

**SUBJECT:** Approval of contracts 21-047C and 21-048C to Alaska IT Group and Resource Data, Inc. for the continuation of Govern to OpenForms upgrade project in the amount of \$441,000.

**AGENDA OF:** August 4, 2020

**ASSEMBLY ACTION:**

**MANAGER RECOMMENDATION:** Present to the Assembly for consideration.

**APPROVED BY GEORGE HAYS, ACTING BOROUGH MANAGER:**

Route To:	Department/Individual	Initials	Remarks
	Information Technology Director	EW	7-22-2020
	Purchasing Officer	DA	7/22/2020
	Finance Director	CS	
	Borough Attorney	BS	
	Borough Clerk	Ann 7/27/20	KBS

**ATTACHMENT (S) :** Fiscal Note: Yes X No \_\_\_\_\_  
 Scope of Services (10 pages)  
 Fee Proposals (2 pages)

**SUMMARY STATEMENT:** Govern is the Borough's enterprise system that is used to appraise, assess and tax property, collect revenue, manage permits and plats, administer self-assessed taxes, manage foreclosures and tax sales and bill Talkeetna Water and Sewer Utility customers.

A project began in FY 2018 to migrate the existing version of Govern to the new version called Open Forms. IM 2019-0509 gave further project plan details and status. As outlined in the original project plan, FY21 CIP monies would be requested for the continuation of this project.

To accomplish the implementation portion of the project, proposals for multiple services were sought and awarded:

- Proposal No. 20-004P for Business Analysis Services, awarded to Resource Data, Inc by AM 19-093 in the amount of \$120,000
- Proposal No. 20-011P for Database Administration Services, awarded to Resource Data, Inc by AM 19-094 in the amount of \$120,000
- Proposal No. 20-012P for Software Developer Services, awarded to Alaska IT Group by AM 19-095 in the amount of \$160,000
- Proposal No. 20-013P for Project Management Services, awarded to Alaska IT Group by AM 19-096 in the amount of \$120,000

The contract period of performance began on August 22, 2019 and was scheduled to end on June 30, 2020 for each of these awards and allowed for the expenditure of the funds made available up to that point. To allow for the Borough Assembly the opportunity to approve the long term extension of this project and approve the expenditure of additional funds, administration exercised its 30 day contract extension authority. Currently the existing contracts expires on July 31, 2020. Due to schedule delays experienced during the COVID-19 pandemic, not all FY20 funds have been expended and contract terminations will result in \$50,518 being liquidated from FY20 contracts and becoming available in project no. 20316.

\$400,000 has been allocated in the FY21 budget to project no. 20316. Project 20316 has a balance of \$450,753 available for the Govern upgrade project.

New contracts must be awarded in order to use the FY21 funds and continue with the project. It has been determined that contracting with the same vendors and utilizing the same personnel that have been working on the project up to this point is in the best interest of the Borough due to the familiarization with the system, Borough personnel and procedures, and experience gained to date.

To complete the remainder of the project, it has been determined that two (2) new contracts be executed in the following manner:

- Contract 21-047C Alaska IT Group: \$232,000
  - Project Management Services: \$100,000
  - Software Development Services: \$132,000
- Contract 21-048C Resource Data, Inc: \$209,000
  - Database Administration Services: \$156,000
  - Business Analysis Services: \$53,000
  - Software Development Services: \$132,000
- Total: \$441,000

Contract scope, duties, and deliverables will follow that which was outlined in the proposals and contracts listed above.

The initial term of the contract will begin upon execution and will be complete by June 30, 2021 with the option to renew for one year.

Note: The project also has an active contract with Harris-Govern, the vendor for the Govern / Open Forms software, for \$270,000 for implementation services on this project. Reference: AM 20-011.

The Information Technology Department will be administering the contract.

In accordance with MSB 3.08.170(B), Administration requests authority to modify the resulting contract completion date by 30 days for unforeseen circumstances.

**RECOMMENDATION OF ADMINISTRATION:** Approval of contracts 21-047C and 21-048C to Alaska IT Group and Resource Data, Inc. for the continuation of Govern to OpenForms upgrade project in the amount of \$441,000.

