Carolyn Rice, Chair
Automatic Data Processing Board
451 West Third Street
Dayton, OH  45402

Dear Ms. Rice:

An Automatic Data Processing Board meeting has been scheduled for Wednesday, September 12, 2018 at 9:00 a.m. in the 6th floor Data Processing Training/Conference Room. The agenda will be as follows with supporting documentation attached.

(1) Minutes from August 8, 2018 meeting

(2) Solid Waste Services - Phase II (APC Update) with Rafetis Financial Consultant, Inc. ($137,890.00)

(3) Coroner’s Office - Purchase of Pathology LIMS system V5 and Crime Lab LIMS application Upgrade ($151,910.00)

Sincerely,

KARL L. KEITH, Secretary
Automatic Data Processing Board

KLK/bru

Attachments

Cc:  ADP Board Members
James Alford, Data Processing Director
Tina Ratcliff, Records Manager
Steven Hollon, Common Pleas Court Administrator
Kate Evans, Auditor’s Office
Lynn Cooper, Treasurer’s Office
Mary Montgomery, Prosecutor’s Office
Jonathan Rike, BCC IT
Chris Boyd, Data Processing
AUTOMATIC DATA PROCESSING BOARD MEETING
August 8, 2018

PRESENT: Carolyn Rice, Chair
Dr. Kent Harshbarger, Vice-Chair
Karl Keith, Secretary
Bart Kincaid for Sheriff Phil Plummer, Member
Dan Foley, Member
Dana Brown for Russ Joseph, Member
Steve Harsman, Member
Brandon McClain, Member
Edward McNachtan, Common Pleas Court-General Division
Jonathan Rike, BCC IT
Tina Ratcliff, Records Management
Lynn Cooper, Treasurer’s Office
Richard Shively, BCC IT
Shawn Dunlavy, BCC IT
James Alford, Data Processing
Steve Glardon, Data Processing
Ellis Shockley, Data Processing
Chris Boyd, Data Processing
Betty Upshaw, Data Processing Administrative Assistant

The Chair, Carolyn Rice, called the August 8, 2018 Automatic Data Processing Board meeting to order. (A copy of the agenda is attached hereto for reference.)

The first item of business was the minutes from the July 11, 2018 meeting. Karl Keith moved for approval of the minutes as presented. Motion seconded by Steve Harsman. Motion carried unanimously.

The next agenda item (Agenda item number two) sought the Board’s approval of a request from the Treasurer’s Office to purchase 2018 Tyler IAS World EZ Scan Scanning Software and Hardware for a cost of approximately $90,000.00. Lynn Cooper, the Assistant Treasurer, apprised members the current system, which is a standalone system, is at its end of life. Ms. Cooper explained this purchase would be an upgrade to the current system and would improve the workflow between the Auditor’s Office and the Treasurer’s Office. Following the presentation by Ms. Cooper, Karl Keith moved for approval of this request. Motion was seconded by Brandon McClain. Motion carried unanimously.

Agenda item number two was a request brought before the ADP Board by the Board of County Commissioner’s Information Technology Department seeking approval to purchase a new Service Desk Platform (purchase of software platform for three years and a one-time training fee from Service Now with professional services for implementation purchase from RoundTower Technologies) at a total cost of $106,312.45. This request was presented by Richard Shively, a BCC-IT Senior IT Analyst, who explained this purchase would replace the City Works application they are currently using. Mr. Shively reported the current application, which is a repurposed tool, is not designed for
what they need as an ITSM platform. He said the Service Now Platform would give them an actual full functional service ITSM platform, which include things such things as mileage, ticketing, and a portal that end users can access to submit tickets and monitor the activities regarding their requests and incidents. Following Mr. Shively's presentation, there was a thorough discussion about the mobile feature of the platform and how it relates to public records standards. There was also discussion about what other platforms or applications other County offices and departments currently use for Help Desk functions. After this discussion, the BCC-IT Director, Jonathan Rike, briefed the Board on why they felt they needed this platform rather than using what another office is currently using. Mr. Rike said they would be more than willing to allow other offices to use the platform. James Alford, the IT Director for Data Processing, expressed his concern about how this platform would address end users needing to talk to a "live person" as the users in Montgomery County are accustomed to versus using a portal. Following more discussion, Karl Keith made a motion to approve this request. Brandon McClain seconded the motion. Motion carried unanimously.

