TECHNOLOGY COMMITTEE

6/6/2016

304 E. Grand River, Conference Room 6, Howell, MI 48843

Note New Time: 5:30 pm

AGENDA

1. **CALL TO ORDER**
2. **APPROVAL OF MINUTES**
     Minutes of Meeting of January 11, 2016
3. **APPROVAL OF AGENDA**
4. **REPORTS**
5. **DISCUSSION**
6. **CALL TO THE PUBLIC**
7. **RESOLUTIONS FOR CONSIDERATION**

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 8 **Public Health / Building Dept / Drain Commissioner**
    RESOLUTION AUTHORIZING AN AGREEMENT WITH BS&A TO
    PROVIDE PERMITTING SOFTWARE

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9. **ADJOURNMENT**

MEETING MINUTES

LIVINGSTON COUNTY

JANUARY 11, 2016 – 6:30 P.M.

ADMINISTRATION BUILDING - CONFERENCE ROOM 4
304 E. Grand River Avenue, Howell, MI 48843

TECHNOLOGY COMMITTEE

☒ **COMM. STEVE WILLIAMS**	☒ KEN HINTON	☒ RICH MALEWICZ

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1. **CALL TO ORDER**: Meeting called to order by: **COMM. STEVE WILLIAMS** at **6:30 PM**.

2. **APPROVAL OF MINUTES**:   MINUTES OF MEETING DATED: DECEMBER 7, 2015

> **MOTION TO APPROVE THE MINUTES, AS PRESENTED.**
> **MOVED BY: HINTON / SECONDED BY: MALEWICZ**
> **ALL IN FAVOR - MOTION PASSED**

3. **APPROVAL OF AGENDA:**

> **MOTION TO APPROVE THE AGENDA, AS MODIFIED.**
> **ADD "COURT VIDEO RECORDING SYSTEM"**
> **MOVED BY: MALEWICZ / SECONDED BY: HINTON**
> **ALL IN FAVOR - MOTION PASSED**

4. **REPORTS:**

A. MICROSOFT SOFTWARE ASSURANCE RENEWAL OPTIONS:

- Plan is to pursue Gartner recommendations to lower renewal costs to the County

B. CYBER THREAT PROTECTION

- Discussion among Committee around increasing the use of user behavior analytics (UBA) to further mitigate user errors on County owned computing assets. Decision was made to roll out the UBA product after launching the cyber security awareness campaign and briefing the Honorable Judges and Elected Officials.

C. COUNTY SECURITY AWARENESS

- Discussion concerning the 2nd annual cyber security awareness campaign. The frequency of training decided was on 10 minute module per month.

D. HANDY TOWNSHIP I.T. SERVICES

- Plan is to finalize the cost structure and contract, and present to Handy Township for approval.

5. **DISCUSSION**

    A. COURT VIDEO RECORDING SYSTEM

6. **CALL TO THE PUBLIC:** None.

7. **ADJOURNMENT:**

> **MOTION TO ADJOURN AT 7:15 PM.**
> **MOVED BY: HINTON / SECONDED BY: MALEWICZ**
> **ALL IN FAVOR - MOTION PASSED**

Respectfully Submitted

RICH MALEWICZ
RECORDING SECRETARY

RESOLUTION	NO:
LIVINGSTON COUNTY	**DATE:**

RESOLUTION AUTHORIZING AN AGREEMENT WITH BS&A TO PURCHASE PERMITTING SOFTWARE AND SUPPORT- BUILDING DEPT. / HEALTH DEPT. / DRAIN COMM.

