

MAINE STATE LEGISLATURE

The following document is provided by the
LAW AND LEGISLATIVE DIGITAL LIBRARY
at the Maine State Law and Legislative Reference Library
<http://legislature.maine.gov/lawlib>

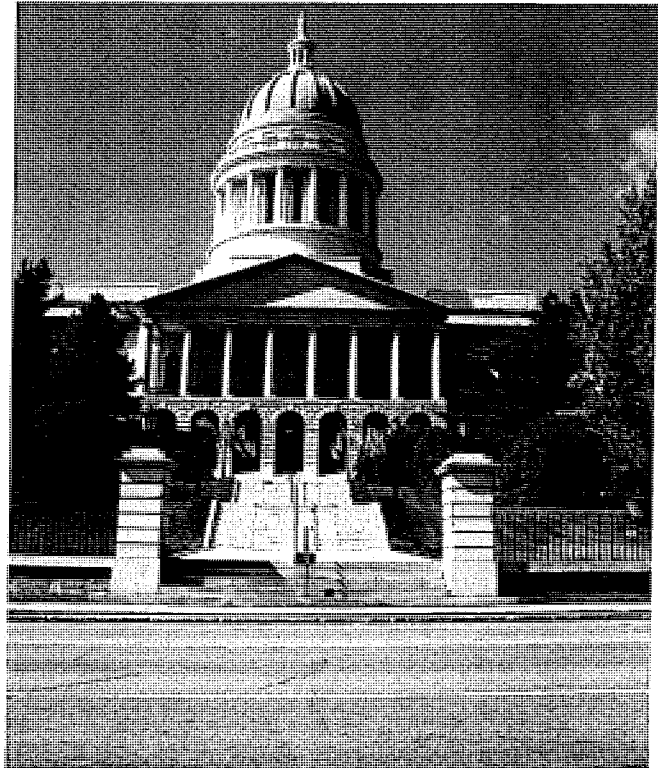


Reproduced from scanned originals with text recognition applied
(searchable text may contain some errors and/or omissions)

MAINE STATE LEGISLATURE
Legislative Council
Subcommittee for Technology

Chamber
Automation
Project

REPORT to the
SUBCOMMITTEE and
LEGISLATIVE COUNCIL
December 20, 2007



Discussion Items:

- **Update to the Subcommittee and Legislative Council**
- **Vendor Pilot Proposals**
- **Vendor Reference Checks**
- **Vendor Evaluation**
- **Cost Summary**
- **Discussion and Next Steps**

MAINE STATE LEGISLATURE
Legislative Council
Subcommittee for Technology
Chamber Automation Project Update

The Subcommittee met on December 5th to review the submitted proposals:

- Five proposals to develop Chamber Automation software were submitted
- Following a discussion on the initial evaluation of the proposals, the Subcommittee approved dropping three proposals from further evaluation
- Two proposals submitted by Inkriti and International Roll-Call (IRC) were to under go further evaluation and customer reference checks
- Proposals for a pilot implementation during the 2nd 123rd were to be requested from Inkriti and IRC
- Those vendors that responded with complete proposals all specified laptop PCs for use with their application software

Vendor Pilot Proposals:

- Both vendors submitted proposals for a pilot
- The pilot will provide core chamber automation functions to Chamber Staff and a small group of Legislator evaluators during the 2nd 123rd
- Inkriti - \$10,000
- IRC - \$ 8,000
- The proposals are attached

Vendor Reference Checks:

- Checks of both vendors were conducted
- The discussion with Clerk Greg Gray was very helpful in understanding the issues and results of a Chamber Automation Project
- Both vendors received positive recommendations from the references provided
- Summaries of the reference checks are attached

Vendor Evaluation:

- The Subcommittee and the full Review Team was not able to meet prior to today's Council Meeting
- Based on discussions with those persons involved with the reference checks, that smaller group is prepared to recommend IRC as the contractor to develop the Chamber Automation software application.
- A summary evaluation document is attached

Cost Summary:

- A cost summary is attached showing both Inkriti and IRC costs and total project cost.

Discussion and Next Steps:

Chamber Automation

Vendor Pilot Proposals

December 18, 2007

To: Chamber Automation – RFP Review Team

From: Paul Mayotte

Subject: Vendor Pilot Project Proposals

Attached are the Pilot Project Proposals from Inkriti and International Roll-Call for your review.