In other business, the Chair, Carolyn Rice told Board members about a news headline she had briefly viewed in the paper. She said the headline was about the Auditor of State having lots of questions about Cuyahoga County’s IT department. Ms. Rice explained she had not read the article, but she suggested Board members take a look at the article to see if Montgomery County could have some of the same issues or how Montgomery County stacks up to these kind of things. Karl Keith stated he had read the article. Mr. Keith said it was an internal auditor who was doing an analysis of some of their IT procedures rather than the State Auditor. Mr. Keith also apprised Board members that the State Auditor extensively reviews Montgomery County’s IT procedures yearly. After further discussion about some of issues in this article, Ms. Rice asked members to read the article and bring back any of their thoughts and opinions to next month’s meeting.

There being no further business, Steve Harsman made a motion to adjourn the meeting. Motion seconded by Dr. Kent Harshbarger. Motion carried unanimously.

Respectfully submitted,

KARL L. KEITH, Secretary
Automatic Data Processing Board

KLK/bru

Attachment
Carolyn Rice, Chair  
Automatic Data Processing Board  
451 West Third Street  
Dayton, OH 45402

Dear Ms. Rice:

An Automatic Data Processing Board meeting has been scheduled for Wednesday, August 8, 2018 at 9:00 a.m. in the 6th floor Data Processing Training/Conference Room. The agenda will be as follows with supporting documentation attached.

(1) Minutes from July 11, 2018 meeting
(2) Treasurer’s Office - 2018 Tyler IAS World EZ-Scan Scanning Software and Hardware ($90,670.00)
(3) BCC-Information Technology - New Service Desk Platform with Professional Services ($106,312.45)

Sincerely,

[Signature]

KARL L. KEITH, Secretary  
Automatic Data Processing Board

KLK/bru

Attachments

Cc: ADP Board Members  
James Alford, Data Processing Director  
Tina Ratcliff, Records Manager  
Steven Hollon, Common Pleas Court Administrator  
Kate Evans, Auditor’s Office  
Lynn Cooper, Treasurer’s Office  
Mary Montgomery, Prosecutor’s Office  
Jonathan Rike, BCC IT  
Chris Boyd, Data Processing
Ms. Rice
Page 2
August 2, 2018

Cc:  Steve Glardon, Data Processing
     Ellis Shockley, Data Processing
     Eric Armstrong, Domestic Relations Court
     Jennifer Petrella-Ahrens, Domestic Relations Court
     Tyler Small, Administrative Services-Purchasing
     Bart Kincaid, Sheriff’s Office
     Debra Harden, Recorder’s Office
     Dana Brown, Clerk of Courts’ Office
     Chris Williams, Coroner/Crime Lab
     Ann Bryant, Commission Office
     Edward McNachtan, Common Pleas Court
     Amy Wiedeman, Administrative Services
     Sam Blair, Auditor’s Office
     Richard Shively, BCC/IT
     Shawn Dunlavy, BCC/IT
     News Media
TO: James Alford, Director, Data Processing
FROM: Vijay Chitkara, Financial Services Manager
DATE: August 21, 2018
RE: Solid Waste Services, Phase II (APC Update) with Raftelis Financial Consultants, Inc.

The Montgomery County Financial Services Office is requesting approval from the Data Processing Board for Raftelis Financial Consultants, Inc. (Raftelis) to automate processes for Solid Waste – Annual Property Charge (APC) calculation, which includes the collection and processing of private hauler account data for non-residential customer accounts. The contract amendment not-to-exceed amount of the project will be $137,890. The original contract was approved under BCC Resolution 16-0626 for Raftelis as best uniquely qualified consultant for Solid Waste Services, Phase II (APC Update).

The specifications and quote are attached for your review. To keep the Solid Waste APC up-to-date, the County needs to synchronize billing to non-residential accounts serviced by private haulers. Since 2016, Raftelis has been assisting Environmental Services with collecting and processing account data from private haulers to ensure data fidelity and confidentiality of customer data. The APC update project effort included automating portions of data maintenance for parcel-level APC data, and as Raftelis worked with the County and private haulers to update the billing data, it became more efficient to develop a tool to automate APC calculation for residential and non-residential customers. In Raftelis documents the tool is named BOVIIKE.

