

SUBJECT: Authorization to purchase professional services from Harris Govern not to exceed \$270,000.


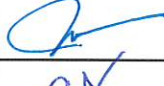


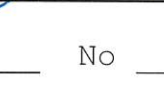

AGENDA OF: February 18, 2020

ASSEMBLY ACTION:

2.18.2020 Approved under the consent agenda. KBJ

MANAGER RECOMMENDATION: Present to the Assembly for consideration.

APPROVED BY JOHN MOOSEY, BOROUGH MANAGER: _____

Route To:	Department/Individual	Initials	Remarks
	IT Director		
	Purchasing Officer		
	Finance Director		
	Borough Attorney		
	Borough Clerk		

ATTACHMENT(S): Fiscal Note: Yes ☒ No ☐
Proposal (8pp)

SUMMARY STATEMENT: The procurement of these services is to support the implementation of the Open Forms module. Govern is used to appraise, assess and tax property, collect property and other self-assessed taxes, and manage lands including permitting, platting, compliance and land management. The Borough is in the midst of upgrading the Govern system to Harris-Govern's latest version, OpenForms 6.1. Work has been done mapping business processes, identifying process improvements, cleaning and improving the existing database, and assisting with the implementation of the Open Forms module when it is deployed. The project goals, scope, and status were presented on 5-21-2019 in IM 19-106. Additional funding of \$500,000 was appropriated for FY20. AMs 19-093, 19-094, 19-095, and 19-096 were approved on 8-07-2019 for work with various vendors for portions of the work on the project. This AM is asking for approval to spend previously allocated funds in

excess of \$100,000 on Harris-Govern professional services. To date, services with Harris-Govern have totaled \$90,000. Additional work necessary will extend this purchase order to a not to exceed amount of \$270,000, this fiscal year. \$90,000 has already been encumbered and/or expended from previous funds. The remaining \$180,000 will come from existing project funds available.

Harris Govern will work with the Mat-Su Borough team to further review these processes, refine them, and finalize them as part of this project. The work will also train users and administrators in order to ensure successful implementation of the Open Forms module to version 6.0. Additional work will be done in FY21 to further upgrade to OpenForms 6.1, subject to appropriation of additional funds.

RECOMMENDATION OF ADMINISTRATION: PROCUREMENT OF PROFESSIONAL SERVICES FOR THE GOVERN UPGRADE TO HARRIS GOVERN NOT TO EXCEED \$270,000 (\$180,000 ADDITIONAL TO EXISTING PURCHASE ORDER).

MATANUSKA-SUSITNA BOROUGH
FISCAL NOTE

Agenda Date: February 18, 2020

SUBJECT: Authorization to purchase professional services from Harris Govern in an amount not to exceed \$270,000.

ORIGINATOR:

FISCAL ACTION (TO BE COMPLETED BY FINANCE)	FISCAL IMPACT YES NO
AMOUNT REQUESTED \$270,000	FUNDING SOURCE Govern Upgrade <i>Project/Ancawide FY20 Budget</i>
FROM ACCOUNT # 480.000.000.429.900	PROJECT # 20316
TO ACCOUNT :	PROJECT #
VERIFIED BY: <i>Hannah Nuberg</i>	CERTIFIED BY:
DATE: <i>2/6/2020</i>	DATE:

EXPENDITURES/REVENUES:

(Thousands of Dollars)

OPERATING	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025
Personnel Services						
Travel						
Contractual						
Supplies						
Equipment						
Land/Structures						
Grants, Claims						
Miscellaneous						
TOTAL OPERATING						

CAPITAL	<i>270</i>					
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REVENUE						
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FUNDING:

(Thousands of Dollars)

General Fund	<i>270</i>					
State/Federal Funds						
Other						
TOTAL	<i>270</i>					

POSITIONS:

Full-Time						
Part-Time						
Temporary						

ANALYSIS: (Attach a separate page if necessary)

PREPARED BY: _____ PHONE: _____

DEPARTMENT: *Chapenne Hurd* DATE: _____

APPROVED BY: _____ DATE: *2/6/20*

Process Re-Engineering Proposal ("Proposal")

