/22/23
Development Completed	03/23/23	10/31/23
System Integration Testing (SIT) Completed	11/01/23	01/03/24
User Acceptance Testing (UAT) Completed	01/04/24	05/29/24
Pilot Go/No Go	05/29/24	05/29/24
Pilot	06/03/24	08/02/24
Pilot Evaluation Report Submitted to USDA FNS	08/16/24	08/16/24
Pilot Evaluation Report Approved by USDA FNS	08/16/24	10/05/24
Statewide Rollout Go/No Go	10/01/24	10/01/24
Arizona WIC Statewide Rollout	10/07/24	12/13/24
DC WIC Statewide Rollout	01/13/25	01/17/25
American Samoa WIC Statewide Rollout	01/27/25	01/31/25

CNMI WIC Statewide Rollout	02/24/25	02/28/25
Guam WIC Statewide Rollout	03/17/25	03/21/25
Final Invoicing	04/19/25	06/30/25
Navajo Nation WIC Statewide Rollout	04/21/25	04/25/25

5.4 Have steps needed to roll-out to all impacted parties been incorporated, e.g. communications, planned outages, deployment plan?

Yes

5.5 Will any physical infrastructure improvements be required prior to the implementation of the proposed solution. e.g., building reconstruction, cabling, etc.?

No

5.5a Does the PIJ include the facilities costs associated with construction?

5.5b Does the project plan reflect the timeline associated with completing the construction?

6. IMPACT

6.1 Are there any known resource availability conflicts that could impact the project?

No

6.1a Have the identified conflicts been taken into account in the project plan?

6.2 Does your schedule have dependencies on any other projects or procurements?

Yes

6.2a Please identify the projects or procurements.

The HANDS 2.0 implementation requires contract amendments to the HANDS Management, Operation and Maintenance Contract (CTR050724) and Online Electronic Benefits Transfer and Processing Services Contract (CTR051731). The Arizona WIC Program plans to amend the current HANDS Management, Operation and Maintenance Contract with CMA to include the scope of work to design, develop, and implement HANDS 2.0. The Arizona WIC Program plans to amend the current eWIC Processing and Support Services contract with Custom Data Processing for eWIC environments, support, technical support and project management during the project. Both contract amendments require approval from the USDAFNS, State Procurement Office (SPO), and Information Technology Advisory Council (ITAC) prior to contract execution.

ADHS is required to contract with a Vendor for IV&V Services as required for all Information Technology projects over \$5M. ADHS and ASET developed the HANDS 2.0 IV&V scope of work and sent it out to State of Arizona vendors authorized to provide IV&V services. IV&V suppliers submitted proposals to ASET and the ADHS evaluation team reviewed and scored proposals based on experience, method of approach and cost. The ADHS Evaluation Team selected Public Consulting Group (PCG) to provide IV&V services for the HANDS 2.0 project with state of Arizona contract number CTR053242.

6.3 Will the implementation involve major end user view or functionality changes?

Yes

6.4 Will the proposed solution result in a change to a public-facing application or system?

Yes

7. BUDGET

7.1 Is a detailed project budget reflecting all of the up-front/startup costs to implement the project available, e.g, hardware, initial software licenses, training, taxes, P&OS, etc.?

Yes

7.2 Have the ongoing support costs for sustaining the proposed solution over a 5-year lifecycle, once the project is complete, been determined, e.g., ongoing vendor hosting costs, annual maintenance and support not acquired upfront, etc.?

Yes

7.3 Have all required funding sources for the project and ongoing support costs been identified?

No

7.4 Will the funding for this project expire on a specific date, regardless of project timelines?

Yes

7.5 Will the funding allocated for this project include any contingency, in the event of cost over-runs or potential changes in scope?

Yes

8. TECHNOLOGY

8.1 Please indicate whether a statewide enterprise solution will be used or select the primary reason for not choosing an enterprise solution.