WHEREAS, the Livingston County Building Department, Environmental Health Division, and Drain Commissioner's Office coordinate the issuance of construction permits, activity tracking, complaint investigation, and enforcement through a shared permitting software; and

WHEREAS, the current permitting software, Tidemark, was installed in 2001, has not been supported by the manufacturer since 2011 and no longer meets the needs of the county with respect to permitting software; and

WHEREAS, the County permitting departments, along with IT, worked with Purchasing and our consultant, Plante Moran, to develop a comprehensive RFP and engaged in a rigorous selection process; and

WHEREAS, through much due diligence, the County permitting departments and IT have determined that BS&A can meet our permitting software needs; and

WHEREAS, the BS&A permitting software will allow Livingston County to become more efficient internally within and between departments, and externally for our customers and citizens; and

WHEREAS, BS&A of Bath, MI submitted a quote that will provide permitting software to the County at an estimated cost of $600,000 and provide continued maintenance and support at an estimated cost of $50,000 annually; and

WHEREAS, the payment of the contract will be shared between funds from the Building Department and in-kind services provided by Environmental Health and the Drain Commissioner's Office; and

THEREFORE BE IT RESOLVED that the Livingston County Board of Commissioners hereby authorizes the purchase of permitting software from BS&A for an amount not to exceed $600,000, with continued annual maintenance and support agreement costs not to exceed $50,000 per year.

BE IT FURTHER RESOLVED that the Chairman of the Livingston County Board of Commissioners is authorized to sign all forms, assurances, contracts/agreements, and future amendments for monetary and contract language adjustments related to the above upon review and/or preparation of Civil Counsel.

BE IT FURTHER RESOLVED that the Livingston County Board of Commissioners authorizes any budget amendments or transfers to effectuate the above.

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MOVED:
SECONDED:
CARRIED:

Memorandum

To: Livingston County Board of Commissioners

From: Jim Rowell, Building Official
Matt Bolang, Director of Environmental Health
Brian Jonckheere, Drain Commissioner

Date: 5/31/16

Re: Permitting Software Contract Agreement with BS&A

The Livingston County Building Department, Environmental Health Division, and Drain Commissioner's Office coordinate the issuance of construction permits, activity tracking, complaint investigation, and enforcement through a shared permitting software. Livingston County has historically had connectivity with permitting activities between the three permitting departments using the same software, and have realized the efficiencies built into sharing a similar permitting platform to coordinate our activities.

The current software (Tidemark) was installed in 2001, has become antiquated and is no longer supported by the software company. When Livingston County was reviewing proposals for our ERP system, (Tyler MUNIS) permitting functionality was one of the components evaluated and included in the contract. However, once the departments started implementation, it was apparent that MUNIS had significant functional gaps and implementation was halted. It was agreed between the departments that going forward with the MUNIS product would have been a step backward from our current software.

Therefore, the three permitting departments, IT, and Purchasing, along with guidance from our consultant from Plante Moran, developed a robust RFP in an effort to procure a software solution. After receipt of the bids, we evaluated a number of different software options that would serve the needs of Livingston County, both from an internal perspective and for the customer base we serve. While core permit processing functions were essential in our software selection, other newer technologies were also given significant weight in our assessment. The ability to coordinate permit activities spatially through the use of an integrated GIS system was an important factor to evaluate, as was our ability to share and store documents into a centralized database. Additionally, the permitting departments looked at the ability to use mobile technology for field activities/inspections and provide a customer portal through the county's website that would allow for online applications, payment, address file search, and tracking of

permit activities. We believe these improvements will provide an increase in staff efficiency and allow us to better serve our customers. To that end, it was determined through our due diligence efforts that BS&A ranked above the other bidders, and we encourage the Board to support entering into a contract agreement.

Due to financial constraints of the budgets of the Department of Public Health and the Drain Commissioner's Office, funding for the purchase of the software will be paid by the Building Department, with in-kind contributions from both Environmental Health and the Drain Office that would offset the allocation of costs. The attached spreadsheet details the approximate amount of time anticipated to be spent in various implementation and management activities, as part of this project. Matt Bolang has been and will continue to operate as the project manager for this implementation and Michelle LaRose from the Drain Office will act in a similar supporting capacity. Based on the past three years of permitting volume, the allocation will be split as follows: 79.5% Building, 12% EH, and 8.5% Drain. The in-kind calculations are based on the hourly rates (including fringes and overhead) for both Matt and Michelle. This payment arrangement has been discussed with Ken Hinton and Cindy Catanach with County administration and they are supportive of our approach.

If you should have any questions or concerns, please don't hesitate to contact any one of us.

