Stage 3 Solution Analysis

California Department of Technology, SIMM 19C.2 (Rev. 3.0.6, 2/28/2022)

3.1 General Information

1. **Agency or State Entity Name: 2740 - Motor Vehicles, Department of**

   If Agency/entity is not in the list, then enter here. Click or tap here to enter text.

2. **Proposal Name: Digital eXperience Platform (DXP) (DL Phase Update)**

3. **Department of Technology Project Number (0000-000): 2740-227**

4. **S3SD Version Number: Version 1**

5. **CDT Billing Case Number: CS0037512**

   Don't have a Case Number? Click here to get one.

3.2 Submittal Information

1. **Contact Information**

   Contact Name: Brenda O'Brien

   Contact Email: Brenda.OBrien@dmv.ca.gov

   Contact Phone: (916) 291-0879

2. **Submission Type: Updated Submission (Post-Approval)**

   If Withdrawal, select Reason: Choose an item.

   If Other, specify reason here: Click or tap here to enter text.

   Sections Changed if an update or resubmission: (List all the sections that changed.)

   All Sections have changed from the previous submission since the Sections in this new PAL template have been re-numbered and re-arranged.

   Summary of Changes: (Summarize updates made.)

   The updates consist of the primary contracts for the Driver License/Control Cashiering (DL/CC) phase of the DXP project.

3. **Attach [Project Approval Executive Transmittal](#)** to your email submission.

4. **Attach updated [Procurement Assessment Form](#)** with Stage 3 information to your email submission.

5. **Conditions from Stage 2 Approval** (Enter any conditions from the Stage 2 Alternatives Analysis approval letter issued by CDT):

   Click or tap here to enter text.

3.3 Detailed Solution Requirements and Outcomes

1. **Attach detailed** Requirements and Outcomes documents including traceability matrix to the email submission. Include any changed or updated requirements.

2. **Stage 2 Requirements and Outcomes Changes**

   Since approval of the Stage 2 Alternatives Analysis, has the agency/state entity developed or modified any requirements and/or outcomes that were not represented in Stage 2? Yes

   > If "Yes," explain:
   >
   > Modifications were made to the DL detailed Functional and Non-Functional requirements.
   >
   > If "Yes," please describe the nature and scope of the change(s) and how the requirements and/or outcomes align with the business objectives established in the Stage 1 Business Analysis:
   >
   > The changes consist of further detail on DL Functional Requirements and updates to Non-Functional Requirements since some legacy systems and interfaces will now be replaced or are already replaced by earlier phases of DXP. The changes have no impact to the recommended alternative, and the requirements remain in alignment with the objectives established in Stage 1 Business Analysis.

3. **Attach** the updated To-Be Workflow(s) to your email submission.

   > If To-Be business process workflow(s) is not attached, explain why:
   >
   > To-Be Workflows were submitted with the original DXP OL PAL Stage 3, which was approved on 5/14/21, and there have been no changes.

4. **Attach** the Statement of Work to your email submission. The SOW has been submitted to STP.

3.4 Project and Procurements Roadmap

Attach a Project and Procurements Roadmap or Summary to the submission.

The roadmap or summary should include both the primary and all ancillary procurements.

3.5 Project Planning

Are the following Project Management Plans or artifacts completed to the required level, approved by the designated agency/state entity authority, and available for the Department of Technology to review? **Choose**: 'Yes,' 'No,' or 'Not Applicable.' If 'No' or 'Not Applicable,' provide the artifact status in the space provided.

Project Management Plan (Draft):Yes

> Status: Click or tap here to enter text.

Risk Management Plan (Approved):Yes

> Status: Click or tap here to enter text.

Issue and Action Item Management Plan (Approved):Yes

> Status: Click or tap here to enter text.

Change Control Management Plan (Approved):Yes

> Status: Click or tap here to enter text.

Quality Management Plan (Approved):Yes

> Status: Click or tap here to enter text.

Testing Management Plan (Approved):Yes

> Status: Click or tap here to enter text.

Security Management Plan (Approved):Yes

> Status: Click or tap here to enter text.

Contract Management Plan (Updated Draft):Yes

> Status: Click or tap here to enter text.

Configuration Management Plan:Yes

> Status: Click or tap here to enter text.

Data Management Plan:Yes

> Status: Click or tap here to enter text.

Maintenance and Operations Plan:Yes

> Status: Click or tap here to enter text.

Procurement Management Plan:Yes

> Status: Click or tap here to enter text.

Business Continuity Management (Including Technology Recovery) Plan:Yes

Status: Click or tap here to enter text.

3.6 Primary Solicitation

Attach the Primary Solicitation document to your email submission. Primary Solicitation has been submitted to STP and is confidential until released.