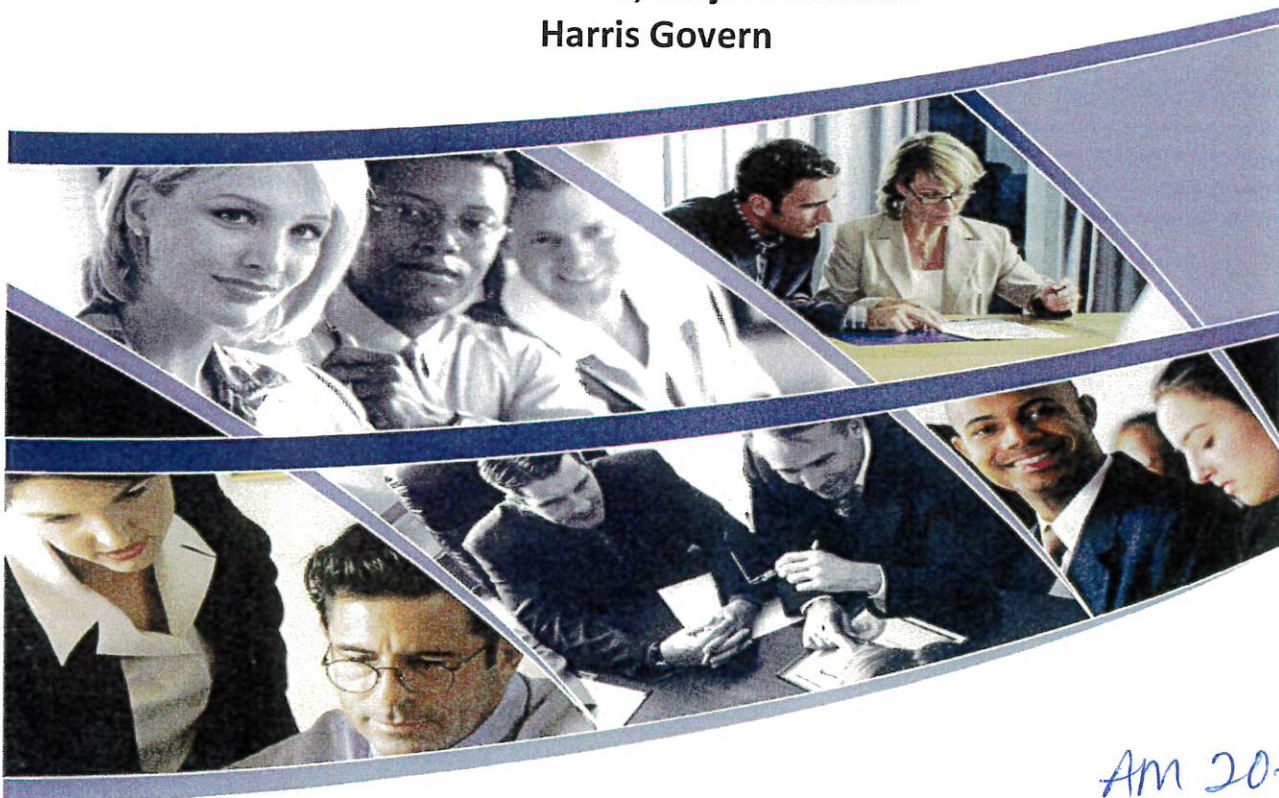
Prepared For

Mr. Eric Wyatt
IT Director
Matanuska-Susitna (MATSU) Borough, AK
350 E. Dahlia Avenue
Palmer, AK 99645

January 30, 2020

Prepared By

Richard Beaini
Vice President, Major Accounts
Harris Govern



AM 20-011

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1.0 COVER LETTER

January 30, 2020

Mr. Eric Wyatt
IT Director
Matanuska-Susitna (MATSU) Borough, AK
350 E. Dahlia Avenue
Palmer, AK 99645

Dear Eric,

Harris Govern is pleased to submit this Proposal to Matanuska-Susitna Borough ("MatSu", "Borough") for the process re-engineering review ("Project") with the Borough Team.

PREPARATION

It is understood that MatSu Team has reviewed its current processes and determined areas of improvements. The Harris Govern Team will work with the Borough Team to further review these processes, refine them, and finalize them as part of this Project where tasks will be completed in a combination of On-Site, at Borough office, services and Off-Site, at Harris Govern, services. In preparation for the On-Site visit, the Borough Team would need to have their processes completed.

SCOPE OF WORK

The plan is to have Harris Govern resources spend a week with the Borough Team On-Site to review and finalize these processes. In order to complete these tasks, Harris Govern will two (2) Business Analysts ("BA"), an R&D Business Analyst, and a Professional Services Project Manager for these tasks starting in April and ending in June 2020 based on the following details:

- 160 hours for all 3 Business Analysts services for the month of April (onsite visit for BAs + PM)
- 40 hours for Business Analysts Off-Site services for the month of May to review and finalize the completed processes
- 40 hours for Business Analysts Off-Site services for the month of June to review and finalize the completed processes
- 12 PM hours per month for a total of 36 hours for Project Management

Please do not hesitate to contact me if you have any question or require further clarification.

Thank you for your consideration.

Respectfully,



Richard Beaini
Vice President, Major Accounts
rbeaini@harriscomputer.com
855.574.9261 Ext: 76250

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2.0 PRICE PROPOSAL

<i>PROFESSIONAL SERVICES</i>			
Implementation Services	Hourly Rate	Hours	Extended Cost
On-Site Visit for 3 Business Analysts & Project Manager	\$185	160	\$29,600
Business Analysts Off-Site Services for May	\$185	40	\$7,400
Business Analysts Off-Site Services for June	\$185	40	\$7,400
Project Management Services for 3 Months	\$185	36	\$6,660
Professional Services Total		276	\$51,060
Estimates Travel Expenses for On-Site Visit for Staff			\$12,000
Total Costs			\$63,060

IMPORTANT to NOTE:

- The implementation service efforts and costs shown above are estimates only, are based on a time and material basis, and are subject to revisions based on this Project's needs, delays, additional reviews, and tasks and as agreed to by both MatSu and Harris Govern.
- Any additional On-Site visits would require additional travel expenses.
- Harris Govern's commitment to resources will take effect only of this signed approval and/or a Purchase Order ("PO") is received by February 7, 2020.