Memorandum

To:	Matt Bolang
From:	Chris Moshier
Date:	4/22/2016
Re:	Project UP (Unified Permitting) Software Selection Summary

Over the past year, the County has facilitated a thorough and objective selection process in order to replace the existing permitting software used by the County's three permitting agencies: the Building Department, the Environmental Health Division, and the Drain Commissioner. Recognizing that the existing permitting software no longer satisfies the County's growing functional requirements and that the software is planned to be unsupported by the vendor, the County proactively sought to identify a "software solution that enables efficient internal and external processes for the management of permitting, inspections, code enforcement, fee collections, and reporting, within and between multiple organizations" as described in the project charter. In addition to replacing the current permitting software, the *Project UP (Unified Permitting)* project charter also solidified the County's commendable objective to "unite permitting business processes across the three departments" in order to realize "increased internal efficiencies and improved customer service."

Plante Moran's Government Consulting Team was engaged by the County in February of 2015 to serve as an independent and objective advisor to the County during permitting software evaluation and selection process. The remainder of this memorandum summarizes the activities conducted by the County, with assistance provided by Plante Moran, which resulted in the Project Steering Committee's recommended software solution.

CURRENT SITUATION OVERVIEW

The County worked with Plante Moran's Government Consulting Team to evaluate and select a new Enterprise Resource Planning (ERP) software application to replace the legacy Financial and Payroll/HR systems from April 2012 to December 2012. The County supplemented the project to include several expanded process areas beyond the scope of Plante Moran's assistance, including permitting. The County executed an agreement with the selected ERP vendor for the core Financial and Payroll/HR modules in December 2012.

The original agreement with the ERP vendor included several optional modules, such as Permitting, for which the vendor agreed to lock the negotiated fees for twenty-four months while the County performed additional due diligence. The County assessed the preliminary fit of the Permitting module and concluded to proceed by issuing an amendment with the vendor to implement the module in October 2013. The amendment included several customizations necessary to satisfy the County's unique functional requirements.

During the implementation of the Permitting module, the County identified several additional functional gaps in the software which required greater software customization to resolve. Due to the costs and schedule delays associated with these customizations, combined with the County project teams overall low-level of confidence that additional functional gaps in the vendor's solution would not be discovered during the implementation, the County determined to suspend implementation activities to further evaluate alternative permitting solutions.

The County requested Plante Moran to serve in a high-level advisor capacity during the permitting software selection and evaluation process. The County's intent was to concentrate Plante Moran's assistance on specific activities where the County would receive the greatest value from an independent, objective, and experienced advisor while performing many other activities using internal County resources. While this did not originally include documenting software requirements and preparing the Request for Proposal (RFP) document, in April 2015 the County requested additional assistance to support these activities.

SOFTWARE SELECTION SUMMARY

To develop governance for the project, the County established a Project Steering Committee which supported the selection process including being responsible for scoring each proposal based on a defined set of criteria during multiple rounds of evaluation. The Steering Committee included a representative from each of the three permitting departments, Information Technology, and the Purchasing Department as summarized below:

1. Matt Bolang, Environmental Health (Project Manager)
2. Jim Rowell, Building Department
3. Michelle LaRose, Drain Commissioner
4. Diane Gregor, Information Technology
5. Roberta Bennett, Purchasing Department (non-scoring member)

Additionally, the County authorized a project charter which confirmed the following objectives:

- Unite permitting business process across three County departments.
- Drive internal and external efficiencies where possible.
- Develop a system that meets the unique requirements for multiple departments.
- Improve quality and accessibility of information for decision support.
- Eliminate paper-based workflow processes and forms.
- Reduce redundant "shadow systems", data entry, storage, and paper processing.
- Improve operational effectiveness and productivity.
- Enable enhanced customer service and web self-service.
- Integrate/interface with existing systems (Cityworks, MUNIS, ArcGIS, etc.).

During the month of April 2015, interviews were conducted with County permitting stakeholders representing each department to identify key software requirements for a new permitting software application. The output from these interviews was supplemented with baseline functional requirements and used as the major source of input into the development of a draft Request for Proposal (RFP). The RFP clearly detailed the County's requirements related to functionality, reports, interfaces, data conversation, and implementation services. Additionally, the RFP included minimum proposal criteria, described the criteria for initial proposal evaluation, and established finalist vendor selection activities and criteria.