The Inkriti price is \$10,000. The net International Roll-Call price would be \$8,000; (\$40,000 less 80% (\$32,000)) presuming IRC received the contract for the full application.

December 12, 2007

The Maine State Legislature (hereby referred to as "The State") is currently evaluating the Inkriti Proposal to build a Legislative Management System. In discussions with Inkriti, The State has requested that a Pilot program be added to the process for developing this system. The State has explained the Pilot as involving a controlled number of users (8-12 representatives, 4 Senators) and chamber staff – providing them with the ability to evaluate Inkriti's planned interface and the functions of Inkriti's proposed system prior to the development of the production application.

Per the description provided by The State, Inkriti will be responsible for providing the application software required for the Pilot, and the technical support necessary to install and use the same. The Legislature will provide the infrastructure (hardware, network, operation system software) needed for the Pilot to run. The Legislature requests the Pilot be implemented by mid-March 2008 so as to allow for one full month of assessment during the 2008 legislative session.

Inkriti agrees to include and incorporate the requested Pilot into its original Project Plan, and provide the necessary Requirements Gathering, UI design, and Usability testing services needed to Pilot the interface and functionality with the users as described above. A portion of this effort will have been done as part of the original project plan, and it is Inkriti's intention to not change that cost as it is applicable to the overall project. However, more extensive onsite user interaction (additional use case development, profiling, interviews, testing) will be required to provide this Pilot within the timeframe requested, requiring an estimated additional 3-4 effort weeks of time to be provided by Inkriti. To cover the cost of this additional effort, we request the fixed cost proposal price we have offered be increased by \$10,000 (Inkriti assumes all cost above and beyond this to deliver the Pilot assessment functionality).

Signed: _____

Date: _____

Vinod Pabba
CEO, Inkriti

Signed: _____

Date: _____

Kevin O'Sullivan
Account Manager, Inkriti

Paperless Chamber Proposal Pilot Project

International Roll-call (IRC) proposes that the “pilot” project for the Paperless Chamber System that is being proposed include the following functions. (Please refer to the original proposal document for more information.)

Member Workstations

The main screen as shown in the original proposal will be designed and deployed in the pilot, however, not all functions will be operational. The calendar outline will be displayed, as “pushed” from the controller application, and the full calendar text will be shown in the middle panel. The current process for generating the HTML version of the calendar will be used, with some post-processing (either manual or automatic) to insert links to the bills. The selected bill details (right-most panel) will be shown, but only the links to the bill text and the amendments will be implemented.

In particular the following functions that are shown in the original proposal will not be implemented:

- Generation of member scripts
- Message exchange with other members
- Personal notes or reminders for legislative items
- Interface with voting system
- Search functions
- Help screens

Control Application

The main screen, as shown in the original proposal, will be implemented, however, not all functions will be operational. The clerk will be able to select a calendar/supplement, the calendar item, and the item details for pushing (bill text and amendment text only). The “Other Documents” section will not be implemented, and no interface to the voting system will be provided.

Other Details

While the pilot will provide many of the major functions of the proposed system, the following should be kept in mind:

- This is an early alpha version of the completed system.
- Thorough QA will not be done and there may be bugs.
- Performance will not necessarily be tuned yet.
- Installation may be a manual process.
- Little or no user documentation will be done.
- Changes to the existing LawMaker programs will be minimal.

Price

The price for the creation and installation of this pilot is \$40,000.00 with 80% to apply towards the contract price of our original proposal if it is subsequently accepted. Most of the work for the pilot will be required in the full product so a large percentage of the pilot work will be available in the scope of the full product. This will also give the pilot the look and feel of the final product.

Satisfactory schedule of milestones and payments will be agreed prior to beginning work.

David A. Ward, President
International Roll-Call Corp.

December 20, 2007

Chamber Automation Project

Cost Estimate for Hardware, Software Licenses and Other Costs

<u>Cost Component</u>	<u>Full Project</u>	<u>Pilot</u>
Laptop Purchase	\$ 209,000	\$ 12,000
Application Servers	\$ 20,250	\$ 6,650
Software Licenses	\$ 25,800	\$ 5,000
Supporting Hardware	\$ 12,500	\$ 2,000
Misc.	\$ 17,450	\$ 1,000
Project Reserve	\$ 35,000	\$ 1,000
	<u>\$ 320,000</u>	<u>\$ 27,650</u>
3 year laptop lease cost per year	\$ 88,300	
4 year laptop lease cost per year	\$ 72,000	

MAINE STATE LEGISLATURE
Legislative Council
Subcommittee for Technology
Chamber Automation (Paperless Chambers)

Pilot of Chamber Automation Functions

Pricing is being requested for the vendor to provide for a pilot of the functions as proposed in their original proposal. The pilot scope of work would be in addition to the scope of work covered in the vendor's original proposal.

