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**DE24011 - Returned Mail Solution (CR ITAC Recommendation)**

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Fri, Dec 8, 2023 at 4:14 PM

To: Angie Rodgers &lt;angierodgers@azdes.gov&gt;

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Director Rodgers

In response to the Project Investment Justification (PIJ) for the "**Returned Mail Solution**" project, the Arizona Department of Administration (ADOA) Strategic Enterprise Technology (ASET) office has reviewed your proposal to amend the following.

1. Project end date from 05/01/2024 to 10/31/2024.
2. The cost will increase by \$1,007,185.68
3. Amend the current UiPath software licenses & add the development of a Robotic Process Automation (RPA) solution that will automate the returned mail process from returned mail received to include system updates, client outreach and case prep for staff decision making.

This notification is the Arizona Strategic Enterprise Technology Office's recommendation to the Information Technology Authorization Committee (ITAC) for Approval with Conditions of the amended technology project as follows:

- 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 Change request is scheduled to be **reviewed by ITAC at the December 13, 2023** meeting. Should the ITAC approve the change request, you may then proceed to secure additional approvals as required from the Joint Legislative Budget Committee, the Office of Strategic Planning and Budgeting, and the State Procurement Office.

Thank you in advance for all your support.

Thanks

**Akhil Mandula**


Oversight IT Analyst

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