

**Teacher Credentialing Service Improvement Project (TCSIP)
Proposed Contract Amendment**

**Fiscal Policy and Planning
January 9, 2003**

Executive Summary

This item recommends that the Commission amend the IBM TCSIP contract to increase the total amount needed from \$5,924,011 to \$6,270,800 to provide a complete replacement for the current Credential Automation System. This request is being made as a result of a phase 3 detailed re-evaluation of business needs and IBM's (formerly PwC) proposed solution. The analysis found some critical functions are needed for the new system that was not included in the original contract.

Fiscal Impact Summary

This amendment will be paid out of the Teacher Credentials Fund (TCF).

Policy Issue to be Decided

Should the IBM contract be amended to include the additional functions needed and increase their contract amount to \$6,270,800? (Pending approval of the fiscal 2003-04 TCSIP Budget Change Proposal and the TCSIP Special Project Report in the January 10 Governor's Budget, CCTC will process the contract amendment).

Recommendation

Staff recommends that the Commission adopt the contract amendment summarized below.

- Contract Number:..... TCC-0054
- Contractor:..... International Business Machines Consulting Services
- Contracting Period:..... June 20, 2001, to December 31, 2004
- Purpose of Contract:..... Provide Service Improvement to the Teacher Credentialing Process
- Proposed Amendment:..... Increase the total contract amount by \$346,789, from \$5924,011 to \$6,270,800
- Source of Funding:..... Teacher Credentials Fund

Background

The goals of the Teacher Credentialing Service Improvement Project (TCSIP) are to use Web-based functionality and an improved database management system to:

- Provide application status information and check credentials held electronically,
- Implement online submission of renewal applications, and
- Improve the Commission's ability to compile and analyze data, and prepare reports in response to policymakers' requests.

Update

Phase 1 of the TCSIP was completed on schedule and implemented in October 2001. IBM (formerly PricewaterhouseCoopers), and its subcontractor EzGov, worked with Commission staff in the design and implementation of Phase 1. The result of Phase 1 is an interactive, Web-based system for conducting application and credential status inquiries. The new system was demonstrated for Commissioners at the November 2001 meeting. The system allows credential applicants, credential holders, and stakeholders to use a Web browser to determine the status of a credential application or confirm the credentials held by an individual.

Phase 2 of the TCSIP was launched in October 2001. This second phase enables teachers to renew and pay for their credentials on-line. The phase of the project was implemented in June 2002.

The third phase of the project was launched in April 2002, and will provide the Commission with a new technology system for credential processing that will enhance the Commission's reporting capabilities in response to the needs of the Legislature, the Governor, and stakeholders. To achieve these results, Phase 3 will result in the replacement of the Commission's COBOL-based information technology systems (that are outdated, cannot be cost-effectively modified, and will soon be without vendor support). Final acceptance of the project is targeted for the third quarter of 2003.

Rationale for the Amendment tot the Contract

In the beginning of phase 3 a detailed re-evaluation was completed of the Commission's business needs for the new system and IBM's proposed solution. The analysis found some critical functions needed for the new system that was not included in the original contract. One of the major contract changes is the increase in hardware costs. The original hardware proposed by IBM has been discontinued. Additionally, the proposed equipment configuration was not robust enough to provide the stability and speed required to support Commission current and future business needs. This amendment funding also allows for on-line credential renewals to be processed electronically with little interaction from the Credentialing Officer. The result of adding this functionality is a \$346,789 increase in funding for IBM to provide a complete system that meets all of the Commission's needs.

Staff Recommendation

Staff recommends that the Commission approve an amendment to the IBM TCSIP contract, to increase the total contract by \$346,789 to \$6,270,800 to provide the needed functionality for the new Credentialing System. Pending approval of the fiscal year 2003/04 TCSIP Budget Change Proposal and the TCSIP Special Project Report in the January 10 Governor's Budget, CCTC will process the contract amendment.

Staff is available to answer any questions the Commissioners may have.