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3.0 TERMS AND CONDITIONS

3.1 Invoicing & Payment Terms

The Borough is expected to promptly review Harris Govern invoices and notify Harris Govern of any discrepancy or objection in writing within five (5) working days of the Harris Govern's invoice receipt. All Harris Govern invoices must be paid within thirty (30) calendar days of the date of Harris Govern's invoice.

If any undisputed invoice is not paid within thirty (30) calendar days after receipt of the invoice, additional late payment charge might apply on the unpaid amount together with the charges for the original will be invoiced to the Borough.

3.2 Validity & Currency

This Proposal is firm for fifteen (15) days from the date that appears on the cover page. All prices are in U.S. dollars.

3.3 Taxes

Applicable taxes, if any, are not included in the prices in this Proposal and are considered extra.

3.4 Existing Agreements

The terms and conditions stipulated in the License Agreement as well as the Maintenance and Support Agreement are still in full effect and remain in force.

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4.0 APPROVAL

Approval of this Proposal and its contents could be made by signing this page and sending it to Harris Govern via e-mail at rbeaini@harriscomputer.com or by issuing a Purchase Order referring this Proposal. By accepting this document, changes to its contents will require a scope change to be initiated by both Project Managers.

Matanuska-Susitna Borough, AK

Harris Govern

Purchase Order Number



Signature

Signature

Richard Beaini

Name

Name

Vice President, Major Accounts

Title

Title

January 29, 2020

Date

Date

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LEGEND

MUST be done by Harris Govern
To be Done by MATSU

CUSTOMIZATIONS MIGRATION

Multimedia function changes (lync multimedia to parcels, move multimedia from organizational to departmental path) - PC	This change might not be the same in OpenForms but a provision is made to enhance the Multimedia functionality	
Cash collection custom changes - AR		
Apply credit custom procedure - AR		
Automatic generation of refunds - AR		
Custom interest methods / interest customization - AR		

CUSTOMIZATIONS HOURS

288

MIGRATION SERVICES

HOURS

Assessment of existing hardware environments.	Follow recommended platform requirements, provided by Harris Govern, and acquire necessary hardware.	16
Install the OpenForms version on existing or new servers and create new databases specifically to perform the OpenForms upgrade so existing environments are not impacted.	Create 1 reference Database along with Deployment	24
Install the OpenForms version on existing or new servers and create new databases	MATSU to create Deployments for 1 production, 1 test Govern - 1 test client - 1 training 1 eGov test	56
Install and enable the Scheduler Module in the test environment.	MATSU is responsible for configuring scheduled tasks (batches, reports, and queries) and installing Scheduler in Production and configure all batches.	8
Prepare Scope and Design Document reports	MATSU to capture ALL requirements and provide details to Harris Govern and MATSU Team. NO review to be performed by Harris Govern.	76
Analyze what screens need to be adjusted so all existing fields are migrated and added to the new OpenForms screens	MATSU to provide these Services.	84
Ensure all calculations and expressions are migrated accordingly to each of the screens	MATSU to migrate ALL Phase 1 related formulae, expressions, queries, etc. into corresponding OpenForms version.	106
Migrate reports to OpenForms	MATSU to migrate ALL Phase 1 related reports into corresponding OpenForms version and test them.	TBD
Re-Engineer Current Processes Configuration Changes	MATSU to deliver and test all configuration changes to meet the re-engineering changes of all the business processes.	TBD
Migrate current database triggers, procedures, setup ... into OpenForms functions, where applicable.	MATSU to migrate and test database triggers, procedures, setup ... into OpenForms functions.	TBD
MODULES Administration training	Includes Training preparation and Training Services	56
Application Administrators training:		
Scheduler Deployment & Configuration Training	Includes Training preparation and Training Services	16
Reports Migration Training	Includes Training preparation and Training Services	8
Train-The-Trainer training through OpenForms Overview & New Features Training	Includes Training preparation and Training Services	56
Provide UNIT Testing & Corrections		40

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Acceptance Testing	MATSU to provide Acceptance Services of ALL deliverables	TBD
Provide Go-Live Services		40
Post Go-Live Services		20
Execution of Database upgrade scripts on the REFERENCE Database then on Production prior to Go-Live		40
Configuration assistance of Batch processes		40
Configuration assistance of Coolbar		40
Configuration assistance of configurable searches & screens		40
MATIX Config, Setup & TT Training		96
Administration Training & Support - Session 2 - On-Site Training	Includes Training preparation and Training Services	192
Total Phase 1 Hours		1342

R&D Hours	876
MatSu Hours (Excluding TBD Hours)	466

MONTHLY R&D Hours Allocation

June to September
October to December

100
160

TOTAL R&D Hours for 7 months
PM Hours - 12 Hours / Month for 7 months
TOTAL Hours - Phase 1

880
84
964

Hourly Rate
COSTS for Phase 1 - (R&D and PM Hours)

\$185
\$178,340.00