



EXECUTIVE OFFICE OF TECHNOLOGY SERVICES & SECURITY

COMMONWEALTH OF MASSACHUSETTS | 1 ASHBURTON PLACE, 8TH FLOOR, BOSTON, MA 02108

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State House Room 243
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State House Room 511-A
Boston, MA 02133

Chair Antonio Cabral
State House Room 466
Boston, MA 02133

Auditor Diana DiZoglio
State House Room 230
Boston, MA 02133

September 25, 2026

Dear Chairs Rodrigues, Michlewitz, Collins, Cabral and Auditor DiZoglio,

Pursuant to Chapter 9 of the Acts of 2025 (FY26 General Appropriations Act), the Executive Office of Technology Services and Security (TSS) is pleased to provide you with the enclosed report detailing an account of IT-related project expenditures over the previous 12-month period.

The FY26 amount is an increase of \$16.0M over the FY25 cap of \$158.8M, which, when taken with the additional FY26 capacity we were able to create, amounts to an effective increase over cap of \$23.2M. These numbers exclude the BEST program, which while included in our oversight, has a separate source of funding.

The Executive Office of Health and Human Services (EOHHS) and the Executive Office of Technology Services and Security (TSS) remain the principal investors in IT from FY25 to FY26, reflective of recent trends. I am grateful for your continued partnership with TSS.

Please feel free to contact Christopher Smith at Christopher.t.smith@mass.gov should you have any questions about this report.

Sincerely,

Jason Snyder

Secretary and Commonwealth Chief Information Officer

	FY26					FY25			
	# of Projects	Investment (\$000k)	% of Total # of Proj	% of Total \$ Spend Est		# of Projects	Investment (\$000k)	% of Total # of Proj	% of Total \$ Spend Est
Executive Office									
Health and Human Services	22	249,734	16%	42%		22	\$ 221,289	17%	41%
Technology Services and Security	30	123,350	21%	21%		13	\$ 77,518	10%	14%
Transportation	12	20,527	9%	3%		18	\$ 23,355	14%	4%
Public Safety and Security	13	33,688	9%	6%		18	\$ 31,245	14%	6%
Labor and Workforce Development	7	75,429	5%	13%		10	\$ 125,039	8%	23%
Education	17	28,851	12%	5%		11	\$ 22,167	8%	4%
Administration and Finance	9	9,336	6%	2%		12	\$ 7,203	9%	1%
Energy and Environmental Affairs	6	5,453	4%	1%		7	\$ 6,950	5%	1%
Veteran's Services	2	972	1%	0%		1	\$ 605	1%	0%
Economic Development	6	22,484	4%	4%		3	\$ 19,274	2%	4%
Housing and Livable Communities	16	20,072	11%	3%		16	\$ 11,623	12%	2%
	140	589,897	100%	100%		131	\$ 546,268	100%	100%

EXECUTIVE OFFICE OF TECHNOLOGY SERVICES AND SECURITY

Investing in Service Access and Equity

FY26 and FY27 invests \$85.2M in 14 projects across Secretariats that address service equity and citizen access to government services. The *Commonwealth Digital Roadmap* is a \$110M Program at TSS (\$16M in FY26 and FY27) to standardize the user experience across state agencies with a single identity that proactively points users to relevant information and services. Since its launch, the MyMassGov universal profile has amassed over 2 million users around the state. Building out this platform to add more applications and launching new lines of constituent communication through live chat, SMS text functionality, and chatbot services will promote increased adoption and interoperability of the platform. In short, it becomes more useful to users as it scales.

The Executive office of Education will invest \$9.2M between FY26 and FY27 on the K-12 Public Information Modernization. This project revitalizes 25-year-old K-12 public-facing websites, reports, and applications to streamline business processes, enhance efficiency, foster citizen engagement, reduce technical debt, and improve transparency and usability for the residents of the Commonwealth. This request is to modernize the Department of Elementary and Secondary Education's (DESE) public information-sharing platforms, including School and District Profiles, Report Cards, and the DESE website.

EOHLC currently operates an Emergency Assistance (EA) Family Shelter program in collaboration with shelter providers across the Commonwealth. \$11.6M has been allocated over the next two fiscal years to create a fully functioning case management system that will provide program participants and potential program participants with a streamlined and simplified experience. The *Family Shelter Technology System Replacement* project will implement cloud-based case management software to efficiently deliver the family shelter Emergency Assistance (EA) Family Shelter program consistently across the Commonwealth and provide EOHLC with operational efficiencies and intuitive reporting capabilities so the Agency can use data proactively for more strategic program decisions, policy, and operations.

This CIP funds the *Childcare Financial Assistance Modernization* (CCFA) project, which will update the business processes within CCFA to align with an updated user experience and update or replace the core technology systems managing the waitlist, application and eligibility determination, and payments.

Updating the overall user experience will reduce barriers to families seeking assistance from the Commonwealth, ease administrative burdens on childcare providers, and create greater operational efficiencies for the Department. \$6.9M has been allocated to this project between FY26 and FY27.

Improving Government Efficiency

\$184.6M has been allocated across Secretariats and Agencies to support projects that will make government operations more efficient. \$7.9M has been allocated to the Firearms Technology Alignment project. On July 18th, 2024, the Massachusetts Legislature passed H 4885 (commonly referred to as “the gun bill”) requiring significant improvements to how the Department of Criminal Justice Information Services (DCJIS) manages firearm licensing, firearm registrations and transactions, firearm background checks and notifications across multiple applications. To meet both the Commonwealth IT goals and the Legislative mandates identified in H 4885, a modern, secure, accessible and consolidated custom constituent facing firearm portal application which unifies end user experience needs to be developed.

The Massachusetts Department of Corrections (DOC) oversees the state prison system, managing inmates at 15 institutions across the state. The DOC provides custody, care, and programming for those under its supervision to prepare them for a safe and successful reentry into the community. The existing inmate management system was designed and built during the late 1990’s and deployed in 2000 and has served DOC well for the past 25 years. But it has been very challenging for DOC to maintain and to meet business requirements, functionality related upgrades, and legislative mandates in a timely manner. \$10.1M has been allocated in the CIP (FY26 & FY27) to continue to modernize the *Inmate Management System Modernization* program, which seeks to implement a more advanced and maintainable inmate management system to assist DOC in maintaining compliance with the Criminal Justice Reform Law (2018), and to support the reporting and data sharing requirements of the CJ360 Cross Tracking system initiative.