The tool will be used to maintain APC billing data, and the County would like to continue using the tool to conduct quality control on the billing data for another year before beginning to bill the APC following a new solid waste billing process. The tool utilizes County assessor data and the APC bill file, both of which are provided by the County Real Estate office once a year, and are downloaded from a File Transfer Protocol (FTP) site and imported to the tool. The tool does not interface with any County enterprise systems, and will be hosted on a secure web server administered by Raftelis. There is restricted access to the tool based on user permissions, which is also administered by Raftelis. The tool will be used to conduct quality control on the billing data for another year before beginning to bill the APC following a revised solid waste billing process.

Please include this request for approval on the next Data Processing Board meeting on September 12, 2018. Please feel free to contact me at 225-4565 if you need any further information.
July 16, 2018

Robert “Bob” Downing  
Solid Waste Services Manager  
Vijay Chitkara, MBA, CPA, CIA  
Financial Service Manager  
Montgomery County  
2550 Sandridge Drive  
Moraine, OH 45402  

Subject: Request for Additional Funding for Contract Funded under Resolution 16-0626  
Solid Waste Services, Phase II (APC Update) – Raftelis Financial Consultants, Inc.

Dear Bob and Vijay:

Thanks for discussing the referenced project with me on June 27, 2018. I understand the County wishes Raftelis to operate our solid waste billing tools (named BOVIJIKE in its current beta version) for approximately another year before going live with the new billing process. Founded on the discussion we had, this letter is a request to increase funding for our contract dated May 10, 2016 which was authorized under resolution 16-0626. I am requesting additional “base” funds in the amount of $101,570.00, plus an “allowance” for unforeseeable related efforts of $36,320.00. If approved, this will change the total contract value to $373,775.00 of which $36,320.00 would be held as an “allowance” and although contractually funded, would not be available for use without your written direction to Raftelis to expend part or all of the funds on unforeseeable related efforts.

The decision to delay the go-live for approximately one year will allow important quality control and time for County staff to reach out to solid waste customers about changes in the process and their APC charges, but will of course require effort. The reason for this request is to fund that additional effort, which specifically includes the following elements:

1. The collection, processing, and manipulation of private hauler account data for the four haulers for four more quarters of data collection. This is 16 update files. Each hauler update includes new accounts to be geocoded and additional quality control is required for that and the changed records. 236 labor hours are scoped for this effort.

2. Administering and hosting the billing tools (BOVIJIKE) for a year, including supporting County staff, developing and maintaining a firewall, managing permissions, adding the calendar year 2019 CAMA data to BOVIJIKE when it becomes available, and exporting datasets for various quality control efforts throughout the year. 159 labor hours are scoped for this effort.

3. Quality control efforts to make solid waste billing as accurate as possible, including informal aggregation determinations, adjacency tests for cases where hauler addresses and parcel addresses are adjacent but actually “go with” each other, and dealing directly with haulers to resolve addresses that are not geocoding. 304 labor hours are scoped for this effort. But because the exact effort required is hard to estimate, I am asking that half this amount be included in the “base” funds and the other half be reserved as an “allowance.” If quality
control goes smoothly and efficiently, the County would not incur the cost for the “allowance” portion of the effort.

4. Policy and process assistance with APC policies and customer service processes, including the potential for additional training for County staff in the use of the tools. 108 labor hours are scoped for this effort, but the need for additional training is uncertain. Because of this I am asking that only $9,020 (48 hours) of the total task amount be included in the “base” funds. The remaining $13,000 (60 hours) of effort would be held as an “allowance” and available only if needed and authorized by the County.