MATANUSKA-SUSITNA BOROUGH  
FISCAL NOTE

Agenda Date: August 4, 2020

SUBJECT: Approval of contracts 21-047C and 21-048C to Alaska IT Group and Resource Data, Inc. for the continuation of Govern to OpenForms upgrade project in the amount of \$441,000.

ORIGINATOR: Purchasing

FISCAL ACTION (TO BE COMPLETED BY FINANCE)	FISCAL IMPACT <input checked="" type="radio"/> YES <input type="radio"/> NO
AMOUNT REQUESTED <u>\$441,000</u>	FUNDING SOURCE <u>Misc Capital Projects</u>
FROM ACCOUNT # <u>480.000.000 4xx.xxx</u>	PROJECT # <u>20316</u>
TO ACCOUNT :	PROJECT #
VERIFIED BY: <u>Cheryl Wistad</u>	CERTIFIED BY:
DATE: <u>7-22-2020</u>	DATE:

EXPENDITURES/REVENUES: (Thousands of Dollars)

OPERATING	FY2021	FY2022	FY2023	FY2024	FY2025	FY2026
Personnel Services						
Travel						
Contractual	<u>441</u>					
Supplies						
Equipment						
Land/Structures						
Grants, Claims						
Miscellaneous						
TOTAL OPERATING	<u>441</u>					

CAPITAL	<u>...</u>					
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REVENUE						
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FUNDING: (Thousands of Dollars)

General Fund						
State/Federal Funds						
Other	<u>441</u>					
TOTAL	<u>441</u>					

POSITIONS:

Full-Time						
Part-Time						
Temporary						

ANALYSIS: (Attach a separate page if necessary)

PREPARED BY: \_\_\_\_\_ PHONE: \_\_\_\_\_  
 DEPARTMENT: \_\_\_\_\_ DATE: \_\_\_\_\_  
 APPROVED BY: Cheryl Wistad DATE: 7/23/2020



## **SCOPE OF SERVICES 21-047C**

### **INFORMATION TECHNOLOGY DEVELOPER CONSULTING SERVICES FOR GOVERN**

#### **INTRODUCTION**

Govern is the Borough's enterprise system that 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.

Govern version 10.8 is the version currently operating at the Borough. It was installed over thirteen (13) years ago and needs to be updated. There is a project underway to move to the new version of Govern called OpenForms. As part of this upgrade, all existing processes are being mapped and evaluated.

As the new OpenForms system is brought on-line, the Borough will need a qualified programmer to assist Borough staff with the configuration of the system and development of the 'Forms'. These forms will be the primary interface between the users and the system. This is where data is input, functions performed, and reports created.

This Statement of Work details Development services necessary for this phase of the implementation of the OpenForms.

#### **DELIVERABLES**

The end-result of this engagement will be OpenForms 'Forms' and configuration, documentation, and user training.

This engagement will specifically include:

- Reviewing documentation of existing Govern processes, interviews with users, and understanding the desired business outcomes of systems usage.
- Reviewing the process documentation delivered by the Harris-Govern personnel and consultation with the Harris-Govern team.
- Developing and configuring 'Forms' to achieve desired outcomes while adhering to OpenForms system usage guidelines.
- Documentation of development and system usage.
- Training of users to use the developed forms.
- Participation in project meetings with project team.
- Work session meetings with Borough and other contract developers and database administrators.
- Status information on progress to the Project Manager to aid in the writing of status reports.

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## SPECIAL REQUIREMENTS

Services must be provided by a developer having specific experience with:

- Windows 2016 Server operating system
- MS SQL Server 2014 familiarity
- MS .Net technology familiarity
- Scripting Languages expertise
- Industry standard user interface (UI) design expertise
- Understanding of client-server model systems
- Govern Version 10.8 administration familiarity
- Govern 10.8 database schema familiarity
- System integration concepts and programming experience
- Server application modular design concepts and relationships
- Server security and identity management concepts
- Mat-Su Borough business process familiarity preferred
- Use of the MSB Project Management Site as the repository for all project documentation
- Use of the Process Management/Process Improvement Site, Portfolio Site, and Training Site to document all processes and related steps
- Use of the Report and Issue link on administration pages, iSupport or another appropriate tracking tool to record incidents and results

Remote access will be available, but most work will be conducted at a Borough facility in Palmer, Alaska. Meetings, reviews and work requiring face-to-face interaction will be performed on-site.