\$12.5M has been allocated over both years to design and build out the Commonwealth's *Enterprise Data Analytics* capabilities. This project will streamline and improve data sharing capabilities between Secretariats and with the public; create and socialize enterprise data management standards and practices; enable centralized data linkage and reporting for systems-level data programs; and improve data analytics learning and capabilities within and across Secretariats.

Although funded from both Capital and alternative sources in FY26, TSS Capital Planning supports and oversees the EOHHS Comprehensive Assessment System (eCAS) implementation. There are Multiple EOHHS state agencies, including MassHealth, DCF, DYS, and DMH, that collaborate closely to ensure that the Commonwealth's children, youth, and their families receive the essential services tailored to their individual needs. The design of the e-CAS System is intended to promote configurability and facilitate changes without requiring extensive customization. It achieves this by offering a digital version of assessment tools that can be configured to meet the specific needs of each agency.

Also included here is funding to continue the modernization at the Department of Corrections (DOC). The Department of Correction’s (DOC) Intranet has served the agency well for more than two decades and serves as a vehicle to capture and disperse life and safety information to their staff and vendor

community. The modernization of the DOC's Intranet aligns with the strategic goal of futureproofing the digital infrastructure, increasing accessibility, efficiency, security, and improving user experience.

Technology Services and Cybersecurity

The FY26 and FY27 CIP allocated \$72.9M over both years to continue to improve the Commonwealth's Information Technology Infrastructure and Cybersecurity assets. The goal of this Executive Branch-wide program is to continuously modernize the technical infrastructure that government service delivery depends on.

This program continues an ongoing initiative to re-design the Commonwealth's core networks, including the *One Network* project, and includes a state of good repair program for switches, routers, and firewalls. The network supports both on-premise, including the Springfield Data Center, and hybrid-cloud environments, and our mobile workforce, while being both secure and resilient. Also included is funding to continue the establishment of the Commonwealth's *Cybersecurity Vulnerability Identification and Remediation Program* which includes automated web application scanning, professional grade penetration testing, and a threat analysis and data sharing capability. There is a remediation capability to support all Executive Branch repair vulnerabilities identified as a result of our *Penetration Testing* program.

We continue to build cloud-based environments and migrate workloads out of the aging Massachusetts Information Technology Center (MITC) in Chelsea. Our Amazon Web Services (AWS) environment is now in a mature state with a standardized operating environment currently receiving complex workloads. Our Azure environment is maturing and will need continued attention to complete the foundational development. In FY26, TSS will continue to migrate appropriate MITC applications off site, complete the Azure landing zone development and begin migrations to Azure, and upgrade storage capabilities.

We help *Mass.gov* to respond to new constituent (end-user) and customer (agency content editor) needs. This includes multilingual and search feature enhancements to help state agencies present their content in ways that will best serve their agencies, employees, and communities. We will also make content type enhancements to support new life event-focused content, pilot a multi-channel feedback solution, and continue decommissioning custom solutions in favor of available SaaS solutions.

At the Executive Office of Public Safety and Security, the *Criminal Justice Information Services* (CJIS) modernization program is designed to implement a more advanced and maintainable platform for applications used by both the Department of Criminal Justice Information Services and Law Enforcement agencies in the Commonwealth.

At the Department of Health and Human Services critical services for benefits, renewals, and case/records management currently depend on aging and vulnerable infrastructure that cannot support growing business needs. This CIP funds efforts to modernize these systems, to be secure and standard compliant, and to ensure continuity of business operations. In FY26 we will upgrade the technical infrastructure to improve performance, remove security vulnerabilities, and implement an enterprise Identity Access Management strategy to provide a secure and better experience to EOHHS clients, partners, and providers.

Furthering Investments in AI

With increased investment and advancement in AI, additional funding is requested to support critical resident-centric service delivery enhanced by AI; examples include assistance with transcription, translation, and workflow enablement. Through the efforts of TSS and the Executive Office of Administration and Finance beginning in January 2024, a higher education partnership was created to develop generative AI solutions to state agency use cases. Throughout the course of 2 six-month cohorts in 2024, students were embedded in state agencies to develop AI solutions to assist call center staff at MassHealth and the MBTA Ride, assist highway engineers more readily navigate the large quantity of Standard Operating Procedures governing highway projects, and help the Governor's Federal Funds and Infrastructure Office to more efficiently apply for federal funding opportunities, to name a few. A third cohort with UMass Amherst was launched in January 2025 to build out 5 additional use cases. Additional funding would allow agencies to continue improving service delivery through innovation.

This funding could also support the establishment of a data common in partnership with the Massachusetts Technology Collaborative. A critical element of the Governor's AI Task Force recommendations, the Data Common will support researchers Commonwealth-wide to access both public and private data to advance our understanding of critical areas such as climate needs, workforce policy impact, economic development opportunities and healthcare delivery through thoughtful analysis.

Executive Office of Health and Human Services

Health Insurance Exchange Integrated Eligibility System (HIX/IES E&E) — \$92,325,365

The MA HIX/IES was implemented, and now maintains and enhances, the Commonwealth MAGI eligibility system to support both MassHealth and the Health Connector. The System manages the eligibility of approximately 2 million Commonwealth residents at any given time. In addition, the system allows for health plan shopping for 300,000 Health Connector eligible individuals. In the coming fiscal years MA HIX/IES will begin integration with the Integrated Eligibility and Enrollment (IE&E) systems and begin the transition to One Health.

Medicaid Management Information System (MMIS) Modernization — \$6,600,000

MMIS Modernization seeks to improve services for vulnerable populations (such as Long-Term Services and Supports and Behavioral Health) and improve member and provider experience through mobile applications, online self-service options and a provider portal. Automating current manual processes will improve service delivery and make it more efficient and responsive. Continuation of the MassHealth Payment Reform (Accountable Care Organization full implementation) will improve healthcare quality for Medicaid population and reduce costs by converting the FFS based structure to one of the three types of ACO models and enhance collaboration between traditional health providers and behavioral health providers through the Community Partners program. Implementing LTSS Data Repository and Behavioral Health Redesign will improve services to vulnerable and under-served populations. The technological enhancements to MMIS are following both industry and CMS guidance to leverage existing

resources or implement modular resources that are system agnostic. An example is the Business Rules Engine that MMIS has implemented to support the Cost Sharing Initiative.