It is understood that the original schedule requirement for the full implementation of the application for the 2008 Legislative Session is not possible at this time. Full implementation of the application would take place for the 2009 session. As a result of the shift in the schedule there is an opportunity to conduct a pilot during the 2008 session.

The pilot is envisioned to provide a controlled number of users in each chamber, 8 to 12 Representatives and 3 to 4 Senators, and chamber staff the ability to use and evaluate the vendor's user interface and the functions of the vendor's proposal.

The vendor will be responsible for providing the application software for the pilot and the technical support necessary to install and use the pilot software. The Legislature will provide the infrastructure (hardware, network, operating system software) needed for the pilot application to function.

The 2008 Legislative Session starts on Wednesday, January 2, 2008 and has an adjournment date in mid-April 2008. It is the Legislature's hope the pilot could be implemented no later than mid-March to provide a full month's assessment.

Vendors are requested to provide a price for their additional scope of work to prepare for and implement a pilot software installation. Vendors should state the risks related preparing for and conducting a pilot in this timeframe as it relates to their original proposal/schedule and if the vendor has the resources needed to support a pilot in this timeframe.

Need a response no later than 12/19.

Chamber Automation

Vendor Reference Checks

December 19, 2007

To: Chamber Automation Review Team

From: Paul Mayotte

Subject: Vendor References

Attached is the documentation from vendor references on Inkriti and International Roll-Call.

The reference checking process at various times involved Millie MacFarland, Judi Delfranco, Ted Potter and Paul Mayotte.

Two checks were done on Inkriti. One of them was an email response as the person was not available last week. The person is available for telephone follow up if needed.

Following the IRC check with the Clerk of the West Virginia House, the interview team discussed the need to talk with other IRC references. The WV House is the one legislative body of the references provided with a Chamber Automation System comparable to Maine's requirements. The other references provided by IRC have IRC applications very similar to Maine's current applications. Based on that and our existing relationship with IRC, the Interview Group felt there would be no added value in contacting those other states. Those states are North Carolina, Michigan and Georgia.

Inkriti's work for both of its references was not directly transferable to the Legislative process. Inkriti will be doing contract work for the Maine Judicial Branch starting in January, but has no previous legislative experience that could be determined. A period of time would be required for Inkriti to become knowledgeable in the Legislative process. Per the references, Inkriti as an organization does not typically provide 24 X 7 support. Based in the input from one of the references, Inkriti would need to maintain an onsite presence to avoid the communications issues they experienced. While the Inkriti reference checks raised the items of concern above, there were no serious issues found.

IRC's Chamber Automation system developed for the West Virginia House appears to closely align with the requirements for Chamber Automation developed by the Maine Legislature. Per Clerk Gray, IRC was able to integrate the Chamber Automation process with their existing IRC applications. The installed application runs well. Based on WV's existing relationship IRC did not have a learning curve. IRC delivered the application in 5 months and on schedule for WV, and has maintained and modified the application for the 6 years since it was installed. The IRC reference check found no serious issues.

Summary:

Based on the reference checks, both firms received positive endorsements.

December 14, 2007

IRC Reference Check:

Clerk Greg Gray, Clerk of the West Virginia House of Delegates

Interviewed by:

Millie MacFarland

Judi Delfranco

Ted Potter

Paul Mayotte

How long has WV had a relationship with IRC?

Since the 1930s.

Is IRC currently doing work for you?

Yes, IRC is the vendor that has provided the systems used to operate the WV House Chamber. Similar to Maine plus a Chamber Automation system

What type of work has IRC performed for you?

Technologies used

Size/Scope

Level of technical difficulty

Timeframe

Clerk Gray was not familiar with the specific technologies used. They do use Dell laptops acquired on a 4-year lease.

Did IRC perform to schedule?

Yes, IRC designed and installed the Chamber Automation application in 4 to 5 months. This was 6 years ago. The application has been modified further by IRC.

Once assigned to a project, did IRC personnel remain with the project through completion? Yes.

What is your assessment of the technical capabilities of the IRC personnel assigned?

Very good. IRC already understood the WV process and had designed and built the supporting applications. This provided for the integration of data.