I have developed a careful accounting of the effort required to perform these out of scope items described immediately above. The effort required is based on our contractual billing rates and a plan for which staff members are best suited for each type of effort. For these items here is the accounting:

<table>
<thead>
<tr>
<th>Descriptions</th>
<th>Rates-&gt;</th>
<th>$260</th>
<th>$165</th>
<th>$165</th>
<th>$225</th>
<th>$275</th>
<th>$325</th>
<th>$375</th>
<th>$400</th>
<th>$500</th>
<th>SUM</th>
<th>BASE</th>
<th>ALLOW</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. More hauler data to process: Receive and process sixteen hauler updates (4 haulers, 4 quarters)</td>
<td>Aug</td>
<td>8</td>
<td>32</td>
<td>96</td>
<td>136</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$24,560</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a Each update has some records to geocode</td>
<td>Aug</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$38,280</td>
<td>$38,280</td>
<td>$0</td>
</tr>
<tr>
<td>b Each update creates the possibility for more QC (see below)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$13,720</td>
<td></td>
</tr>
<tr>
<td>2. Administer and host BOVUIKE for One Year: Support County staff, deploy firewall, manage permissions</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$30,950</td>
<td>$30,950</td>
<td>$0</td>
</tr>
<tr>
<td>a Hosting for one year</td>
<td>Jul</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1,800</td>
<td></td>
<td>$1,800</td>
</tr>
<tr>
<td>b Database and configuration effort for hosted solution</td>
<td>Jul</td>
<td>2</td>
<td>8</td>
<td>24</td>
<td>8</td>
<td>2</td>
<td>44</td>
<td></td>
<td></td>
<td></td>
<td>$9,540</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c Process tweaks for permissions, etc.</td>
<td>Jul</td>
<td>2</td>
<td>8</td>
<td>24</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$6,140</td>
<td></td>
<td></td>
</tr>
<tr>
<td>d Add 2019 CAMA data when available</td>
<td>Mar’19</td>
<td>1</td>
<td>16</td>
<td>16</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$5,870</td>
<td></td>
<td></td>
</tr>
<tr>
<td>e Export update lists to be used to make 2019 CY APC more accurate (still following the old process)</td>
<td>Oct</td>
<td>8</td>
<td>8</td>
<td>8</td>
<td>24</td>
<td>48</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$7,600</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a Informal aggregations using data from Don</td>
<td>Aug</td>
<td>12</td>
<td>24</td>
<td>8</td>
<td>120</td>
<td>2</td>
<td>166</td>
<td></td>
<td></td>
<td></td>
<td>$23,560</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b Adjacency tests for new or changed records</td>
<td>Aug</td>
<td>2</td>
<td>32</td>
<td>8</td>
<td>60</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$14,140</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c Hauler anomaly reviews and contact with haulers for validation</td>
<td>Aug</td>
<td>12</td>
<td>24</td>
<td></td>
<td>2</td>
<td>36</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$6,940</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. More policy and process: Assistance with County APC policy changes, maintenance and process</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$22,020</td>
<td>$9,020</td>
<td>$13,000</td>
</tr>
<tr>
<td>a Customer service process development, training</td>
<td>Oct</td>
<td>8</td>
<td>24</td>
<td>24</td>
<td>4</td>
<td>2</td>
<td>60</td>
<td></td>
<td></td>
<td></td>
<td>$13,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b BOVUIKE update and maintenance policy development</td>
<td>Oct</td>
<td>4</td>
<td>16</td>
<td>24</td>
<td>4</td>
<td></td>
<td>48</td>
<td></td>
<td></td>
<td></td>
<td>$9,020</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$137,890</td>
<td>$104,570</td>
<td>$33,320</td>
<td></td>
</tr>
</tbody>
</table>
The staff abbreviated above are KR – Keith Readling, JW – Jill Wu, LK – Lindsey Knight, CM – Chris McPhee, and RG – Robert Garrett. TC is our technical charge at $10 per labor hour as described in the contract. The $1,800 expense is web hosting. P-Trip is a person-trip. We anticipate eight person-trips as part of this expanded effort and the $750 cost is the estimated cost of travel, lodging, etc. for a face-to-face meeting.

The start month for each task is also identified in the above table.

Thank you for your consideration of this request. It continues to be a pleasure to work with you both and I look forward to a successful project completion with you.

Please let me know if you have questions or need any additional information.

Sincerely,
RAFTELIS FINANCIAL CONSULTANTS, INC.