Enhanced Analytics — \$34,300,000

Enhanced Analytics will provide an improved and more timely reporting to enable ACOs to forecast financials, improve population health management and be accountable for quality outcomes. ACOs directly impact 1.2M MassHealth members and their access to programs. This project will replace outdated and near end-of-life data servers which will dramatically improve capacity, availability and performance and enable the Data Warehouse to insource many data, analytic and reporting functions.

Integrated Eligibility & Enrollment Readiness — \$30,360,289

Planning to modernize and integrate the eligibility and enrollment process for state benefits agencies.

TMSIS - Phase II — \$11,500,000

Commonwealth T-MSIS data will support in-depth CMS analysis of cost and population metrics and provide timely feedback to CMS on Medicaid quality, cost and usage patterns. This information will be used in developing Medicaid program related delivery enhancements to constituents of the Commonwealth. Complete, accurate and timely information reported by T-MSIS to CMS and the Commonwealth's Data Warehouse will be provided to make better decisions and determinations regarding Medicaid costs and services statewide. Data stored in the EOHHS Data Warehouse and reported by TMSIS to CMS is used by MassHealth, Commonwealth Constituents, CMS and States nationwide to reduce Medicaid costs and improve services statewide. The T-MSIS Common Solution software implemented by the contracted vendor provides a standard reporting solution and is used by many other States nationwide. Also, work and results from the T-MSIS project efforts will be leveraged and carried forward to implement the 837 Post Adjudicated Medicaid Encounter Claims transactions.

Electronic Health Record and Community Care — \$15,274,986

Implementation of an electronic health record system for all DPH state hospitals and DMH in-patient facilities and community center

Enterprise Staffing Scheduling — \$1,413,006

Scheduling application for DMH and DMHH clinical and facilities staff

MA21 Cloud Migration-One Health — \$9,321,444

One Health project aims to create a unified, streamlined and cost-effective eligibility system for the Commonwealth's constituents. This will be achieved by modernizing and unifying existing eligibility systems to create a shared MassHealth (MAGI/Non-MAGI) and Health Connector system experience that will be accessible through a new IE&E Common Portal. Driven by the impending closure of the MITC data center in Sept 2026, the One Health project will also continue the work of migrating the legacy MA21 mainframe system from the MITC data center to AWS cloud.

Massachusetts Vital Records Information Collaborative (MAVRIC), Registry of Vital Records & Statistics (RVRS) Digital System Upgrade — \$3,187,228

Developing an inter- and intra-operable vital registration and statistics system, an electronic data management system, central database, customer service kiosks, and customer relationship management system.

Virtual Gateway Infrastructure Vulnerability Risk Remediation/Mitigation — \$400,000

Migrate EOHHS Virtual Gateway infrastructure and the over 50 applications it hosts from MITC and a private cloud vendor to AWS, and modernize these systems to be secure and compliant

DCF Office of the Child Advocate/Agency Priority Initiative Team Recommendation Support (though FY26) — \$2,000,000

Enhance i-FamilyNet/business applications to support the reform recommendations of the Office of the Child Advocate and DCF Agency Priority Initiatives Team.

ORI Modernization Implementation — \$1,264,500

Replace ORI's almost 20 year old custom developed Refugee and Immigrant Support Information System (RISIS)

DCF Application Infrastructure and Framework Upgrade — \$1,050,000

Complete required system upgrades and modernization efforts to core business applications and underlying technical framework.

Metrik — \$18,400,000

Metrik is a new public health workforce and data platform designed to give every one of Massachusetts' 351 local health departments access to modern tools for collecting, managing, analyzing, and reporting public health data. Developed in collaboration with local public health staff, Metrik aims to transform how public health operates and serves Massachusetts residents.

Legal Case Management — \$1,983,715

The new system will improve the efficiency of the General Counsels' staff members so that they can effectively coordinate and track all case-related activities and their key dates, deadlines and mandated response dates. The new system will facilitate the staff's ability to make complete, accurate, and timely decisions in a clear and auditable format, while ensuring full compliance with established federal, state, and agency specific regulations. Additionally, it will streamline the generation and publication of data necessary for compliance reporting and outcomes measurement from a true system of record. It will provide a straightforward path for transitioning cases to other staff members in the eventuality of offboarding / sick leaves / maternity, etc. Lastly, this solution will increase collaboration within the team through centralized data management, while reducing the use of paper.

EOHHS Core Assessment System (eCAS) — \$5,800,000

The scope of the e-CAS project is to procure and implement an electronic assessment repository and workflow solution that can be leveraged across program areas and agencies to improve EOHHS visibility into Members' clinical needs and streamline provider administrative requirements to reduce time to services.

Enterprise Data Transformation project (DMH Data Warehouse) — \$10,074,586

The DMH informatics modernization program will maximize the use of data and systems by providing a best-in-class data infrastructure that will transform data into actionable information for all DMH lines of business.

Electronic Physician Orders for Life-Sustaining Treatment (ePOLST)— \$1,413,000

This project will implement a cloud-based ePOLST system to enable seriously ill patients and/or their healthcare agents, in collaboration with clinicians, to complete, upload and access advance care planning documents in a secure and trustworthy IT system; to enable clinicians to capture their patient's expressed end-of-life wishes which will interface with their organization's Electronic Health Record; and to enable EMTs and paramedics to view the most up-to-date documentation of patient wishes through ePOLST in real-time.

Massability Next gen Case Management System — \$500,000

MassAbility's goal is to deliver modern, efficient, and user-friendly services for all user groups (constituents, staff, and providers/partners) across its service portfolio (Career Services, Home and Community Life, and Integrated Eligibility). This is Phase 1-Discovery where we seek an independent SME to review and identify MassAbility business processes, spot automation opportunities, identify market participants and what other States have done, and draft RFR/RFQ for Solution and System Integration vendors.