What is your assessment of the quality of the product and documentation delivered by IRC? He was very pleased with the end product. There were a few minor startup issues but nothing serious. The system has been reliable.

Do you have a long-term agreement with IRC for the maintenance of the delivered application? Yes. If yes, what is your assessment of that service? Excellent, if needed IRC can be onsite in 5 hours.

Does IRC provide you with 24 X 7 support? Yes. If yes, what is your assessment of that service? They are easy to reach and respond promptly.

December 14, 2007

If change orders were issued, how effective was IRC in integrating those changes into to job stream? Did not recall.

If IRC provided training to your staff in the use of the application, how effective was the training? Yes. Documentation was good. Training materials for members were prepared by IRC. Two staff support the Chamber Automation application during session while performing other functions. New members are trained by WV staff.

Did IRC provide a warranty for the work performed? Yes. Where there any issues with resolving warranty work? None come to mind.

What is your overall assessment of IRC?

WV has a long-term relationship with IRC. The IRC developed Chamber Automation application works very well for the WV House. Clerk Gray highly recommended the IRC application.

Other:

- The WV Legislature meets for 60 calendar days per year.
- The WV House has 100 members.
- They use Dell laptops that are replaced in 4-year cycles.
- The project cost was in the \$600,000 to \$700,000 range.
- They provide in Chamber laptops for the news media
- WV attempted to do this internally and then went to an outside vendor.
- They provide printers for members wanting hard copy documents.
- The WV House "Bill Room" is print on demand only.
- In addition to reducing printing costs, the costs of postage dropped from a greater use of email.
- The WV Senate does not have a Chamber Automation system.
- They don't yet use laptops in the Committee process.
- Having a small number of spare laptops is recommended.
- Having a financial penalty for lost laptops is recommended.
- Members tend to leave their laptops in the Chamber.
- Over time all members have become accustom to the paperless process and use the technology.

Clerk Gray has extended an invitation to the Maine Legislature to visit the WV House during the next legislative session to see the WV Chamber Automation system in use.

Clerk Gray has provided samples of WV's documentation.

December 12, 2007

Inkriti Reference Check
Mr. Prasad Putta, Co-Founder OatSystems

Interviewed by:
Judi Delfranco
Ted Potter
Paul Mayotte

The interview took place on 12/12/2007

Inkriti Reference Questions:

How long has your firm had a relationship with Inkriti?

3 years, with 3 to 8 people assigned both onsite and in India. 2 Inkriti people have been hired by Oat.

Is Inkriti currently doing work for your firm?

Yes. 6 are now working with Oat's consulting team on RFID product deployment.

What type of work has Inkriti performed for your firm?

Technologies used

Size/Scope

Level of technical difficulty

Timeframe

Inkriti personnel are working as part of Oat's team that works directly with their customers implementing RFID installations. This includes training. Inkriti is not performing traditional IT development work.

Did Inkriti perform to schedule?

Yes.

Once assigned to a project, did Inkriti personnel remain with the project through completion?

Yes, but Oat hired some of them...

What is your assessment of the technical capabilities of the Inkriti personnel assigned?

Very good. Because they work directly with the customers, they must be competent and professional. Inkriti personnel are highly skilled with advanced degrees and technical training. Advanced degree status and professional certifications are very important to OatSystems

What is your assessment of the quality of the product and documentation delivered by Inkriti?

Very good. RFID is a new technology; very few technical people understand RFID technology.

December 12, 2007

Do you have a long-term agreement with Inkriti for the maintenance of the delivered application? Not applicable If yes, what is your assessment of that service? Not applicable

Does Inkriti provide your firm with 24 X 7 support? Oat has its own support team. If yes, what is your assessment of that service? When needed, Inkriti response is good.

If change orders were issued by your firm, how effective was Inkriti in integrating those changes into to job stream? Not applicable

If Inkriti provided training to your staff in the use of the application, how effective was the training? Inkriti personnel provide training to Oat's customers in the use of RFID technology. Oat requires that this be at the highest levels.

Did Inkriti provide a warranty for the work performed? Where there any issues with resolving warranty work? Not applicable

What is your overall assessment of Inkriti? They do very good work. OatSystems will continue to use their services.

Other Comments from Mr. Putta:

- Inkriti is cost effective in that Oat's cost for the service provided is 60% vs. the US market cost for the same service.
- Must have onsite support, avoid working directly with India.
- Need onsite support for effective communications and management.
- Inkriti is a quick study of difficult processes.
- "Your business is not their business", be prepared to invest time and resources making them knowledgeable in your business.