Keith Readling, PE
Executive Vice President
August 20, 2018

To: ADP Board Members

The Coroner is seeking ADP Board approval to purchase their Pathology LIMS system V5 and upgrade the Crime Lab LIMS application. The cost for the new system and upgrade, including support, training and perpetual license(s), is **$116,000.00** and will be purchased from Justice Trax off the GS-35F-0023M agreement. The maintenance for the first year is $35,910.00, for a total cost not to exceed **$151,910.00**. The funding for this purchase will come from the Coroner/Crime Lab budget.

<table>
<thead>
<tr>
<th>Software</th>
<th>Quantity</th>
<th>Subtotal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phase 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MVRCL Upgrade</td>
<td>28 Users</td>
<td>No Cost</td>
</tr>
<tr>
<td>LIMS-plus V3.7 to v3.8.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Included under standard maintenance, 20 concurrent to 28 user Licenses</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Phase 1  |          |            |
| MCCO New User | 29 Users | $2000.00 per User | $58,000.00 |
| Licenses, LIMS-plus Version |          |          |        |
| 5. Trade in discount $3,500 |          |          |        |
| To $2,000 swap PathAssist Development licenses |          |          |        |

**Software Total:** $58,000.00
<table>
<thead>
<tr>
<th>Services and Training</th>
<th>Quantity</th>
<th>Subtotal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phase 2</td>
<td>5 Days</td>
<td>$12,500.00</td>
</tr>
<tr>
<td>Administrative Configuration and Training - Onsite (includes expenses)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phase 2</td>
<td>80 Hours</td>
<td>$12,000.00</td>
</tr>
<tr>
<td>Administrative Configuration &amp; Setup, including dynamic user Interface forms &amp; fields</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Setup - Offsite</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phase 2</td>
<td>60 Hours</td>
<td>$9,000.00</td>
</tr>
<tr>
<td>Coroner reports and documents converted to Crystal Reports Offsite (Not to exceed 15 reports)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phase 2</td>
<td>5 Days</td>
<td>$12,500.00</td>
</tr>
<tr>
<td>End User Training - Onsite (Travel, lodging and misc. expenses included)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Services and Training</td>
<td>Included</td>
<td>$0.00</td>
</tr>
<tr>
<td>Phase 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Data Migration</td>
<td>Included</td>
<td>$0.00</td>
</tr>
<tr>
<td>No charge, included under standard maintenance agreement</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phase 3</td>
<td>80 Hours</td>
<td>$12,000.00</td>
</tr>
<tr>
<td>Custom interface to copy Toxicology data and toxicology final reports from MVRCL Toxicology Module into MCCO LIMS</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Services Total:** $58,000.00

**Total Software, Services and Training:** $116,000.00
Maintenance

Licensed Software:
JusticeTrax®LIMS-plus™ (Object Code Only)  Version: _3.8 & 5_

Licensed Documentation:
JusticeTrax®LIMS-plus™  Version: _3.8 & 5_

The maintenance outlined below goes into effect January 1, 2019, at the end of current term.

<table>
<thead>
<tr>
<th>Maintenance</th>
<th>Quantity</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual LIMS-plus Maintenance for MVRCL (Calculated at 18% of undiscounted software price)</td>
<td>28 Licenses</td>
<td>$17,640.00</td>
</tr>
<tr>
<td>Annual LIMS-plus Maintenance for MCCO (Calculated at 18% of undiscounted software price)</td>
<td>29 Licenses</td>
<td>$18,270.00</td>
</tr>
<tr>
<td><strong>Total Annual Maintenance MVRCL &amp; MCCO</strong></td>
<td></td>
<td><strong>$35,910.00</strong></td>
</tr>
</tbody>
</table>
August 22, 2018

Mr. James Alford
Director
Montgomery County Data Processing
451 West Third Street
Dayton, Ohio 45402

Dear James:

The Coroner/Crime Lab is seeking the Data Processing Board’s approval to purchase their Pathology LIMS system V5 and upgrade the Crime Lab LIMS application. The cost of the new system upgrade, support, training and licenses is $116,000.00 and will be purchased from Justice Trax off the GS-45F-0023M agreement.

Respectfully,

[Signature]

Chris L. Williams
Director