There is not a statewide enterprise solution available

8.2 Will the technology and all required services be acquired off existing State contract(s)?

Yes

8.3 Will any software be acquired through the current State value-added reseller contract?

Yes

8.3a Describe how the software was selected below:

The software/licensing was selected based on the HANDS Contractor's (CMA) requirements for HANDS 2.0 in order to complete development and maintenance.

8.4 Does the project involve technology that is new and/or unfamiliar to your agency, e.g., software tool never used before, virtualized server environment?

No

8.5 Does your agency have experience with the vendor (if known)?

Yes

8.6 Does the vendor (if known) have professional experience with similar projects?

Yes

8.7 Does the project involve any coordination across multiple vendors?

Yes

8.8 Does this project require multiple system interfaces, e.g., APIs, data exchange with other external application systems/agencies or other internal systems/divisions?

Yes

8.9 Have any compatibility issues been identified between the proposed solution and the existing environment, e.g., upgrade to server needed before new COTS solution can be installed?

No

8.9a Describe below the issues that were identified and how they have been/will be resolved, or whether an ADOA-ASET representative should contact you.

8.10 Will a migration/conversion step be required, i.e., data extract, transformation and load?

Yes

8.11 Is this replacing an existing solution?

Yes

8.11a Indicate below when the solution being replaced was originally acquired.

HANDS 1.0 was originally implemented in 2014 and has been continually maintained.

8.11b Describe the planned disposition of the existing technology below, e.g., surplus, retired, used as backup, used for another purpose:

The HANDS 1.0 system will be retired and existing data will be migrated to the HANDS 2.0 application.

8.12 Describe how the agency determined the quantities reflected in the PIJ, e.g., number of hours of P&OS, disk capacity required, number of licenses, etc. for the proposed solution?

The quantities reflected in the PIJ were based on bottom-up estimation.

8.13 Does the proposed solution and associated costs reflect any assumptions regarding projected growth, e.g., more users over time, increases in the amount of data to be stored over 5 years?

No

8.14 Does the proposed solution and associated costs include failover and disaster recovery contingencies?

Yes

8.14a Please select why failover and disaster recovery is not included in the proposed solution.

8.15 Will the vendor need to configure the proposed solution for use by your agency?

Yes

8.15a Are the costs associated with that configuration included in the PIJ financials?

Yes

8.16 Will any app dev or customization of the proposed solution be required for the agency to use the project in the current/planned tech environment, e.g. a COTS app that will req custom programming, an agency app that will be entirely custom developed?

Yes

8.16a Will the customizations inhibit the ability to implement regular product updates, or to move to future versions?

No

8.16b Describe who will be customizing the solution below:

The HANDS Contractor, CMA, will be customizing the HANDS 2.0 solution with new functional enhancements.

8.16c Do the resources that will be customizing the application have experience with the technology platform being used, e.g., .NET, Java, Drupal?

Yes

8.16d Please select the application development methodology that will be used:

Agile/Scrum

8.16e Provide an estimate of the amount of customized development required, e.g., 25% for a COTS application, 100% for pure custom development, and describe how that estimate was determined below:

The estimate for customized development is 100%. There is not an enterprise solution available to meet the Arizona WIC Program needs for a Management Information System (MIS). The proposed MIS, HANDS 2.0 is customized to meet the business requirements for the Arizona WIC Program, the HANDS Consortium, and the United States Department of Agriculture (USDA) Food & Nutrition Service (FNS).

8.16f Are any/all Professional & Outside Services costs associated with the customized development included in the PIJ financials?

Yes

8.17 Have you determined that this project is in compliance with all applicable statutes, regulations, policies, standards & procedures, incl. those for network, security, platform, software/application &/or data/info found at aset.az.gov/resources/psp?