Mayotte, Paul

From: Henry Svendblad [HSvendblad@mp-sportsclub.com]
Sent: Saturday, December 15, 2007 10:36 AM
To: Mayotte, Paul
Subject: RE: Inkriti Reference re: Maine State Legislature

Paul,

Sorry for the delayed response. I am in the process of moving and was out of pocket last week. Please see my answers below. Feel free to contact me to discuss this week (617) 913-7880.

Henry

From: Mayotte, Paul [mailto:Paul.Mayotte@legislature.maine.gov]
Sent: Thursday, December 06, 2007 12:40 PM
To: Henry Svendblad
Subject: Inkriti Reference re: Maine State Legislature

Mr. Svendblad,

The Maine State Legislature is currently reviewing contractor qualifications for a Chamber Automation Project. A primary goal of the project is to replace paper documents with electronic documents by pushing the electronic documents to laptops on the desks of 188 Senators and Representatives.

Inkriti LLC is being considered for this project. Inkriti has identified you as a knowledgeable reference for their work and that you would be available to spend a few minutes to discuss their capabilities,

I would like to speak with you directly about your firm's experiences with Inkriti. To minimize the impact on your time, I'm providing you with the questions we would be asking.

Please let me know what would be a good time to call you.

Thank you for your time,

Paul

Paul E. Mayotte, Director

Legislative Information Services

Maine State Legislature

(207) 287-1625

paul.mayotte@legislature.maine.gov

12/20/2007

Inkriti Reference Questions:

How long has your firm had a relationship with Inkriti? About 18 months

Is Inkriti currently doing work for your firm? Yes.

What type of work has Inkriti performed for your firm? Website/ecommerce development and project management.

Technologies used

- Open Source Content Management System Drupal
- Nexaweb Development Studio
- Tomcat
- Apache
- Java
- Third party integration with systems using xml and webservice
- Basecamp – Project Management
- JIRA – Bug Tracking
- Salesforce.com
- Trumba
- Who's Calling

Size/Scope

- The project is a a multi year approximately \$200K project.

Level of technical difficulty

- Highly complex

Timeframe

- 18 months

Did Inkriti perform to schedule?

- Yes

Once assigned to a project, did Inkriti personnel remain with the project through completion?

- Yes

What is your assessment of the technical capabilities of the Inkriti personnel assigned?

- Inkriti has an excellent handle on the latest in web technologies specifically open source, XML, AJAX, and Java

What is your assessment of the quality of the product and documentation delivered by Inkriti?

- Excellent

Do you have a long-term agreement with Inkriti for the maintenance of the delivered application? No. If yes, what is your assessment of that service?

Does Inkriti provide your firm with 24 X 7 support? No. If yes, what is your assessment of that service?

If change orders were issued by your firm, how effective was Inkriti in integrating those changes into to job stream? Excellent.

If Inkriti provided training to your staff in the use of the application, how effective was the training? Training was not necessary.

Did Inkriti provide a warranty for the work performed? Yes. Where there any issues with resolving warranty work? No.

What is your overall assessment of Inkriti? Inkriti has become my "go to" firm for any website development and integration work. They have very deep and capable talent at affordable prices.