DTA AWS Migration — \$1,000,000

This project is to migrate our on-prem applications such as BEACON, DTA-Connect etc. to AWS Cloud.

MCDHH CART — \$731,000

Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH) CART and Interpreter Referral Modernization Project. Workforce alone is not sufficient—systems matter. With \$731,000 in capital contingency funding awarded to MCDHH by the Information Technology Investment Advisory Board (IIAB) in FY26, MCDHH is implementing a modernized referral platform designed to improve communication access request fill rates, reduce administrative friction, and stabilize services. delivery.

DCF Enhanced Data Warehouse & Visualizations — \$835,000

Implement an enhanced near real time data warehouse infrastructure and corresponding data marts to be used as the basis of enhanced reports/analytics/visualizations for staff and stakeholders, including the public.

Executive Office of Public Safety and Security (EOPSS)

Inmate Management System Modernization — \$4,460,000

The purpose of DOC Inmate Management System Modernization program is to replace existing legacy inmate management system with a more advanced cloud based Commercial-off-the-shelf (COTS) solution which is easy-to-maintain, scales well to serve DOC's business/functional, operational & technology requirements and public safety stakeholders expectations.

ICORI Modernization — \$1,625,000

Replace the technology platform for the iCORI application, which has been in use since 2012 and is now end of life. iCORI application needs to be updated to a modern technology framework to support regulatory changes and a modern user interface and experience. Phase 1 of the iCORI Modernization project will focus on gathering and confirming business requirements for next phases of modernization efforts.

Enterprise MFA Assessment — \$4,362,500

Multifactor Authentication program to bring the EOPSS application platform in compliance with the CJIS Security Policy mandate. In order to comply with the FBI CJIS Security Policy 2022 v.5.9.1, EOPSS is developing and launching a Multifactor Authentication program to bring the EOPSS application platform in compliance with the CJIS Security Policy mandate.

Criminal Justice Information Systems (CJIS) Web Modernization — \$6,575,000

CJIS Web Modernization is a critical initiative to address stability, current limitations and enhance accessibility, user experience, and security. CJISWeb is a web-based application that supports Massachusetts law enforcement and federal agencies in accessing Criminal Justice data.

Firearms Technology Alignment — \$7,915,000

Modernization of the MIRCS Application and alignment with the Gun Reform Bill. Focus on updating the associated Massachusetts Firearms-related applications to adhere to the new Gun Reform Bill “An Act Modernizing Firearms Laws” signed into law on July 25, 2024, and to consolidate the MIRCS Portal, FA-10, and MIRCS Dealer applications into one unified portal and modernizing the Internal “Core” MIRCS application including a complete redesign and implementation.

DOC Intranet Modernization — \$1,500,000

Supports EOPSS and the Department of Correction's strategic goals by modernizing a critical business platform that supports more than 8,000 staff and contractors. The initiative aligns with goals of operational efficiency, security, workforce productivity, and technology modernization by replacing a 20+ year-old intranet built on obsolete technology with a modern, scalable, and secure platform. The project

will improve collaboration, streamline access to information, strengthen data governance, and position the agency to better support future business and technology needs.

Digitization of Records — \$532,500

Supports EOPSS strategic goals by advancing digital transformation, improving operational efficiency, and modernizing the management of critical criminal justice records.

DOC Body Worn Camera — \$1,628,871.27

The objective of the DOC Body-Worn Camera (“BWC”) project is to procure and Implement a Body Worn camera (BWC) technology solution and related services involving correction officers at multiple institutions within the Department of Correction to record and retain specific categories of visual and audio interactions by correction officers.

State Police Body Worn Camera — \$2,327,790

Massachusetts State Police Body Worn Camera Project, supports the EOPSS IT strategic goal of enabling end user capabilities through access to data and services.

Enterprise Identity Provider (IDP) Project (Previously User Access 2.0) — \$1,290,000

This proposal is to meet the need of EOPSS for a new Enterprise IdP necessitated by two distinct types of user groups Private Users (CJIS Certified) and the Public Users. The benefits of an Enterprise identity provider (IDP) are enhanced security measures that allow for multi-factor authentication and single sign-on (SSO). It reduces the risk of unauthorized access and provides audit trails and access logs for compliance purposes. It will also improve end-user experience.

CJIS WEB AUDIT Modernization — \$624,000

The CJISWeb Audit application is used by DCJIS to query/audit previously conducted transactions by authorized users to respond to court orders, improper access, and/or dissemination of Criminal Justice Information

Office of the Chief Medical Examiner Portal Enhancements — \$388,500

Supports EOPSS's strategic goals of digital modernization, cybersecurity enhancement, accessibility compliance, and improved public service delivery and alignment with TSS Digital Policy and Security Standards. The project modernizes the OCME Portal by implementing the Commonwealth's Mayflower Design System, aligning the application with TSS Digital Policy standards, and improving the user experience for funeral homes, law enforcement agencies, OCME staff, and other stakeholders. The initiative also strengthens security through the implementation of single sign-on (SSO) and multifactor authentication (MFA), while ensuring compliance with accessibility requirements under the Americans with Disabilities Act (ADA) and WCAG 2.1 Level AA standards.

DOC Dashcam Project — \$459,114.48

Dash cameras installed in inmate transport vehicles will enhance transparency, accountability, and safety for both staff and inmates. The recordings will provide objective documentation of transport activities, helping to resolve complaints, support investigations, and reduce the potential for legal disputes

Massachusetts Department of Transportation

Chelsea Network Node Migration to Markley Implementation — \$410,708

Migrate the MassDOT network node in Chelsea to the Markley Boston data center and implement a redundant node in the Markley Lowell data center. Eliminate MassDOT's presence in the Springfield data center.

Cybersecurity - Asset Management Improvements Phase 1 — \$429,129

Project is to engage Glidefast professional services to develop and implement phase 1 of IT asset management improvements related to enterprise architecture and CSDM alignment.

SharePoint and Power Platform Program — \$506,353

In alignment with the MassDOT IT strategy, the objective of this project is to optimize the current IT infrastructure and promote successful adoption at an organizational level of SharePoint Online, Adobe Sign and the Power platform.