Yes

8.17a Describe below the compliance issues that were identified and how they have been/will be resolved, or whether an ADOA-ASET representative should contact you:

8.18 Are there other high risk project issues that have not been identified as part of this PIJ?

No

8.18a Please explain all unidentified high risk project issues below:

9. SECURITY

9.1 Will the proposed solution be vendor-hosted?

Yes

9.1a Please select from the following vendor-hosted options:

Commercial data center environment, e.g AWS, Azure

9.1b Describe the rationale for selecting the vendor-hosted option below:

All ADHS and WIC applications are hosted in the AWS cloud. The ADHS Information Technology team is familiar with how to use and maintain applications hosted in the AWS cloud.

9.1c Has the agency been able to confirm the long-term viability of the vendor hosted environment?

Yes

9.1d Has the agency addressed contract termination contingencies, e.g., solution ownership, data ownership, application portability, migration plans upon contract/support termination?

Yes

9.1e Has a Conceptual Design/Network Diagram been provided and reviewed by ASET-SPR?

No

9.1f Has the spreadsheet located at <https://aset.az.gov/arizona-baseline-security-controls-excel> already been completed by the vendor and approved by ASET-SPR?

No

9.2 Will the proposed solution be hosted on-premise in a state agency?

No

9.2a Where will the on-premise solution be located:

9.2b Were vendor-hosted options available and reviewed?

9.2c Describe the rationale for selecting an on-premise option below:

9.2d Will any data be transmitted into or out of the agency's on-premise environment or the State Data Center?

9.3 Will any PII, PHI, CGIS, or other Protected Information as defined in the 8110 Statewide Data Classification Policy be transmitted, stored, or processed with this project?

Yes

9.3a Describe below what security infrastructure/controls are/will be put in place to safeguard this data:

HANDS 2.0 application and data will be hosted in the US West 2 AWS Cloud Environment, which is FEDRAMP certified. The HANDS 2.0 System Security Plan will be provided and approved by ASET prior to production go live.

10. AREAS OF IMPACT

Application Systems

Application Enhancements

Database Systems

Oracle;MS SQL Server

Software

Virtualization

Hardware

PC Purchases, Peripherals

Hosted Solution (Cloud Implementation)

AWS (non-government) cloud

Security

Encryption;Firewall

Telecommunications

Enterprise Solutions

Disaster Recovery/Business Continuity

Contract Services/Procurements

11. FINANCIALS

Description	PIJ Category	Cost Type	Fiscal Year Spend	Quantity	Unit Cost	Extended Cost	Tax Rate	Tax	Total Cost
HANDS Contractor	Professional & Outside Services	Development	1	1	\$746,750	\$746,750	0.00 %	\$0	\$746,750
Laptops	Hardware	Development	1	20	\$2,100	\$42,000	860.00 %	\$3,612	\$45,612
Toad Software	Software	Development	1	11	\$1,137	\$12,505	860.00 %	\$1,075	\$13,581
Oracle Dot Connect Software	Software	Development	1	28	\$795	\$22,262	860.00 %	\$1,915	\$24,176
Visual Studio Professional	License & Maintenance Fees	Development	1	14	\$302	\$4,234	860.00 %	\$364	\$4,598
Visual Studio Test	License & Maintenance Fees	Development	1	7	\$304	\$2,128	860.00 %	\$183	\$2,311
Dynamsoft	License & Maintenance Fees	Development	1	1	\$23,617	\$23,617	860.00 %	\$2,031	\$25,648
AWS Cloud Hosting	License & Maintenance Fees	Development	1	1	\$11,710	\$11,710	860.00 %	\$1,007	\$12,717
eWIC Contractor	Professional & Outside Services	Development	1	1	\$171,452	\$171,452	0.00 %	\$0	\$171,452
IV&V Contractor	Professional & Outside Services	Development	1	1	\$90,140	\$90,140	0.00 %	\$0	\$90,140
Temporary Staffing	Professional & Outside Services	Development	1	1	\$306,436	\$306,436	0.00 %	\$0	\$306,436
HANDS Contractor	Professional & Outside Services	Development	2	1	\$6,267,000	\$6,267,000	0.00 %	\$0	\$6,267,000
eWIC Contractor	Professional & Outside Services	Development	2	1	\$215,928	\$215,928	0.00 %	\$0	\$215,928
IV&V Contractor	Professional & Outside Services	Development	2	1	\$234,480	\$234,480	0.00 %	\$0	\$234,480
Temporary Staffing	Professional & Outside Services	Development	2	1	\$900,224	\$900,224	0.00 %	\$0	\$900,224