Maine State Legislature

Chamber Automation Vendor Response Review

<u>Evaluation Criteria</u>	<u>IRC</u>	<u>Inkriti</u>																		
<p>1. Overview, including demonstrating a clear understanding of the goal of the project</p> <p><u>Highest Rated Vendor, IRC</u></p>	<p>IRC has an existing knowledge base of Maine's Legislative process and technical environment. IRC has also built an application with comparable requirements. IRC has a clear understanding of the project requirements.</p>	<p>Inkriti's proposal reflects an extensive amount of research into the Legislative process. Having not worked on like applications and not having previous access to the existing chamber software applications, Inkriti's overall understanding is not as great as IRC's. Inkriti will spend more time defining the legislative process.</p>																		
<p>2. Bidder Qualifications, including corporate background, experience with similar projects, demonstrated past performance and project staff qualifications.</p> <p><u>Highest Rated Vendor, IRC</u></p>	<p>IRC is a leader in the market for Legislative software applications and support systems. IRC has a successful Chamber Automation Application in West Virginia. IRC has built and installed applications for Maine. IRC is qualified to under take a Chamber Automation Project.</p>	<p>Inkriti is a qualified software development firm. It is a larger firm than IRC. Inkriti specializes in Website and ecommerce applications. It provides contract resources and offshore support and development. Based on the provided information, Inkriti's staff is highly skilled. Experience with similar projects is limited.</p>																		
<p>3. Product Design, including the ability to deliver the required functionality and timeline for deliverables</p> <p><u>Highest Rated Vendor, IRC</u></p>	<p>Based on the submitted proposal the design will provide for the required functionality. IRC's schedule would support a 1st 124th implementation. IRC's ability to integrate Chamber Automation with the existing applications is a given. IRC's staff has more experience with Legislative applications.</p>	<p>Based on the submitted proposal the design will provide for the required functionality. Inkriti's schedule would support a 1st 124th implementation. Inkriti requires a longer timeframe for the design process due to its need to understand the Legislative process. Inkriti staff has greater experience with Web based applications which is consistent with the proposed design.</p>																		
<p>4. Project Implementation, including communication and project management plan, project staffing plan, and quality assurance project plans</p> <p><u>Vendors Rated as Equal</u></p>	<p>IRC's approach / plans reflect acceptable standards. IRC's current history with the House video project and LawMaker tend to show risk with initial product delivered. IRC has corrected the video issues and is working with the Senate on LawMaker. Per WV, IRC installed their application within the project schedule.</p>	<p>Inkriti's approach / plans reflect acceptable standards. Reference check indicates a possible communications concern requiring onsite support.</p>																		
<p>5. Cost Evaluation</p> <p><u>Highest Rated Vendor, IRC</u></p>	<table border="0"> <tr> <td>Software</td> <td>\$210,000</td> </tr> <tr> <td>Training</td> <td>\$ 21,000</td> </tr> <tr> <td>Maint.</td> <td>6% of software</td> </tr> <tr> <td></td> <td>\$12,600 assuming no change orders</td> </tr> <tr> <td>Pilot</td> <td>\$8,000</td> </tr> </table>	Software	\$210,000	Training	\$ 21,000	Maint.	6% of software		\$12,600 assuming no change orders	Pilot	\$8,000	<table border="0"> <tr> <td>Software</td> <td>\$265,000</td> </tr> <tr> <td>Training</td> <td>\$ 20,000</td> </tr> <tr> <td>Maint.</td> <td>\$ 40,000/year</td> </tr> <tr> <td>Pilot</td> <td>\$10,000</td> </tr> </table>	Software	\$265,000	Training	\$ 20,000	Maint.	\$ 40,000/year	Pilot	\$10,000
Software	\$210,000																			
Training	\$ 21,000																			
Maint.	6% of software																			
	\$12,600 assuming no change orders																			
Pilot	\$8,000																			
Software	\$265,000																			
Training	\$ 20,000																			
Maint.	\$ 40,000/year																			
Pilot	\$10,000																			

**MAINE STATE LEGISLATURE
Chamber Automation Project
Cost Summary
December 20, 2007**

<u>Item</u>	<u>IRC</u>	<u>Inkriti</u>
<u>Vendor Cost:</u>		
Software Development	\$ 210,000	\$ 265,000
Pilot Development	\$ 8,000	\$ 10,000
Training	\$ 21,000	\$ 20,000
Total Vendor Cost	<u>\$ 239,000</u>	<u>\$ 295,000</u>
<u>Infrastructure Cost - Purchase Basis:</u>		
Laptop Purchase	\$ 209,000	\$ 209,000
Application Servers	\$ 20,250	\$ 20,250
Software Licenses	\$ 25,800	\$ 25,800
Supporting Hardware	\$ 12,500	\$ 12,500
Misc.	\$ 17,450	\$ 17,450
Project Reserve	\$ 35,000	\$ 35,000
Total Infrastructure Cost	<u>\$ 320,000</u>	<u>\$ 320,000</u>
Estimated Project Cost	<u>\$ 559,000</u>	<u>\$ 615,000</u>
<u>Estimated Project Cost 4-yr. Laptop Lease:</u>		
1st Year	\$ 422,000	\$ 478,000
2nd Year	\$ 72,000	\$ 72,000
3rd Year	\$ 72,000	\$ 72,000
4th Year	\$ 72,000	\$ 72,000
Total 4-yr. Lease Basis	<u>\$ 638,000</u>	<u>\$ 694,000</u>
Annual Maintenance Cost	<u>\$ 12,600</u>	<u>\$ 40,000</u>