Replace ITS Storage — \$750,807

Project is to replace two existing SANs (Storage Area Networks) in the HOC and BHOC and the VPLEX with new, modern equipment.

LIMMS Replacement System Implementation — \$1,146,851

Implementation of LIMMS Replacement in Power Platform, SharePoint, and Adobe Sign.

FY26 AI Engineering and Governance (Guidehouse) — \$1,209,227

Project is to execute Option 1 of the Guidehouse contract to procure AI Program Management and Governance services.

AWS Migrations — \$1,383,772

As a result, we will accelerate development, reduce technical debt, and enable faster deployment of solutions for business partners. The transition ensures a secure, cost-efficient foundation for future innovation while aligning with DOT's long-term strategic goals. Lastly, the project will enable MassDOT to comply with the TSS mandate to migrate all DOT systems out of the Chelsea Data Center.

RMV DL/ID Upgrade Implementation — \$2,133,677

Project will upgrade the software and hardware for IDEMIA DL/ID stations (driver licensing & IDs) throughout the Commonwealth.

Enterprise Data Lake — \$2,392,670

MassDOT seeks to become a more data-driven organization, leveraging data and analytics to improve the lives of constituents of the Commonwealth of Massachusetts.

RMV Atlas Projects — \$2,651,051

This project tracks time and expenses related to FY24 RMV Projects and upgrades to supporting applications used by the Registry.

Highway Operations Center (HOC) Intelligent Traffic Management System (ITMS) Modernization/Replacement — \$2,659,879

The mission of the HOC is to provide a reliable and sustained means of monitoring state roadways, tunnel networks, and facilities to ensure public safety. The proposed ITMS will work in conjunction with the HOC to achieve this.

ProjectInfo Modernization 2.0 - Implementation Phase — \$4,853,288

This project will plan and execute the initial implementation of moving ProjectInfo functionality into the chosen platform.

Executive Office of Administration and Finance

ABFIT Legal Case Management for Appellate Agencies (LCMS) — \$1,150,000

A Case Management System to replace the outdated Appellate Court Time Matters CMS system. The project will deliver improved services, enhance operating and transparency while increasing security.

DOR - Modern Workplace Data Classification/Data Labeling — \$312,500

This project will implement Data Classification Rules using Purview (TSS tool) to identify and classify all data stored on Microsoft tools. This implementation is a prerequisite for migration of DOR personal and network drives to M365 OneDrive.

DOR App Portfolio Migration to AWS — \$2,987,500

This initiative virtualizes the Data Center across the Commonwealth. This means all physical infrastructure will be moved to the cloud.

DOR - O365 - Move to One Drive Migration — \$812,500

Moving all DOR data to OneDrive.

CrimSys Upgrade — \$2,500,000

System Version upgrade. Crimlaw Version 17 to GenTax Version 18 with Datarise conversion and migrating legacy AS/400 programs.

Leave of Absence Management Software Solution — \$398,223

New HRD Leave Management System replacement. This is a multi-phase project replacing existing Worker's Compensation solution that supports self-service leave absence requests as well as the intake and case workflows for managing leave.

LB - Library Digitization — \$425,000

Part of the State Library effort to continue digitizing Commonwealth documents, reports, legislative material and converting them into electronic format and adding to the existing electronic repository.

OSD - EPC Procurement System Replacement — \$410,000

Enhance the current COMMBUYS system with a modern procurement platform. The product team worked backwards from the current end date and determined a solicitation must be published by fall 2025.

Executive Office of Economic Development

DOL Modernization — \$19,600,000

Funds strategic consolidation of three licensing platforms to one unified system to improve operating efficiencies and timely licensing issuance.

Business Front Door — \$868,500

Facilitate easy access to Commonwealth programs and services aimed at businesses by creating a single "Front Door" website that connects these programs

DOB - Snowflake / AI (Archetype) — \$380,000

Archetype is implementing the next phase of the DOB Snowflake instance - using AI to generate BI data sets

OCABR Hotline or HIC Hotline: AI Voice Agent — \$450,000

Build capability using an AI Voice Agent to be able to field inbound calls to the OCABR Hotline. This would include both recurring software licensing expense + consultants to implement the project.

DOI BOA Verity Extension — \$376,200

Extension of existing project so that it can be completed. Finish building Reporting enhancements. Add functionality to prevent duplicate data from being entered in BOA by end users (e.g., duplicate and merging appellants). Accept payments, etc.

Community One Stop - Triverus — \$808,800

An AI-powered tool that helps prospective Community One Stop applicants assess how well their project aligns with One Stop program priorities and how competitive it may be in the application process.

Executive Office of Education

BRC Modernization Project Services — \$1,272,720

A modern background record check (BRC) system ensures educators are appropriately vetted before working with children, ensuring safety and compliance with state and federal regulations, and helps streamline the onboarding process for educators and others seeking to work in or affiliate with an EEC-licensed program.

LMS- EEC Learning Management System — \$944,920

Provides a learning management system (LMS) for professional development and training for the Early Education Commission. Multi-year contract

SIF/Edwin — \$1,371,821

This project supports Edwin Analytics, our student and teacher data warehouse, and the School Interoperability Framework (SIF) data workflows, including the modernization of related data collection applications to enrich student data.

Higher Education Information Resource System — \$513,000

Assisting DHE in designing the Cross Campus Data Forum (CCDF)> Updating the HEIRS data dictionary, including working with the DHE Office of Research and Planning and the EOE IT Database Team to identify new fields to support analysis of new and emerging priorities and initiatives and remove fields that are no longer relevant.

Communication Hub and Monitoring Portal (CHAMP) II and Circuit Breaker — \$1,321,812

This is the continuation of the CHAMP project to include Circuit Breaker and 7 additional DESE teams. This is to develop a Regulatory Compliance Monitoring Solution to provide robust functionality related to communicating, reviewing, monitoring, managing corrective action plans, and drafting and posting final reports for schools, programs, agencies, collaboratives, and districts which serve students in the Commonwealth. This solution is tracking compliance with state and federal regulations, as well as helping track program compliance of programs at the school and district level.

E2C DataHub — \$4,388,769

The Education-to-Career Research and Data Hub will be a signature digital asset that transforms the way data inform policy and practice decisions.

