
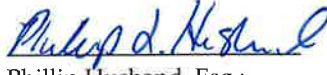


District of Columbia Department of Health  <b>Information Technology</b>  <b>Procurements</b>		<b>PROCEDURE 700.000</b> Implementing Office: Office of the Director Training Required: Yes Originally Issued: <b>AUG 23 2021</b> Revised/Reviewed:
<b>Approved by:</b>  LaQuandra S. Nesbitt MD, MPH; Agency Director	<b>Review by Legal Counsel:</b>  Phillip Husband, Esq.; General Counsel	<b>Effective Date:</b> <b>AUG 23 2021</b>  <b>Valid Through Date:</b> <b>AUG 23 2024</b>

<b>I. Authority</b>	Reorganization Plan No. 4 of 1996; Mayor's Order 1997-42;
<b>II. Reason for the Policy</b>	Using information technology (IT) applications to collect, manage, and store data is central to the DC Health's mission. The Department collects a broad range of data from community stakeholders, it generates analytics to support internal and external reporting, and it uses data to formulate public health policy, evaluate the effectiveness of programs, maintain compliance with laws and regulations, and allocate resources. It is essential that the DC Health Office of Information Technology (DC Health IT) manage these applications with an enterprise strategy to support the Department's public health data requirements. Additionally, DC Health IT has a duty to minimize disruptions of service caused by delays in addressing issues, unavailability of necessary service resources, or a failure to anticipate mission critical needs when procuring IT applications from third-party developers.
<b>III. Applicability</b>	This policy applies to all DC Health full-time and part-time employees, contract employees, interns, employees of other DC government agencies detailed to DC Health, and summer youth employees. These individuals are referred to collectively herein as "employees" or "DC Health employees."
<b>IV. Policy Statement</b>	<p>IT procurements are part of the portfolio of DC Health IT. The Chief Information Technology Officer (CITO) is the accountable manager over DC Health IT.</p> <p>The only office with the authority to submit an IT procurement to the Office of Contracts and Procurement (OCP) is DC Health IT.</p>

This includes centralized agency purchasing of hardware, software, and IT services. The DC Health Chief Operating Officer (COO) will coordinate with the assigned OCP Agency Contracting Officer and request that any IT procurement submitted by any other office be routed first to the CITO for internal review before OCP acts upon it.

The CITO will vet all program requirements for enterprise value across administrations/programs and, wherever logistically and financially feasible, seek to leverage enterprise-wide technologies to satisfy program requirements. The CITO reserves the right to assess program requirements and business processes in any administration or program to broaden the range of programs benefitting from an IT procurement. DC Health IT reserves the right to bundle requirements from multiple programs into one IT procurement to leverage an economy of scale, achieve cost savings, and deliver greater enterprise value.

To ensure that an IT solution will meet dynamic and evolving data requirements, and be properly situated for future data and reporting needs, the CITO, or designee, will ensure that the following elements are included in every statement of work (SOW) DC Health IT advances to OCP:

1. DC Health is the sole owner of all data generated in the application;
2. The database will be integrated into the data engine; and
3. Algorithms for internal and external reporting requirements will be scripted in the data engine with accompanying visualizations and/or dashboards. These algorithms may be a deliverable tasked to the vendor, or performed internally by DC Health IT staff with vendor support. The CITO, or designee, will determine this division of labor in each procurement on a case-by-case basis.

DC Health IT will ensure that all IT solutions the Department deploys are properly supported, reflect best-of-breed technologies over time, and insulated to the greatest practical degree against outages and external shocks. DC Health IT will ensure that all SOWs for IT procurements include the following elements:

	<ol style="list-style-type: none"> <li>1. The vendor is required to ensure that DC Health operates on the most recent version of software, and provide upgrades as they become available;</li> <li>2. The vendor is required to support end users through a combination of methods determined by the CITO, e.g. help desk, end user training, or bug fixes.</li> </ol> <p>DC Health IT will ensure that all procurements are structured to account for demand exceeding initial projections, and position the agency to expand existing development. DC Health IT will ensure that all SOWs for IT procurements include the following elements:</p> <ol style="list-style-type: none"> <li>1. A base/option format that will permit DC Health IT to exercise option years on mission critical infrastructure and services;</li> <li>2. Options for the purchase of additional products and services, e.g. additional licenses, additional software products that enhance the capacity of the initial purchase, and products to expand the platform to additional programs;</li> <li>3. An addendum for professional services that only the manufacturer has the direct expertise to provide;</li> <li>4. Specific language governing the renewal of software licenses.</li> </ol> <p>To ensure that software can be delivered quickly, efficiently, and at high quality according to documented business-side requirements, DC Health IT will include a provision in all software development procurements to develop software using a DevOps application of the CITO's choosing. IT procurements to purchase the services of software developers will require respondents to include the capability of their personnel to use DevOps.</p> <p>Any DC Health employee in violation of any part of this SOP may be subject to commensurate disciplinary action.</p>
<p><b>V. Definitions &amp; Acronyms</b></p>	<p><b>CITO-</b> Chief Information Technology Officer</p> <p><b>COO-</b> Chief Operating Officer</p> <p><b>Data Engine-</b> An enterprise-level IT solution designed to house large, complex datasets. The data engine is comprised of both an</p>

online analytical processing (OLAP) environment, which houses the data, as well as a multidomain master data management application capable of:

1. Secure storage of large complex datasets with access control enabled;
2. Generating custom tables of data within and across source datasets;
3. Enterprise-wide deduplication to produce a single, unduplicated person record for each person served, regardless of which combination of DC Health programs serve that individual.
4. Scripting data transformations to facilitate the compatibility of multiple datasets;
5. Scripting algorithms that generate reliable, reproducible analytics that can be validated, replicated, and audited;
6. Generating data visualizations that meet the Department's requirements.

**DC Health IT-** DC Health Office of Information Technology

**DevOps-** A set of practices combining development and operations intended to reduce the time between committing a change to a system and the change being placed into normal production, while ensuring high quality.

**Hardware-** Physical infrastructure including but not limited to: desktop computers, laptop computers, tablets, desk phones, smart phones, mobile devices, printers, and headsets.

**IT Services-** Internet services and Professional Services to include labor hours, time, and material rates for services and support contracts.

**IT-** Information Technology

**IT procurement-** A solicitation for the purchase of hardware and software products.

**OCP-** District of Columbia Office of Contracts and Procurement

	<p><b>Software-</b> Programs and other operating information used by a computer. Examples include, but are not limited to applications, server software, and cloud platforms.</p> <p><b>SOW-</b> Statement of work</p>
<p><b>VI. Procedures</b></p>	<p><b>Procedure A: Development of an IT Procurement</b></p> <ol style="list-style-type: none"> <li>1. The CITO will authorize a procurement to address an identified agency IT need.</li> <li>2. The CITO, or designee, will obtain a quote (or multiple quotes) for the required services per applicable procurement laws and regulations.</li> <li>3. The CITO, or designee, will obtain funding attributes from the COO.</li> <li>4. The CITO, or designee, will draft the SOW for the required products/services and reference this SOP in the SOW as a reference document.</li> <li>5. The CITO, or designee, will create a requisition in the OCP procurement system.</li> <li>6. The CITO will approve the draft documentation.</li> <li>7. The CITO, or designee, will submit the approved documentation to OCP for processing.</li> </ol>
<p><b>VII. Contacts</b></p>	<p>Chief Information Technology Officer</p>
<p><b>VIII. Related Documents, Forms and Tools</b></p>	<p>None</p>