

# Technology Services Board Subcommittee – Project Synopsis

October 15, 2020

## Washington Department of Transportation Tolling Back Office System Replacement

OCIO Assessment      QA Assessment



### Project overview

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The project will replace the WSDOT Toll Division aging Back Office System (BOS). Due to outdated system architecture the legacy system has proven rigid, shown propensity for delay in transaction processing and does not provide flexibility for necessary business requirement evolution. The new BOS Phase 1 implementation will capture and maintain all transaction detail and provide full account management on more than 4 million tolling transactions monthly as well as provide an intuitive customer facing website with an enhanced account management interface for increased self-service. The system modernizes the back-office architecture to leverage scalability for future facilities and maintain maximum configurability to support the state's needs over the next decade. Phase 2 will continue implementation with less critical functionality, enhanced automation and the data warehouse build-out for expanded reporting capabilities.

### For TSB discussion

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We are seeking feedback on current and planned management strategy to achieve a successful system transition.

### Issue statement

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The project has encountered repeated delays over the past 18 months. ETAN Tolling Technology, the solution and services provider, has struggled with maintaining appropriate resources, accurate work activity duration estimation and overall schedule adherence. WSDOT has taken over schedule maintenance activities.

The remaining critical path consists primarily of the Operations Test, which is critically important to WSDOT as it will be the true test of the system capabilities in a mock production environment. The five-week long Operations Test is WSDOT driven and imperative to prove the system readiness and gain the confidence needed to move forward with the system transition and operations with our over 1 million customer accounts. Phase 1 of the operations test is complete. Phase 2 is ongoing as has encountered several delays and is currently halted while the vendor completes and then demonstrates the re-entry criteria.

### Management strategy and resolution action plan

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- Maintained weekly Executive-level Oversight
- Maintained increased Transparency through WSDOT Schedule Maintenance & Defect Management
- Increased Resourcing maintained by ETAN
- Maintained National Industry Perspective through our Expert Review Panel
- Maintained increased level of coordination with OCIO
- Maintained independent Quality Assurance and Independent Validation & Verification

## Project budget and timeline

Budget	Jun 2019	Aug 2020	Difference
Planning and Procurement	\$2,490,867	\$2,490,867	0
BOS Vendor Implementation	\$15,047,160	15,047,160	0
Operations Vendor (non-IT)	\$6,132,466	\$9,732,466	+\$3,600,000
Existing Vendor Support	\$1,050,000	\$1,050,000	0
Project Management Support	\$3,143,521	\$4,923,521	+\$1,280,000
Project QA and IV&V	\$1,712,000	\$2,067,000	+\$355,000
<b>Total Project Cost (incl. Non IT and In-Kind)</b>	<b>\$29,576,014</b>	<b>\$35,311,014</b>	<b>+\$ 5,235,000</b>

Key Project Milestones	Baseline	Revised (as of Sept 2020)	Currently Planned
Operations Test Complete (Phase 1 & 2)	10/15/2018	10/15/2020	11/23/2020
Phase 1 Go-live Ready (T)	12/01/2018	11/15/2020	12/14/2020
Phase 2 Go-live (T+15 months)	3/01/2020	3/15/2022	4/15/2022
Project End (+21 months final system acceptance)	08/01/2020	9/15/2022	10/15/2022

Key Events to Date	Date
Requirement Gathering, Lessons Learned, RFQ/RFP Development Begins	02/2016
RFQ Released	09/11/16
Draft RFP Requirements Released to Industry for Review	10/01/16
RFP Released	12/01/16
Investment Plan Approval	06/23/17
Contract Executed (NTP provided)	07/21/17
Milestone 1: Initiation Complete	01/22/18
Milestone 2: Preliminary Design Complete	07/27/18
Amendment 3 executed establishing additional Liquidated Damages against revised Go-Live date.	05/17/19
Milestone 4: Infrastructure Procurement Complete	6/11/19
Factory Acceptance Testing Complete	10/15/19
Integration and Commissioning Testing Complete	10/15/19
Amendment 4 executed establishing additional Liquidated Damages (both cumulative delay damages and per day)	2/5/20
ETAN contracts with 3 <sup>rd</sup> Party to offer additional testing velocity support	2/12/20
UAT Completion	4/9/2020
Operations Testing Begins (Phase 1 Complete)	5/28/20
Train-the-Trainer Complete	6/09/20