ESTADA ENGINEERING — \$250,000

Collect data and info on home visits for the Participant Data System (PDS) and Family Center Data System (FCDS).

EEC Educator Portal and Credential Management — \$2,328,456

This is for EEC's software development services to build an Educator Portal with an embedded Credential Management System.

Child Care Financial Assistance Family Portal (NAVA) — \$5,334,375

This is EEC's custom software development services to build a Family Portal and a Case Management System. These systems must be interoperable with each other and with the existing Child Care Financial Assistance software (CCFA). A one-time data migration of approximately 20,000 families and 30,000 children on the current waitlist to the new system is expected. The Family Portal will replace and expand upon the existing KinderWait third-party software, providing a comprehensive digital experience for families applying for child-care financial assistance. The Case Management System will replace the existing Financial Assistance Case Tracking System software (FACTS), offering enhanced functionalities for managing cases. The goal is to modernize the implementation of the child-care financial assistance policy and program, specifically:

Unify the User Experience,
Streamline Case Management, and Enhance Operational Efficiency.

Financial Aid Processing - Nelnet — \$821,470

This is to implement a web-based, software as a service (SaaS), commercial off-the-shelf (COTS) Financial Aid Processing Software System (FAPSS) on behalf of the Department of Higher Education (DHE). This FAPSS will provide robust functionality for managing the State Financial Aid programs.

EEC Quality — \$2,344,842.15

The Child Care and Development Block Grant (CCDBG) provides subsidies to assist low-income families in obtaining childcare so that parents can work or participate in education or training activities. This project implements new software to upgrade end of life systems to support new federal mandates.

Higher Ed Opportunities (Website) — \$1,282,527

Once updated, these systems and information are secure, minimizing the risk of inappropriate or harmful access and use. To operate in a logical and effective model for delivering existing and new IT services, ensuring efficient service delivery and reducing duplication of effort. Agencies are strategically aligned on IT initiatives and priorities to support coordinated planning, modernization, and service improvements

Financial Aid Website — \$220,000

Promote equity through access and affordability in colleges and universities, increase student supports, particularly for historically underrepresented students in higher education (EOE); Establish the Infrastructure to Drive Racial Equity, Increase Access to Higher Education for Students of Color, and ensure that Massachusetts public higher education serves as an engine of social and economic mobility for all students (DHE).

K-12 DESE Website — \$4,110,685

Commonwealth systems and information are secure, so that we minimize the risk of inappropriate or harmful access and use. This project aims to deliver high-quality digital experiences, enabling constituents to get the information and services they need, where and when they need them. This project is in alignment with IT modernization initiatives.

ELAR - Level Data — \$1,369,713

EOE has selected RANDA (Level Data) to implement a modern, cloud-based solution to replace the current Educator Licensure and Renewal (ELAR) system.

Grants Administration (DESE, EOE and EEC) — \$428,284

Provide an eGrants solution, including managed software, maintenance and support, training and documentation for a cloud-based Grants Processing Application to replace the existing legacy Grants Processing System, EdGrants. The Grants Processing Application functionality will include receiving,

approving, paying, and amending various types of grants. Unlike current system, integrated with directory administration and Champs systems for better security and data processing EOE and EEC have been added to this project.

CCFA Facts Enhancement - Triverus — \$548,046

Support for the FACTS application to overlap with the launch of the Family Portal, which is intended to replace FACTS, and adds time and materials engineering services to support the decommissioning of FACTS by June 30, 2026

Executive Office of Housing and Livable Communities

Project Dog— \$258,878.64

End user services devices to provide the general IT support for agencies within EOED. One of two service contracts for an online bidding platform for Housing Authorities to post their projects - we pay on a per-project basis.

The Partnership Center, LTD.: Voucher Enhancement for Common Housing Application for Massachusetts Programs (CHAMP) — \$322,125

Voucher Enhancement to CHAMP - factors in new development to manage the housing voucher program. All applications for vouchers are managed centrally, and use consistent algorithms to determine eligibility. Constituents are better served by applying online. Eligibility is determined, and/or constituents are "waitlisted". Fosters transparency in operations, and fairness to those in need.

BidDocs— \$380,933

BidDocs ensures EOHLC is able to manage the bidding process for capital projects.

EOHLC Data Warehouse — \$411,090.36

Snowflake is the platform that EOHLC have identified to provide critical program access to operational and performance data

MRI Software LLC — \$457,646.88

MRI is the voucher administration system HLC and the Regional Administering Agencies (RAAs) uses to administer its Housing Choice Voucher program (23,000+ vouchers). The product allows HLC / RAAs to issue vouchers and house individuals who desperately need housing

BHM/Programming Services for Common Housing Application for Massachusetts Residents (CHAMP) — \$499,499

This CHAMP Development in FY24 was critical to the overall successful implementation of CHAMP, the Centralized Waitlist Application mandated by Chapter 235 of the Acts of 2014. This portion of the development helped enhance the Applicant Worksheet where the Centralized Screening Office records determinations on an Applicant's homelessness status. This in turn helps rank an applicant on a waitlist for housing assistance. This development is critical to the agency's strategic goal of providing sanitary, safe, and affordable housing to Commonwealth residents.

Rental Assistance Data Warehouse— \$564,657.56

SOHA data warehouse allows HLC to centralize state-funded rental assistance (MRVP and AHVP) and state-funded public housing program data from ~250 housing agencies to help make better informed policy decisions, forecast future spending, respond to data and constituent requests, and comply with reporting requirements

CSG Technical Services amendment: LIHEAP — \$1,361,916.45

To administer the Low Income Home Energy Assistance Program (LIHEAP) and Community Services Block Grant, this software allows EOHLC to collect necessary data from the CSBG (23) and LIHEAP (22) grantees so EOHLC can complete federally required reporting and oversee both programs. The software also reduces administrative burden for our grantees in reporting data needed by EOHLC to meet federal requirements.