Penetration Testing	Professional & Outside Services	Development	2	1	\$18,540	\$18,540	0.00 %	\$0	\$18,540
Toad	Software	Development	2	11	\$1,137	\$12,505	860.00 %	\$1,075	\$13,581
Visual Studio Professional	License & Maintenance Fees	Development	2	14	\$302	\$4,234	860.00 %	\$364	\$4,598
Visual Studio Test	License & Maintenance Fees	Development	2	7	\$304	\$2,128	860.00 %	\$183	\$2,311
Dynamsoft	License & Maintenance Fees	Development	2	1	\$23,617	\$23,617	860.00 %	\$2,031	\$25,648
AWS Cloud	License & Maintenance Fees	Development	2	1	\$80,651	\$80,651	860.00 %	\$6,936	\$87,587
Printed Training & Marketing Materials	Other	Development	2	1	\$60,000	\$60,000	860.00 %	\$5,160	\$65,160
Postage and Delivery	Other	Development	2	1	\$7,500	\$7,500	860.00 %	\$645	\$8,145
IV&V Contractor	Professional & Outside Services	Development	3	1	\$212,022	\$212,022	0.00 %	\$0	\$212,022
HANDS Contractor	Professional & Outside Services	Development	3	1	\$700,000	\$700,000	0.00 %	\$0	\$700,000
eWIC Contractor	Professional & Outside Services	Development	3	1	\$161,946	\$161,946	0.00 %	\$0	\$161,946
Temporary Staffing	Professional & Outside Services	Development	3	1	\$608,361	\$608,361	0.00 %	\$0	\$608,361
Toad	Software	Development	3	11	\$1,137	\$12,505	860.00 %	\$1,075	\$13,581
Visual Studio Professional	License & Maintenance Fees	Development	3	14	\$302	\$4,234	860.00 %	\$364	\$4,598
Visual Studio Test	License & Maintenance Fees	Development	3	7	\$304	\$2,128	860.00 %	\$183	\$2,311
Dynamsoft	License & Maintenance Fees	Development	3	1	\$23,617	\$23,617	860.00 %	\$2,031	\$25,648
AWS Cloud	License & Maintenance Fees	Development	3	1	\$99,900	\$99,900	860.00 %	\$8,591	\$108,491

Travel	Other	Development	3	1	\$70,623	\$70,623	0.00 %	\$0	\$70,623
Printed Training and Marketing Materials	Other	Development	3	1	\$20,000	\$20,000	860.00 %	\$1,720	\$21,720
Postage and Delivery	Other	Development	3	1	\$2,500	\$2,500	860.00 %	\$215	\$2,715
AWS Cloud	License & Maintenance Fees	Operational	3	1	\$33,300	\$33,300	860.00 %	\$2,864	\$36,164
Toad	Software	Operational	4	4	\$1,137	\$4,547	860.00 %	\$391	\$4,938
Visual Studio Professional	License & Maintenance Fees	Operational	4	3	\$302	\$907	860.00 %	\$78	\$985
Visual Studio Test	License & Maintenance Fees	Operational	4	3	\$304	\$912	860.00 %	\$78	\$990
Dynamsoft	License & Maintenance Fees	Operational	4	1	\$23,617	\$23,617	860.00 %	\$2,031	\$25,648
AWS Cloud	License & Maintenance Fees	Operational	4	1	\$99,900	\$99,900	860.00 %	\$8,591	\$108,491
Toad	Software	Operational	5	4	\$1,137	\$4,547	860.00 %	\$391	\$4,938
Visual Studio Professional	License & Maintenance Fees	Operational	5	3	\$302	\$907	860.00 %	\$78	\$985
Visual Studio Test	License & Maintenance Fees	Operational	5	3	\$304	\$912	860.00 %	\$78	\$990
Dynamsoft	License & Maintenance Fees	Operational	5	1	\$23,617	\$23,617	860.00 %	\$2,031	\$25,648
AWS Cloud	License & Maintenance Fees	Operational	5	1	\$99,900	\$99,900	860.00 %	\$8,591	\$108,491