Plante Moran facilitated discussions to review and finalize the RFP with the County's Project Steering Committee. Once completed, on May 29, 2015 the RFP was distributed nationally to a significant number of permitting software providers using the online Michigan Intergovernmental Trade Network (MITN). The process included a vendor question and answer process, a non-mandatory pre-proposal meeting, as well as multiple RFP addendums to clarify the County's requirements.

On July 10, 2015, four vendor responses were received to the RFP. All four were confirmed to satisfy the County's minimum evaluation criteria documented in the RFP and were reviewed by the Project Steering Committee. The four responding vendors and their proposed software applications are summarized below:

- BS&A Software (Building.NET)
- FutureNet (Accela)
- SunGard Public Sector (TRAKiT)
- Tyler Technologies (EnerGov)

The one-time and on-going costs of the proposal responses ranged widely; however, there were varying levels of responsiveness to the proposal requirements that necessitated further review of the proposals to develop a more comparable analysis of the respondents. Plante Moran and the County Project Steering Committee conducted a detailed review of the proposals and Plante Moran presented a proposal analysis to the Project Steering Committee that included a comprehensive review and side-by-side comparison of the vendor responses related to satisfaction of the County's functional requirements, a vendor profile, one-time and on-going costs proposed by vendors, and compliance with County's terms and conditions.

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In order to maximize the thoroughness in reviewing the most qualified solutions, a decision was made prior to releasing the RFP to conduct demonstrations from the top two or three vendors that best met the County's functional and budgetary requirements. On July 27, 2015 the Project Steering Committee met to review the proposals and Plante Moran analysis materials to determine a short list of semi-finalist vendors. The Project Steering Committee used the selection criteria established in the RFP and considered the proposed costs to reach a consensus that BS&A Software, SunGard Public Sector, and Tyler Technologies would be invited to perform software demonstrations and participate in the County's due diligence process.

During the week of August 10, 2015, all three vendors provided one and one-half day software demonstrations. The vendors were provided software demonstration scripts and Plante Moran served as a facilitator to ensure a fair and consistent demonstration process. The Project Steering Committee and other users of the existing permitting software attended the software demonstrations. Further, the Project Steering Committee solicited feedback from attendees in their departments and debriefed as a group to document specific strengths, concerns, and questions related to each software application.

Following the software demonstrations, the County performed software due diligence activities including reference checking and facilitating follow-up questions with the vendors. On November 9, 2015, the Project Steering Committee met to review the selection criteria and confirm next steps to proceed. As a result, the Steering Committee reached a consensus that that BS&A Software provided the best solution which overall satisfied the County's diverse functional requirements and offered the least implementation risk based information gathered through due diligence activities.

The County initiated a series of discussions with BS&A Software to discuss the known functional gaps in the software application which were identified through the RFP response, software demonstrations, and due diligence process. BS&A Software agreed to develop a significant number of software customizations to satisfy the County's unique requirements which would be ultimately incorporated into the base software release. To minimize the risk of identifying additional functional gaps, the County Project Steering Committee demonstrated certain processes to BS&A Software resources to ensure there was a mutual understanding of the functional requirement and that the customization was clearly documented.

BS&A Software prepared a Statement of Work (SOW) for the overall software implementation project which described the responsibilities of both BS&A and County resources. The SOW also described the specific services which will be provided to the County and the overall implementation process. Plante Moran reviewed the draft SOW and recommended edits to minimize risk absorbed by the County and ensure the responsibilities of both parties were more clearly described. Further, Plante Moran provided suggested improvements to the customization agreements described by BS&A Software to ensure that they more accurately described the County's unique requirements and reduced ambiguity during the implementation. Plante Moran met with the County Project Steering Committee on March 22, 2016 to review the recommended edits prior to a joint meeting with BS&A Software, the County, and Plante Moran on April 6, 2016 to review the edits and confirm next steps to finalize the SOW.

