

Telecommunications Infrastructure Replacement Project (TIRP)

Recommendations (so far....)



California Department of
Insurance

- TIRP Objectives
- Project Milestones
- Recommendations:
 - FSR Phase
 - RFP Phase
 - Solicitation Phase
 - Evaluation Phase
 - Contract Phase

TIRP Business Objectives

- Allow CDI staff to better fulfill the CDI mission by providing reliable, secure, feature-rich, and easy-to-use telephony services
- Enhance staff productivity through unified communications, unified messaging, and other enhanced services
- Reduce operational expenses
- Create an infrastructure that will provide Call Center modernization
- Enhance customer service through multi-channel contact with CDI
- Improve emergency response and disaster business resumption capabilities
- Protect CDI investment from technology obsolescence

Project Milestones

- FSR Phase: June 2004 - Aug 2004
- BCP and ITPP Approval: March 2005
- RFP Phase: March 2005 - July 2005
- Solicitation Phase: Aug 2005 - Dec 2005
- Evaluation Phase
 - Draft Reviews: October 2005 - November 2005
 - Final Reviews: January 2006 - March 2006
- Intent to Award: April 25, 2006
- Contract Phase: Ongoing
- Implementation Phase: 14 months

- Early involvement of business units
 - Alignment with business objectives
 - Include vendor and site visits
- Maintain systematic cost data for “as is” system
 - Provides for easier comparison with alternatives
- Use reference designs for budgetary cost estimates
 - Yields reasonably accurate equipment estimates
- Use analyst industry estimates for implementation costs
 - Conduct SPR after RFP
- Allocate budget for unanticipated costs (include both equipment and services)
 - No provision in EAW

- Assemble multi-functional team: users, technical staff, SMEs, DGS analyst; use consensus approach
- Conduct timely traceability analysis between RFP and FSR
- Use DGS standard 10 section RFP template
 - **Emphasize References and Project Team Qualifications**
- Structure Technical Requirements to facilitate bidder response and evaluation
 - **Request cost estimate line items for MO, D requirements**
 - **Include narrative requirements**
- Use embedded Excel spreadsheets for cost proposal
 - **Facilitates cost comparisons**
- Require pilot implementation phase

- Conduct Bidder's Conference
 - Communicate scope and complexity of project
 - Provide partnering forum for small vendors
- Handle all Bidder communications through DGS
 - Maintains process uniformity, fairness, and integrity
- Show responsiveness to Bidder questions and constraints
 - Issue RFP addenda as needed
- Create Evaluation Plan in parallel with RFP
 - Use checklists for systematic evaluation
 - Provide detailed worksheets for scoring

- Conduct two-stage (draft and final) review process
 - Benefits for both bidder and State
 - Confidential discussions need DGS expertise
- Manage evaluation team effectively
 - Allocate individual resources for evaluation
 - Provide orientation session for evaluation team
 - Partition RFP response among evaluators
 - Use same team for same sections of RFP response
 - Set expectations for evaluation team
 - Reach decisions by consensus
- Allow sufficient time for reference checks

- Develop draft Evaluation and Selection Report
 - Solicit comments from DGS
- Anticipate DGS process changes
 - Ensure early DGS legal involvement
- Anticipate DGS resource constraints
 - Analysts assigned to multiple projects