BHM/Computer Programming Services for CHAMP — \$1,432,246

This CHAMP Development in FY24 was critical to the overall successful implementation of CHAMP, the Centralized Waitlist Application mandated by Chapter 235 of the Acts of 2014. This portion of the development helped enhance the Applicant Worksheet where the Centralized Screening Office records determinations on an Applicant's homelessness status. This in turn helps rank an applicant on a waitlist for housing assistance. This development is critical to the agency's strategic goal of providing sanitary, safe, and affordable housing to Commonwealth residents.

Experis Grant Management System upgrade — \$1,481,758.50

Improving the comprehensiveness, accuracy, and accessibility of housing development data is a key priority in EOHLC's Agencywide Data Strategy. Upgrading the grant management system will create a single source of truth for housing subsidy and tax credit awards and improve data quality, reporting, and operational efficiency.

Division of Rental Assistance Voucher Management System — \$1,556,597.80

Yardi is the software that powers our entire voucher administration process – from application to end of participation – for our ~30,000 state and federal vouchers. At its core, Yardi:

Calculates Housing Assistance Payments (HAP) and Total Tenant Portion (TTP) for our vouchers

Facilitates HAP payments to property owners
Provides mechanism to report our activity to HUD

E2E Application — \$1,559,075.63

This expenditure allows EOHLC to administer the RAFT and HomeBASE programs which prevent homelessness and provide rehousing support for homeless families.

BHD&C CapHub software system long term maintenance: Caphub — \$3,891,287

EOHLC's mission is to strengthen cities, towns and neighborhoods to enhance the quality of life of Massachusetts residents. EOHLC provides leadership, professional assistance, and financial resources to promote safe, decent affordable housing opportunities, economic vitality of communities and sound municipal management. As part of that mission, EOHLC's Division of Public Housing preserves and oversees 43,270 units of permanently affordable, state-aided public housing; replacement value of portfolio is \$20B, not including land. As part of those efforts, EOHLC needs to complete CapHub, a solution to manage the capital construction portfolio, replacing legacy software.

Case Management Technology Solution Addressing Emergency: E2E Application — \$2,369,178.56

This expenditure allows EOHLC to administer the RAFT and HomeBASE programs which prevent homelessness and provide rehousing support for homeless families.

Eviction Diversion Initiative Activities — \$3,525,000

This expenditure allows EOHLC to administer the RAFT and HomeBASE programs which prevent homelessness and provide rehousing support for homeless families.

Executive Office of Labor and Workforce Development

Employment Modernization Transformation (EMT) Phase II — \$9,966,626.91

This project is part of EOLWD's broader Employment Modernization Transformation (EMT2) initiative, a multi-year effort to modernize workforce service delivery, business processes, and technology infrastructure across the Commonwealth. Approximately 97% of the workforce system is federally funded, making accurate case management, performance reporting, and compliance essential to preserving federal funding and ensuring the continued operation of workforce programs statewide.

Department of Labor Relations (DLR) 150F — \$1,895,000

This project is necessary to fulfill the DLR's legal obligations under Chapter 150F of the General Laws, enacted in January of 2025. This new legislation supports workers rights. From an IT perspective, the project was necessary to ensure that the new law, which requires sharing personally identifying information of Commonwealth residents, was implemented in a safe and secure way, consistent with the requirements of G.L. c. 93H.

DAS (Department of Apprenticeship Standards) – Salesforce Apprenticeship Solution — \$603,552

A new Apprenticeship solution to replace the Accela/Razavi eLicensing solution and modernize the end user experience and business processing leveraging Launchpad and Salesforce.

DFML (Department of Family Medical Leave) – Maintenance and Support for PFML Application — \$50,556,738.54

Ongoing support and maintenance for the PFML Application. Due to the multi-vendor, multi-platform solution that includes Fineos, AWS, SMX, Nava, LCM, Triverus, and private 3rd party Back-Office/Call Center (Savilinx) solution providing medical and bonding leave paid benefits.

DUA (Department of Unemployment Assistance) – Maintenance and Support for legacy UI Online System — \$2,515,000

Ongoing support for the legacy UI Online system to keep the Benefits side active through May, 2025, as well the development and support of a back-bridging to consume the Tax/Wage data from EMT and process into UI for the claimant wage and benefit processing. Although the program has officially migrated to FAST/UI (EMT) in May, DUA will be supporting the legacy UI system through June, 2027.

EOLWD (Core IT Shared Services) — \$8,615,851.38

Various services support EOLWD and all agencies and departments in EOLWD that includes SMX Managed Services, Chargebacks for staff including Office365, VPN, Adobe and other software, as well as building out and support the EOLWD Snowflake Enterprise Data Management platform, and any IT Staff Aug or third-party system integrators reporting into EOLWD IT.

DIA (Department of Industrial Accidents) – Maintenance and Support for Legacy Solutions — \$1,276,534

Ongoing enhancements, along with the ongoing support and maintenance of the DMS (Document Management System) and CMS (Case Management System) to support the business in processing and investigating industrial accidents (workers compensation cases) that today leverages a complete Oracle technology stack and Hyland's OnBase software. The includes supporting the hosted AWS infrastructure and various licensing cost associated with these applications.

Executive Office of Veterans Services

Electronic Medical Records — \$662,932

The EMR system will support EOVS' strategic goals by providing a centralized, secure, and comprehensive record of veteran interactions, services, benefits, and case management activities. Staff will have timely access to accurate information, enabling more coordinated service delivery, improved decision-making, enhanced reporting capabilities, and better outcomes for veterans and their families.

Case Management — \$308,860.54

Multiple business units will gain efficiency in the management of cases, storage of related documentation and ease of communication. We also expect better analytics.