Base Budget (Available)	Base Budget (To Be Req)	Base Budget % of Project
\$0	\$0	0%
APF (Available)	APF (To Be Req)	APF % of Project
\$0	\$0	0%
Other Appropriated (Available)	Other Appropriated (To Be Req)	Other Appropriated % of Project
\$0	\$0	0%
Federal (Available)	Federal (To Be Req)	Federal % of Project
\$2,638,429	\$8,625,821	100%
Other Non-Appropriated (Available)	Other Non-Appropriated (To Be Req)	Other Non-Appropriated % of Project
\$0	\$0	0%

Total Budget Available	Total Development Cost
\$2,638,429	\$11,218,638
Total Budget To Be Req	Total Operational Cost

\$8,625,821	\$318,271
Total Budget	Total Cost
\$11,264,250	\$11,536,910

12. PROJECT SUCCESS

Please specify what performance indicator(s) will be referenced in determining the success of the proposed project (e.g. increased productivity, improved customer service, etc.)? (A minimum of one performance indicator must be specified)

Please provide the performance objective as a quantifiable metric for each performance indicator specified.

Note: The performance objective should provide the current performance level, the performance goal, and the time period within which that performance goal is intended to be achieved. You should have an auditable means to measure and take corrective action to address any deviations.

Example: Within 6 months of project completion, the agency would hope to increase "Neighborhood Beautification" program registration by 20% (3,986 registrants) from the current registration count of 19,930 active participants.

Performance Indicators

1. Within 1 year of project completion, the WIC vendor application process will be automated for 100% of grocery stores applying to become a WIC vendor.
2. Within 1 year of project completion, 10,000 families will schedule their own WIC appointments in the HANDS Participant Portal.
3. Within 6 months of project completion, the number of text messages provided for appointment reminders will be doubled from an average of 35,000 texts each month to 70,000 texts each month.
4. Within 6 months of project completion, the number of calls to the WIC Service Desk for breast pump-related issues will be reduced from an average of 35 calls per month to less than 17 calls per month.

13. CONDITIONS

Conditions for Approval

Should development costs exceed the approved estimates by 10% or more, or should there be significant changes to the proposed technology scope of work or implementation schedule, the Agency must amend the PIJ to reflect the changes and submit it to ADOA-ASET, and ITAC if required, for review and approval prior to further expenditure of funds.

Monthly reporting on the project status is due to ADOA-ASET no later than the 15th of the month following the start of the project. Failure to comply with timely project status reporting will affect the overall project health. The first status report for this project is due on April 15, 2023.

14. OVERSIGHT SUMMARY

Project Background

The Arizona Department of Health Services (ADHS) Women, Infant, and Children (WIC) Program is a health nutrition program administered by the United States Department of Agriculture (USDA) Food & Nutrition Service (FNS) to safeguard the health of low-income women, infants, and children. The WIC program provides nutritious foods, information on healthy eating. The Arizona WIC Program contracts with local agencies to provide services to recipients in over 100 locations throughout the State of Arizona.

The WIC program utilizes the Health And Nutrition Delivery System (HANDS) Management Information System (MIS) to provide WIC participants with health and nutrition services, and food benefits via online Electronic Benefits Transfer (EBT), known as eWIC. The HANDS MIS is over twelve years old, requires large frequent and costly updates. HABDS MIS is currently using the .NET framework version 4.8 which is reaching its end of life, at risk for security vulnerabilities, and can only be used with one Internet browser, Edge in IE mode.