As of the date of this memorandum, the County is in the process of finalizing the SOW, including customization agreements, as well as working with the County's legal counsel to negotiate contract terms and conditions with BS&A Software in order to mitigate risks and protect the County's interests. Specific timeframes for initiating and completing the project are in the process of being confirmed; however, estimated dates are expected prior to executing the agreement.

Plante Moran's Government Consulting Team supports the process that the County has used to perform the permitting software evaluation and selection and commends the Project Steering Committee for investing a significant effort during the due diligence process to minimize risks in the implementation.

Contract	Reductions (ren	Total (SOW)
608,845	57,980	550,865

Total Annual Permit Volume (based on permitting activity 3-year average 2013-2015)				**Annual Maintenance Costs (estimate)**	
	% of total	Allocation			
Building	10884	79.46265606	$437,731.96	Total:	37890
Environmental Health	1648	12.03183179	$66,279.15	Building	30108.40
Drain	1165	8.505512156	$46,853.89	EH	4558.86
Total	13697			Drain	3222.74

	2015 Rate/HR	2016 Rate/HR	2017 Rate/HR
Matt Bolang	$69.25	$71.75	$74.25
Michelle LaRose	$52.04	$53.60	$55.47

RFP Development and Due Diligence

	Hours (MJB)	Rate	Total	Hours (ML)	Rate	Total
2015						
January		$69.25			$52.04	
February		$69.25			$52.04	
March		$69.25			$52.04	
April		$69.25			$52.04	
May		$69.25			$52.04	
June		$69.25			$52.04	
July		$69.25			$52.04	
August	24	$69.25	$1,662.00	24	$52.04	$1,248.96
September	30	$69.25	$2,077.50	30	$52.04	$1,561.20
October	25	$69.25	$1,731.25	25	$52.04	$1,301.00
November	40	$69.25	$2,770.00	40	$52.04	$2,081.60
December	10	$69.25	$692.50	20	$52.04	$1,040.80
Total			**$8,933.25**			**$7,233.56**

Contract and Statement of Work

	Hours (MJB)	Rate	Total	Hours (ML)	Rate	Total
2016						
January	20	$71.75	$1,435.00	15	$53.60	$804.00
February	40	$71.75	$2,870.00	30	$53.60	$1,608.00
March	20	$71.75	$1,435.00	20	$53.60	$1,072.00
April	40	$71.75	$2,870.00	20	$53.60	$1,072.00
May	40	$71.75	$2,870.00	10	$53.60	$536.00

Implementation

June	60	$71.75	$4,305.00	45	$53.60	$2,412.00
July	60	$71.75	$4,305.00	60	$53.60	$3,216.00
August	60	$71.75	$4,305.00	60	$53.60	$3,216.00
September	40	$71.75	$2,870.00	55	$53.60	$2,948.00
October	40	$71.75	$2,870.00	45	$53.60	$2,412.00
November	40	$71.75	$2,870.00	40	$53.60	$2,144.00
December	40	$71.75	$2,870.00	40	$53.60	$2,144.00
Total			**$35,875.00**			**$23,584.00**
2017						
January	80	$74.25	$5,939.98	75	$55.47	$4,160.06
February	80	$74.25	$5,939.98	60	$55.47	$3,328.05
March	35	$74.25	$2,598.74	40	$55.47	$2,218.70
April	30	$74.25	$2,227.49	25	$55.47	$1,386.69
May	20	$74.25	$1,485.00	20	$55.47	$1,109.35
June	20	$74.25	$1,485.00	20	$55.47	$1,109.35
July	20	$74.25	$1,485.00	20	$55.47	$1,109.35
August	10	$74.25	$742.50	10	$55.47	$554.67
September	10	$74.25	$742.50	10	$55.47	$554.67
October	5	$74.25	$371.25	5	$55.47	$277.34
November	5	$74.25	$371.25	5	$55.47	$277.34
December	5	$74.25	$371.25	5	$55.47	$277.34
Total			**$23,759.93**			**$16,362.89**
Project Total			**$68,568.18**			**$47,180.45**

Annual Maintenance Costs (estimate)

Total:	37890
Building	$30,108.40
EH	$4,558.86
Drain	$3,222.74