## TECHNICAL SPECIFICATIONS

Software for this engagement will include:

- Visio 2016
- Office 2016
- Windows 10
- Windows Server 2016
- MS SQL Server 2014
- SharePoint 2016
- Govern 10.8
- OpenForms 6.0

The MSB will provide access to all networks required for completion of the engagement.

## SCHEDULE

Work will begin upon issuance of the contract and will continue through June 30, 2021, depending on burn rate and project schedules. It is expected that the developer will work between 80 and 160 hours per month. This will allow for delays due to project team unavailability and other scheduling issues.

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## **DISCLAIMER**

The Borough shall have unrestricted rights to all delivered data and reports. All documentation and reports will be delivered electronically in Microsoft Office 2016 format that can be edited.

## **INFORMATION TECHNOLOGY PROJECT MANAGER CONSULTING SERVICES FOR**

### **GOVERN INTRODUCTION**

Govern is the Borough's enterprise system that 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.

Govern version 10.8 is the version currently operating at the Borough. It was installed over thirteen (13) years ago and needs to be updated. There is a project underway to move to the new version of Govern called OpenForms. As part of this upgrade, all existing processes are being mapped and evaluated.

Up to this point, Project Management services for this project have been contracted to a local consulting company. The remainder of the project has been planned and estimated. Additional funding to carry the project well into the coming fiscal year has been approved by the Assembly. Project management services will be needed to carry us through this next phase of this project.

This Statement of Work details Project Management services necessary for this phase of the implementation of the Open Forms.

### **DELIVERABLES**

The end-result of this engagement will be project management services as outlined below.

This engagement will specifically include:

#### **Project Management:**

- Reports to and receives direction from the project Sponsor and Single Point of Contact (SPOC) and Borough Project Manager.
- Participates in and reviews project plan and deliverables.
- Assists with managing, reviewing, and prioritizing the project work plans with objective to stay on time and on budget.
- Provides input on status and progress reviews to write status reports for Project Team and Stakeholders.
- Assists with management of the project resources.
- Collaborates with project teams members.
- Collaborates with project managers from other consulting companies.
- Brings issues to the SPOC as needed.
- Meets with project team to regularly review issue and monitor progress.

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- Conducts risk management analysis.
- Support all project documentation using supplied templates and systems.
- Provide weekly reports to the Govern Open Forms Project Manager and Sponsor

Deliverables will specifically include:

- Project Plans
- Status Reports
- Meeting Schedules & Agenda
- Tasks
- Documentation

## **SPECIAL REQUIREMENTS**

Services must be provided by a Project Manager professional having specific experience with IT project management. In addition, this engagement requires:

- Use of the MSB Project Management Site as the repository for all project documentation
- Use of the Process Management/Process Improvement Site, Portfolio Site, and Training Site to document all processes and related steps
- Use of the Report and Issue link on administration pages, iSupport or another appropriate tracking tool to record incidents and results

Remote access will be available, but most work will be conducted at a Borough facility in Palmer, Alaska. Meetings, reviews and work requiring face-to-face interaction will be performed on-site.

## **TECHNICAL SPECIFICATIONS**

Software for this engagement will include:

- Visio 2016
- Office 2016
- Windows 10
- SharePoint 2016

The MSB will provide access to all networks required for completion of the engagement.

## **SCHEDULE**

Work will begin upon issuance of the contract and will continue through June 30, 2021, depending on burn rate and project schedules. It is expected that the Project Manager will work between 80 and 100 hours per month. This will allow for delays due to project team unavailability and other scheduling issues.