For a standard procurement, please attach a copy of your IFB, RFP, or RFO.

For a challenge-based procurement, please attach a copy of the solicitation.

3.7 Ancillary Procurements

1. **Attach** all in-progress and completed ancillary procurement documents to your email submission.

2. Has the project begun procurement activities for Independent Verification and Validation (IV&V) services per the State Administrative Manual Section 4940.3? Yes

   If "Yes," indicate the planned start date for IV&V services below:

   6/29/2021

   If "No" or "Not applicable," provide a brief explanation below:

   Click or tap here to enter text.

3. Provide the following information for each of your ancillary procurements:

   Service Type: Project Manager

   If "Other," specify:

   Roles/Responsibilities or Tasks: Provide enterprise project and portfolio management services for modernization. TC19-029

   Status: Complete

   CDT STP Conducted: No

   Procurement Type:IT-MSA

   If "Other," specify: Click or tap here to enter text.

   Length of Contract: 10/07/2019-10/06/2022

   Service Type: Project Manager

   If "Other," specify: TC21-029

   Roles/Responsibilities or Tasks: Provide Project Management Services for the DXP project including project initiation, planning, execution and control, and closing activities.

Status: Complete

CDT STP Conducted: No

Procurement Type: IT-MSA

  If "Other," specify: Click or tap here to enter text.

Length of Contract: 01/10/2022-01/09/2025

Service Type: Other

  If "Other," specify: Business Process Re-engineering 2 (BPR2) (TC19-063)

  Roles/Responsibilities or Tasks: BPR for Phase 1 – OL processes

  Status: Complete

  CDT STP Conducted: No

  Procurement Type: IT-MSA

   If "Other," specify: Click or tap here to enter text.

  Length of Contract: 06/26/2020-06/25/22

Service Type: Other

  If "Other," specify: Independent Verification & Validation (IV&V) (TC20-053)

  Roles/Responsibilities or Tasks: IV&V Services, monthly reports and recommendations on process improvements.

  Status: Complete

  CDT STP Conducted: No

  Procurement Type: IT-MSA

   If "Other," specify: Click or tap here to enter text.

  Length of Contract: 06/29/2021-06/28/2024

Service Type: Testing

  If "Other," specify:

  Roles/Responsibilities or Tasks: Test Strategist (TC19-043)

  Status: Complete

  CDT STP Conducted: No

  Procurement Type: IT-MSA

   If "Other," specify: Click or tap here to enter text.

  Length of Contract: 01/21/2020-01/20/2024

Service Type: Other

> If "Other," specify: System Integrator (SI) Services – Phase 1 OL (TC21-014)

> **Roles/Responsibilities or Tasks:** Design, develop and implement a full OL solution on the Salesforce PaaS to modernize OL business processes and systems.

> **Status:** Complete

> **CDT STP Conducted:** Yes

> **Procurement Type:** IT-MSA

>> If "Other," specify: Click or tap here to enter text.

> **Length of Contract:** 09/10/2021-09/13/2023

Service Type: Goods

> If "Other," specify: Taborda Solutions Inc. (TA21-062)

> **Roles/Responsibilities or Tasks:** Salesforce Platform Licenses for Phase 1- OL

> **Status:** Complete

> **CDT STP Conducted:** No

> **Procurement Type:** Other

>> If "Other," specify: Software Licensing Program (SLP)

> **Length of Contract:** 10/01/2021-09/30/2022

Service Type: Goods

> If "Other," specify:

> **Roles/Responsibilities or Tasks:** Salesforce Platform Licenses for Phase 2- VR/CC

> **Status:** Planned

> **CDT STP Conducted:** Choose an item.

> **Procurement Type:** Other

>> If "Other," specify: SLP

> **Length of Contract:** TBD

Service Type: Goods

> If "Other," specify:

> **Roles/Responsibilities or Tasks:** Salesforce Platform Licenses for Phase 3 – DL/CC

> **Status:** Planned

> **CDT STP Conducted:** No

Procurement Type: Other

> If "Other," specify: SLP

Length of Contract: TBD

Service Type: Architecture

> If "Other," specify: TC20-049

Roles/Responsibilities or Tasks: Develop Enterprise Architecture Roadmap

Status: Complete

CDT STP Conducted: No

Procurement Type: IT-MSA

> If "Other," specify: Click or tap here to enter text.

Length of Contract: 06/29/2021-06/28/2022

Service Type: Other

> If "Other," specify: Contract Management Support

Roles/Responsibilities or Tasks: Closely monitor deliverable activities, ensuring deadlines are met in accordance with work order and contract terms/conditions.