Business Justification

With the completion project HANDS will be upgraded to .Net Core version 6.0 (or latest version) which will improve user interfaces, upgrade the system architecture, and will be able to function on multiple modern browsers including Chrome, Firefox, Edge, etc. HANDS 2.0 will use out-of-the-box standard controls which will allow upgrades easier to maintain and/or require less upgrades. The HANDS upgrade will include functional enhancements to active records, appointment scheduling, vendor management, reporting, forms, food benefit processing, and various services. Additionally, WIC participants will have the ability to create an account in the portal for scheduling or rescheduling appointments, the system will have the ability to send and receive email, text, and voice messages for appointment reminders.

Implementation Plan

The ADHS IT Team will be responsible for the following: HANDS 2.0 Infrastructure Setup, Interface and Maintenance; Quality Assurance; Project Management; User Interface Design; ADA Compliance Designer; and Information Security.

The ADHS Program will be responsible for the following: Project Management within the business unit; Requirements Sign off; User Acceptance Testing; and HANDS Consortium Local Agency Training.

The HANDS Contractor will be responsible for the following: Needs Assessments; Requirements Documentation; System Development; and User Acceptance Test and HANDS Consortium State Agency Training and Manuals.

The CDP vendor will be responsible for: Project Management for eWIC deliverables; WIC Direct lower environments and gateway setup and maintenance; and 2022 WIC to MIS interface documentation and technical support.

Vendor Selection

HANDS Contractor Contract Amendment - ADHS has a current contract with Currier McCabe & Associates (CTR050724) and they are the only provider capable of upgrading the current HANDS 1.0 System.

EBT Contract - ADHS has a current contract with Custom Data Processing (CTR051731) and they are the only provider capable of providing the EBT products/services required for the HANDS 2.0 project.

Temporary Staffing: ADHS has purchase orders in place with Acro, Managed Service Provider, who provides temporary staff currently working on other projects at ADHS.

Penetration Testing Quote - ADHS utilizes Cyber Security Works for penetration testing, which is procured from state vendor, SHI.

Laptop Quotes - 3 quotes were provided

AWS Cloud Quote - 3 quotes were not provided as all ADHS applications are hosted in the AWS cloud. There is a current PIJ Project (HS22006 - WIC to Cloud), where all current WIC applications will be hosted in the AWS cloud. ADHS recently obtained 3 quotes from cloud providers (Amazon, Google, and Microsoft) and decided to host the WIC applications in the AWS Cloud.

Dynamsoft Scanner Software - 3 quotes were not provided as this specific software is required for HANDS 2.0 solution.

Oracle Dot Connect Quote - 3 quotes were not provided as this specific software is required for HANDS 2.0 solution.

Toad Quote - 3 quotes were not provided as this specific software is required for HANDS Contractor (CMA) developers to implement HANDS 2.0.

Visual Studio Enterprise and Visual Studio Test Quote - 3 quotes were not provided as this specific software is required for HANDS Contractor (CMA) developers to implement HANDS 2.0.

Budget or Funding Considerations

Funding for the project will consist of 100% federal budget.

ADHS WIC will be requesting the funds when they become available each fiscal year. ADHS receives NSA funds each fiscal year prior to the start of the Federal fiscal year, on Oct 1st. Other grant opportunities such as 1/2%, Operational Adjustments are available to request in January and ADHS receives them in the February / March time frame which are each one year funds.

15. PIJ REVIEW CHECKLIST

Agency Project Sponsor

Marlene Hernandez

Agency CIO (or Designee)

Paula Mattingly

Agency ISO (or designee)

John Stark

OSPB Representative

ASET Engagement Manager

ASET SPR Representative

Emily Gross

Agency SPO Representative

Gina Castner Corwin

Agency CFO

Marianne Morrow