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## **SCOPE OF SERVICES 21-048C**

### **INFORMATION TECHNOLOGY BUSINESS ANALYST CONSULTING SERVICES FOR GOVERN**

#### **INTRODUCTION**

Govern is the Borough's enterprise system that 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.

Govern version 10.8 is the version currently operating at the Borough. It was installed over thirteen (13) years ago and needs to be updated. There is a project underway to move to the new version of Govern called Open Forms. As part of this upgrade, all existing processes are being mapped and evaluated.

Under previous contracting documents, existing business processes for Bed Tax, Marijuana Sales Tax, Excise Tax, Area 36 (Talkeetna) sales Tax, Tax Billing, LIDs and Collections were mapped, reviewed and approved by the Subject Matter Experts. This process now needs to continue for the remaining business areas including Platting, Permitting, Tax Sales, Assessments, Land Management, Code Compliance and others identified by the Project Manager.

This Statement of Work will involve mapping the business processes for the areas noted above, identifying process improvements and assisting with the implementation of the Open Forms module when it is deployed.

#### **DELIVERABLES**

The end-result of this engagement will be documented and improved business processes that support the successful implementation of the Open Forms modules.

This engagement will specifically include:

##### **Project Management:**

- Provide weekly reports to the Govern Open Forms Project Manager and Sponsor

##### **Business Analysis:**

- Diagram and document existing business processes and review with Subject Matter Experts
- Review Govern Open Forms capabilities
- Identify areas for process improvement with Subject Matter Experts and update the Process Maps accordingly
- Assist Borough Departments with their implementation of Govern Open Forms

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Deliverables will specifically include:

**Business Analyst**

- Existing Process Maps and step descriptions reviewed and approved by the Subject Matter Experts
- Process redesign (as appropriate) for Govern Open Forms
- Implementation process assistance (as appropriate) for Govern Open Forms

**SPECIAL REQUIREMENTS**

Services must be provided by Business Analyst professionals having specific experience with Process Analysis, Process Documentation, Process Flow ("Swim Lane") Diagrams and Process Improvement in support of successful system implementations. In addition, this engagement requires:

- Use of the MSB Project Management Site as the repository for all project documentation
- Use of the Process Management/Process Improvement Site to document all processes and related steps
- Use of the Report and Issue link on administration pages, iSupport or another appropriate tracking tool to record incidents and results

Remote access will be available, but most work will be conducted at a Borough facility in Palmer, Alaska. Meetings, reviews and work requiring face-to-face interaction will be performed on-site.

**TECHNICAL SPECIFICATIONS**

Software for this engagement will include:

- Visio 2016
- Office 2016
- Windows 10

The MSB will provide access to all networks required for completion of the engagement.

**SCHEDULE**

Work will begin upon issuance of the contract and will continue through June 30, 2021. It is expected that the Business Analyst will work approximately 120 hours per month. This will allow for delays due to Subject Matter Expert unavailability and other scheduling issues.

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## **INFORMATION TECHNOLOGY DATABASE SYSTEM ADMINISTRATOR**

### **CONSULTING SERVICES FOR GOVERN INTRODUCTION**

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Govern version 10.8 is the version currently operating at the Borough. It was installed over thirteen (13) years ago and needs to be updated. There is a project underway to move to the new version of Govern called OpenForms. As part of this upgrade, all existing processes are being mapped and evaluated.

As the new OpenForms system is brought on-line, the Borough will need a qualified database administrator (DBA) / Systems Administrator to assist Borough staff with the implementation and migration of the current database to the new OpenForms database structure and implementation of the new applications server.

This Statement of Work details DBA / Sys Admin services necessary for this phase of the implementation of the OpenForms.

### **DELIVERABLES**

The end-result of this engagement will be a production OpenForms 6.0 application server and database.