Status: Planned

CDT STP Conducted: No

Procurement Type: CMAS

> If "Other," specify: Click or tap here to enter text.

Length of Contract: 06/01/22-05/31/2026

Service Type: Architecture

> If "Other," specify: Transitional Architecture and Technology

Roles/Responsibilities or Tasks: Design, develop, test and implement transitional architecture and technology required to support the incremental transformation of legacy technology services to the DXP target architecture and technology.

Status: Planned

CDT STP Conducted: Yes

Procurement Type: Other

> If "Other," specify: IFB/RFP

Length of Contract: 06/01/2022-05/31/2026

Service Type: Organizational Change Management

If "Other," specify: Click or tap here to enter text.

Roles/Responsibilities or Tasks: OCM services to focus on the people side of project changes, including changes to business processes, systems and technology, along with how that impacts job duties, roles and organizational structures.

Status: Planned

CDT STP Conducted: No

Procurement Type:IT-MSA

If "Other," specify: Click or tap here to enter text.

Length of Contract: 06/29/2022-06/30/2026

Service Type: Testing

If "Other," specify: Test Bed Automation

Roles/Responsibilities or Tasks: Support User Acceptance Testing, Regression Testing scripts, and data preconditioning process designed to streamline repeatable testing events throughout the DXP project.

Status: Planned

CDT STP Conducted: No

Procurement Type:CMAS

If "Other," specify: Click or tap here to enter text.

Length of Contract: 06/01/2022-05/31/2026

Service Type: Training and Instruction

If "Other," specify: TA21-129

Roles/Responsibilities or Tasks: Scrum Master / Agile Coach

Status: Complete

CDT STP Conducted: No

Procurement Type:IT-MSA

If "Other," specify: Click or tap here to enter text.

Length of Contract: 01/10/2022-01/09/2024

Service Type: Other

If "Other," specify: DMV IT Support Readiness

Roles/Responsibilities or Tasks: Analyze and identify skill gaps and align project team members and stakeholders to ensure program success.

Status: Planned

CDT STP Conducted: No

Procurement Type: IT-MSA

If "Other," specify: Click or tap here to enter text.

Length of Contract: 06/01/2022-05/31/2026

Service Type: Other

If "Other," specify: Technical Writers

Roles/Responsibilities or Tasks: Develop product roadmap and agile requirements that include user stories, epics, themes, and agile methodology documentation.

Status: Planned

CDT STP Conducted: No

Procurement Type: IT-MSA

If "Other," specify: Click or tap here to enter text.

Length of Contract: 06/01/2022-05/31/2026

Service Type: Other

If "Other," specify: BPR3 for Phase 2 – VR (TC21-034)

Roles/Responsibilities or Tasks: BPR for Phase 2 VR processes

Status: Complete

CDT STP Conducted: No

Procurement Type: IT-MSA

If "Other," specify: Click or tap here to enter text.

Length of Contract: 01/26/2022-10/26/2022

Service Type: Other

If "Other," specify: BPR4 for Phase 3 – DL

Roles/Responsibilities or Tasks: BPR for Phase 3 DL processes

Status: Planned

CDT STP Conducted: No

Procurement Type: IT-MSA

If "Other," specify: Click or tap here to enter text.

Length of Contract: TBD

Service Type: Other

If "Other," specify: Support Product Owner (TA-19369)

Roles/Responsibilities or Tasks: Project and Product Management Services

Status: Complete

CDT STP Conducted: No

Procurement Type:CMAS

If "Other," specify: Click or tap here to enter text.

Length of Contract: 6/22/20-6/21/21

Service Type: Other

If "Other," specify: Acquisition Support (TC21-028)

Roles/Responsibilities or Tasks: Provide Request for Proposal (RFP) for proposed solution; provide content for Project Approval Lifecycle and Special Project Reports as needed.

Status: Complete

CDT STP Conducted: No

Procurement Type:IT-MSA

If "Other," specify: Click or tap here to enter text.

Length of Contract: 12/31/2021-12/30/2022

Service Type: Data Management

If "Other," specify: Data Migration/Data Repository

Roles/Responsibilities or Tasks: Establish a modern data repository and migrate data from legacy obsolete data stores to the new data repository.

Status: Planned

CDT STP Conducted: No

Procurement Type:IT-MSA

If "Other," specify: Click or tap here to enter text.

Length of Contract: 06/01/2022-05/31/2026

Service Type: Other

If "Other," specify: IRP Change Request/Reporting Analysis

Roles/Responsibilities or Tasks: Complete modifications for current IRP proprietary systems.