Executive Office of Technology Services and Security

ERM/SN Implementation

Subset project that supports the overall vulnerability management program. **\$1,148,977**

SPM Implementation

The project encompasses the build, delivery, and project management of key capital projects including the replacement of the TSS chargeback system; the implementation of a third-party tool to assess privacy risks associated with PII and other sensitive data; and the expansion of the existing Service Now platform by adding a module for Strategic Portfolio Management (SPM). **\$1,365,630**

Digital Roadmap

Funds priority initiatives including single sign-on, improved resident interactions with Commonwealth services, streamlined communications, IT accessibility, and tailored constituent services based on user profiles and interactions. **\$16,996,992**

Digital Service Delivery & Customer Engagement

Analyze the current state of technology services delivery to the executive branch and realign service delivery systems and processes, both within the technology division and to external agency partners. **\$3,370,328**

Accessibility

In support of Digital Service Delivery and Customer Engagement **\$2,475,953**

GIS Elevation Mapping

Leverage multi-agency funding to procure detailed elevation mapping for 5,230 square miles of eastern Massachusetts. **\$1,082,690**

Enterprise Analytics

Designed to establish and build out the Commonwealth's enterprise data analytics capabilities. **\$6,396,812**

Business Intelligence

This project is designed to establish and build out the Commonwealth's data program to improve public access to, and usability of, state data. **\$1,286,467**

Accenture Business Planning Support

Support of business processes and planning. This also includes employee trainings and consultations.
\$835,990

Vulnerability Remediation Program— \$1,200,372

Funding for the cybersecurity Vulnerability Remediation Program that includes automated web application scanning and a remediation capability to support all executive branch remediation needs

SDC Buildout— \$12,155,887

TSS invested \$2m in funding in FY25 to begin infrastructure upgrades on the Storage and Compute infrastructure in the Springfield Data Center (SDC). TSS intends to use a \$15M FY26 investment to replace the network infrastructure, including the Top of Rack switches, End of Row Switches, Aggregation Switches and Routers, Core Switches and Routers, Datacenter Firewalls and Internet Edge Switches, Routers and Firewalls.

MassVoice— \$1,940,694

This project is being driven and managed in line with the Article 87 directive of standardizing systems, and bringing to the center, enterprise systems. This project updates the infrastructure (fiber and cabling) within the Executive Office of Public Safety and Security facilities. It also moves these facilities into the OneNetwork configuration and allows for moving the telecommunications services to the MassVoice cloud environment.

Hosting Services Program—\$8,047,239

Evaluates on-premises infrastructure, platform, and application environments, prioritizing those in need of modernization and that are a strategic fit to migrate to appropriate hosting environments, cloud or otherwise

AI and Emerging Tech—\$5,039,971

The AI & Emerging Technology program establishes a scalable, secure technology ecosystem to accelerate the adoption of artificial intelligence, quantum computing, and automation.

CIW Modernization—\$1,338,117

In support of the Enterprise Analytics project **to modernize the Commonwealth Information Warehouse.**

WAN Modernization—\$2,427,023

In support of modernizing the Wide Area Network.

NextGen WiFi Refresh—\$1,452,881

In support of a project replacing old wireless hardware in accordance with modern standards.

M365+Active Directory Resiliency— 2,758,395

To support a project strengthening the reliability, security, and disaster recovery capabilities of the state's Microsoft identity and productivity infrastructure.

Data and Analytics Platforms Maturity—\$854,574 In support of platforms advancing the state’s enterprise data analytics program.

Enterprise Application Integration Hub—\$325,000

Supports the development and implementation of a centralized framework for seamless application and data platform integrations and standardized APIs. This project enhances connectivity, streamlines data exchange, and enables interoperability across systems.

Innovation & Architecture— \$4,817,252

This project defines the enterprise technology direction for the Commonwealth. It focuses on creating standards, blueprints, and governance processes that ensure technology solutions are consistent, secure, and future-ready.

Technology Modernization— \$585,091

This project identifies legacy systems that require updates to reduce technical debt and security risks. It defines funding requirements and provides frameworks to align potential modernization efforts with enterprise priorities. Provides enterprise-level visibility into legacy system risks across agencies and defines funding requirements for modernization.

Executive Office of Energy and Environmental Affairs

EEA Application Rationalization and Innovation Strategy — \$1,225,000

This program aims to identify our critical legacy/end-of-life application footprint and strategically align to accomplish agency goals. Along with the application rationalization, this program aims at improving upon our agencies’ business processes in support of increased efficiency and improved citizen engagement. These data-centric application solutions will operate on industry-standard and supportable platforms that enable EEA to manage permitting, licensing, compliance and enforcement activities.

HR Shared Services Technology Solution — \$850,000

This capital project involves the planning, design, and implementation of a solution that gives EEA HR an electronic system of record that better meets their current and future needs as well as a much needed Case Management System.

Air Monitoring / MassAir — \$800,000

The purpose of this project is to design and implement a user-friendly, interactive dashboard that provides comprehensive, real-time air quality data and historical trends, aggregated from both air quality sensor devices and from regulatory air monitoring stations.

Application should allow the staff to add and configure new sensors and monitors and their data

processing needs. It will also need to include updated visualizations that include the new community data including maps and ad hoc reporting. Alert system will need to be included.

MEP Connectivity — \$1,100,000

MEP (Mass Environmental Police) is implementing a robust, real-time surveillance and security system to protect EEA assets, including state property, vessels, vehicles, work product, and evidence related to crimes against people and property, while also adding secure MassWiFi to all 15 regional office locations to ensure the protection of the public, assets, evidence and real property, an important obligation under the law. MEP is on track utilizing FY26 budget, with key milestones completed and remaining work, security cameras, MassWiFi, and abatement, on schedule.

Water Resources Protection — \$770,000

Map, cleanse, and migrate historical WQTS (Water Quality Testing System) data to EPA designed, built, but locally hosted SDWIS (Safe Drinking Water Information System). This project will also identify essential functional and data centric gaps between SDWIS State and Legacy system; the project also includes identifying and designing solution for DEP systems that consume or interact with QTS Data, to ensure critical business continuity.

Grants Mgmt. System Compliance & Oversight Assurance — \$708,330

Implement critical compliance-related requirements to GMS to onboard additional agencies. In 2025, EEA and its agencies distributed more than \$238 million in grants across 70+ programs, supporting over 1,600 individual awards statewide. These investments — administered by MDAR, MassDEP, DCR, DFG, DOER, and EEA (including CZM) — funded projects that strengthen communities, protect natural resources, support agriculture and fisheries, and advance clean energy and resilience. In addition, MassDEP issued 38 low-interest loans totaling more than \$1.04 billion, helping communities make long-term infrastructure improvements. Our Grants Management System (GMS) provides a unified platform where agencies can create, manage, and publish grant programs, and where constituents can seamlessly apply, track, and manage their submissions, all within a single place.