

# eGovernment Workgroup

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RE-PROCUREMENT STATUS

MARCH 2018

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# eGov Overview of Current Contract

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- Exclusive bundled contract with NICUSA, Inc. (Montana Interactive)
  - Payments
  - Identity Management (ePass)
  - eGov Services
- Self-funded for ~270 services
  - 12% services supporting the model
  - 88% services requirement self-funded subsidies
- Effective January 1, 2011
- Renewed January 1, 2016 to December 31, 2019
- Option to extend by 1 year to December 31, 2020 (if needed)
- Transition of code only available at contract end date

# eGov Information Gathering...

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## 2016 NASCIO Survey Responses

- Connecticut
- Wisconsin
- Oregon
- Virginia
- Montana

## 2018 RFI Responses

- Ad Hoc
- Deloitte
- ID.me
- MT Interactive

## 2018 Survey Responses

- 17 MVD
- 2 Others

# eGov Workgroup: 2018 RFI Responses

MT Interactive – Current Contract

Ad Hoc Deloitte ID.me

Contract Type*	Bundled MT Interactive	Hybrid Deloitte		Unbundled Ad Hoc ID.me
Funding Type*	Convenience Fee MT Interactive	License ID.me: Fixed Annual Rate	Fixed Ad Hoc: State Managed Fund Deloitte	Time & Mat'l MT Interactive
Transition Cost*	Low MI: No Cost Ad Hoc: Keep MI?	Medium ID.me Deloitte: Not Identifiable?		High
Transition Timing*	Low MI: None ID.me Ad Hoc: Keep MI?	Medium Deloitte: 6-9 months		High Ad Hoc: Recreate Virtual
COTS vs. Custom	COTS MI: COTS + Custom	Custom Deloitte: COTS + Custom		SaaS ID.me (?)
Identity Mgmt	FIM Ad Hoc: Fed ID Broker	Both ID.me: ID Mgmt Service Deloitte: Pending Assess		ePass MT Interactive
Payment Portal	Interface Only ID.me Ad Hoc: API or 3 <sup>rd</sup> Party Deloitte: API or Interface			Full Portal MT Interactive
Support & Maint	Identity Mgmt Only ID.me			All Services Ad Hoc MT Interactive

\*Priority Focus Areas (shaded in light green)

# eGov Workgroup: 2018 Survey Responses

Contract Type	<b>Bundled</b> 5 responses	<b>Unbundled</b> 13 responses
Funding Type	<b>Transaction Fee(s)</b> 10 responses	<b>Time &amp; Material</b> 1 response
Who pays the fee	<b>Citizens</b> 8 responses	<b>Agencies</b> 6 responses
Transitioned Recently	<b>Yes</b> 4 responses	<b>No</b> 14 responses
Vendor vs. Internal	<b>Vendor</b> 7 responses	<b>Internal</b> 9 responses

# eGov Ideas for Priority Focus Areas...

## Type of Contract

- Bundled (single RFP)
- Unbundled (separate RFPs)
- State Master Contract

## SERVICE FUNDING (ONE OR MORE OPTIONS)

- Advertising model (Montana companies/agencies, Tourism, etc.)
- Agencies pay a percentage for online services. Money goes into state-controlled fund.
- Education Partnerships (Multilevel, Interns, Class projects, etc.)
- Firm Fixed Price (flat fee for services)
- Increased online fees
  - Fees for no fee services today
  - Increase fees for those that pay today
- Self-funded (same as today)
- Time and Materials (agencies pay as they are able)

## TRANSITION FUNDING (ONE OR MORE OPTIONS)

- Advertising model (Montana companies/agencies, Tourism, etc.)
- Agencies pay for their services to transition
- Education Partnerships (Multilevel, Interns, Class projects, etc.)
- Escrow model - similar to Shelby prison
  - Escrowing additional fees for future transitions
    - Does the customer pay this increase?
  - Change amount of fees that MI keeps
    - Apply difference to MT account to pay for transition
  - Increased online fees
    - Fees for no fee services today
    - Increase fees for those that pay today
- Request Funding from Legislature
  - Define amount needed – if able

## *Other Suggestions?*

# Next Steps

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- Continue to gather feedback and ideas for focus areas
- Begin pros/cons analysis for all options
- Make recommendation
  - eGov Workgroup
  - ITMC
  - ITB
- Questions?