Status: Planned

CDT STP Conducted: No

Procurement Type: Other

>   If "Other," specify: Non-Competitive Bid (NCB)

Length of Contract: 07/01/2022-06/30/2024

Service Type: Other

If "Other," specify: CPS HR Analysis Recruitment (20-562)

Roles/Responsibilities or Tasks: Provide workforce plan for recruitment and staffing ISD.

Status: Complete

CDT STP Conducted: No

Procurement Type: Other

>   If "Other," specify: Joint Powers Authority (JPA)

Length of Contract: 06/01/2021-05/31/2022

Service Type: Other

If "Other," specify: Elastic Workforce PMO

Roles/Responsibilities or Tasks: Project Management oversees and guides the services needed to perform portfolio level management of the multiple work streams

Status: Planned

CDT STP Conducted: No

Procurement Type: IT-MSA

>   If "Other," specify: Click or tap here to enter text.

Length of Contract: 05/01/2022-04/30/2025

Service Type: Other

If "Other," specify: Elastic Workforce Technical

Roles/Responsibilities or Tasks: Technical workforce provides services to bridge the gap in technical expertise as DXP modernizes the DMV tool stack; will provide a variety of technical skills to support the DXP project activities.

Status: Planned

CDT STP Conducted: No

Procurement Type: IT-MSA

>   If "Other," specify: Click or tap here to enter text.

Length of Contract: TBD

Service Type: Other

If "Other," specify: Splunk Professional Services

Roles/Responsibilities or Tasks: Contractor will continuously monitor traffic and transform suspected malicious and unauthorized traffic from DMV assets to Security Operations Center staff to perform actions to investigate/prevent cyber-attacks and misuse.

Status: Planned

CDT STP Conducted: No

Procurement Type: IT-MSA

If "Other," specify: Click or tap here to enter text.

Length of Contract: 06/01/2022-05/31/2026

Service Type: Special Advisor

If "Other," specify: TA20-280

Roles/Responsibilities or Tasks: Provide knowledge and experience in the unique modern technologies, interfaces, data conversion, development / delivery methodologies, products and services. They advise DXP leadership on the modernization roadmap and tool stack to ensure the project objectives are met.

Status: Complete

CDT STP Conducted: No

Procurement Type: CMAS

If "Other," specify: Click or tap here to enter text.

Length of Contract: 06/14/2021-12/13/2022

Service Type: Special Advisor

If "Other," specify: TA21-189

Roles/Responsibilities or Tasks: Provide advisory support for program design, development, implementation, maintenance and operations.

Status: Complete

CDT STP Conducted: No

Procurement Type: CMAS

If "Other," specify: Click or tap here to enter text.

Length of Contract: 03/30/2022-03/29/2023

Service Type: Goods

If "Other," specify:

Roles/Responsibilities or Tasks: Miscellaneous Software

Status: Planned

CDT STP Conducted: No

Procurement Type: Other

If "Other," specify: varies

Length of Contract: varies

Service Type: Other

If "Other," specify: Power Automate

Roles/Responsibilities or Tasks: Click or tap here to enter text.

Status: Planned

CDT STP Conducted: No

Procurement Type: Other

If "Other," specify: TBD

Length of Contract: TBD

Service Type: Goods

If "Other," specify: Hardware – Laptops/PCs

Roles/Responsibilities or Tasks: Click or tap here to enter text.

Status: Planned

CDT STP Conducted: No

Procurement Type: Other

If "Other," specify: TBD

Length of Contract: TBD

Service Type: Other

If "Other," specify: IT Staffing Plan/Recruitment

Roles/Responsibilities or Tasks: Click or tap here to enter text.

Status: Planned

CDT STP Conducted: Choose an item.

Procurement Type: Other

If "Other," specify: TBD

Length of Contract: TBD

Service Type: Training and Instruction

If "Other," specify:

Roles/Responsibilities or Tasks: ISD Technical Team Platform Certification Training

Status: Planned

CDT STP Conducted: No

Procurement Type: IT-MSA

If "Other," specify:

Length of Contract: TBD

TIP: Copy and paste or click the + button in the lower right corner of the ancillary procurement items to add Services (for different Service Types or Lengths of Contract) with all additional information as needed.

End of agency/state entity document.

Please ensure ADA compliance before submitting this document to CDT.

When ready, submit Stage 3 and all attachments in an email to ProjectOversight@state.ca.gov.

TIP: Review the Gate 3 Project Management Planning Evaluation Scorecard to ensure a complete submission. GATE 3 Evaluation Scorecard

Department of Technology Use Only

Original "New Submission" Date: 4/19/2022

Form Received Date: 4/19/2022

Form Accepted Date: 4/19/2022

Form Status: Completed

Form Status Date: 5/10/2022

Form Disposition: Approved

Form Disposition Date: 5/10/2022