This engagement will specifically include:

- Reviewing documentation of existing Govern processes, interviews with users, and understanding the desired business outcomes of systems usage.
- Reviewing the process documentation delivered by the Harris-Govern personnel and consultation with the Harris-Govern team.
- Understanding the database needs of the new OpenForms application and migrating data from the old Govern 10.8 database to the new OpenForms 6.0 database.
- Cleaning up existing data where necessary during the migration to ensure proper functioning of new system.
- Installation, configuration and administration of the OpenForms applications server.
- Creating reports for end users in MS SSRS and Crystal Reports formats.
- Documentation of database design/schema, configuration, and system administration.
- Training of IT support staff to administer the application and database server/services.
- Participation in project meetings with project team.
- Work session meetings with Borough and other contract developers and database administrators.
- Status information on progress to the Project Manager to aid in the writing of status reports.

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## **SPECIAL REQUIREMENTS**

Services must be provided by a developer having specific experience with:

- Windows 2016 Server operating system
- MS SQL Server 2014 expertise
- MS .Net technology familiarity
- MS SQL Server Reporting Services (SSRS)
- Crystal Reports Server
- Scripting Languages, including MS SQL, expertise
- Industry standard user interface (UI) reports design expertise
- Understanding of client-server model systems
- Govern Version 10.8 administration expertise
- Govern 10.8 database schema expertise
- System integration concepts and programming familiarity
- Server application modular design concepts and relationships
- Server security and identity management concepts
- Mat-Su Borough business process familiarity preferred
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Remote access will be available, but most work will be conducted at a Borough facility in Palmer, Alaska. Meetings, reviews and work requiring face-to-face interaction will be performed on-site.

## **TECHNICAL SPECIFICATIONS**

Software for this engagement will include:

- Visio 2016
- Office 2016
- Windows 10
- Windows Server 2016
- MS SQL Server 2014
- MS SSRS
- Crystal Reports
- SharePoint 2016
- Govern 10.8
- OpenForms 6.0

The MSB will provide access to all networks required for completion of the engagement.

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**SCHEDULE**

Work will begin upon issuance of the contract and will continue through June 30, 2021, depending on burn rate and project schedules. It is expected that the developer will work between 120 and 160 hours per month. This will allow for delays due to project team unavailability and other scheduling issues.

**DISCLAIMER**

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alaska IT group

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Anchorage, AK 99503 Fx. 907.586.2996

July 22, 2020

Eric Wyatt  
Matanuska-Susitna Borough  
350 East Dahlia Avenue  
Palmer, AK 99645  
[eric.wyatt@matsugov.us](mailto:eric.wyatt@matsugov.us)  
907-861-8570

**Reference:**

Contract #: 20-012P – IT Developer Consulting Services for Govern  
Contract #: 20-013P – IT Project Manager Consulting Services for Govern

Eric,

Alaska IT Group is pleased to provide a quote to continue support for the Govern Open Forms Upgrade. We understand new contracts must be awarded for Fiscal Year 2021. We will provide Project Management and Developer services at the same rates we as the initial contracts referenced above; Project Manager at \$130 per hour, Developer at \$110 per hour.

We look forward to hearing from you to support this project. Please contact me any time for questions.

Sincerely,

Doug Miller  
Senior Manager / Managing Associate  
Wostmann & Associates, Inc. / Managing Member of Alaska IT Group  
[dmiller@wostmann.com](mailto:dmiller@wostmann.com)  
907-841-6787

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Govern to OpenForm Upgrade Project

Resource Data, Inc Rates and Fees

As of July 21, 2020

Position	Rate (\$/Hr)	Person
Sr. Project Manager/Sr. Analyst	\$150.00	Tasha Newell-Jackson
Technical Lead	\$130.00	Tony Arnovitz
Sr. Systems Engineer	\$125.00	George Grawe
Business Analyst	\$85.00	Ilana Schnauffer

I've also provided additional rates for developers and other possible staff as well.

Position	Rate (\$/Hr)
Sr. Programmer/Analyst	\$110.00
Programmer/Analyst	\$85.00
Sr. Business Analyst	\$105.00
Sr. Technical Writer	\$85.00

**Diane Thompson, PMP** | Anchorage Branch Manager

Resource Data | [www.resourcedata.com](http://www.resourcedata.com)

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