

Worksource System Replacement (WIT)

Program/Project Overview

High-level summary of program or project.

Background: The Employment Security Department (ESD) initiated this project in March 2022 to address lack of functionality in the current Monster Government Solutions (MSG) system and the US Dept. of Labor audit findings on the accuracy of Participant Individual Record Layout (PIRL) reporting directing the agency to address these deficiencies. ESD contracted with Cloud Synapps as prime in Jan. 2023 with Launchpad as the product vendor. However, Cloud Synapps' contract was terminated due to lack of performance and the agency established a new contract directly with Launchpad in Aug. 2023. ESD has provided increased governance and project management support, and the vendor has performed generally well until the last couple of months.

Summary: In recent months, concerns have increased on vendor resource availability and their product readiness in federal reporting capability. Teams jointly outlined a viable resource plan and delivery timeline however the vendor leadership has been non-committal and at times, avoided meeting with ESD leadership and agency commissioner. ESD and vendor leaders are in active negotiation and revised delivery timeline and re-baselined schedule is likely by around the TSB, and budget impact soon after.

Critical Risks and Issues

- **Lack of Vendor commitment** - Launchpad (vendor) leaders have been deferring schedule and resource commitment to deliver. ESD has invested significantly in the solution and the vendor is a relatively small company. There is a risk of non-delivery and contract default where ESD will need to secure in-house resources.
- **Schedule delays** - Several functional modules have taken longer than planned, delayed by few weeks to couple of months. Proposed revised schedule remains in review.
- **Meeting PIRL reporting requirements** - ESD is leading this effort however need additional resources to meet revised schedule.

Consultation Needed

What feedback does the program or project need from the Board?

- Vendor consult - how to balance pushing the vendor to meet delivery obligations and risk of contract default.
- Resourcing - Project will need funding support if additional resources are needed for extended period to ensure delivering a stable and fully integrated system with proven federal reporting.

