

TERM OF COMMISSION: July Session of the July Adjourned Term

PLACE OF MEETING: Roger B. Wilson Boone County Government Center
Chambers

PRESENT WERE: Presiding Commissioner Dan Atwill
District II Commissioner Janet Thompson
Auditor June Pitchford
Captain Gary German
Director Information Technology Aron Gish
Treasurer Tom Darrough
Deputy County Clerk Michelle Thompson

The meeting was called to order at 9:31 a.m.

Purchasing

1. First Reading; RFP Award Recommendation: 03-13APR17 – ERP System Selection

Melinda Bobbitt read the following memo:

The Request for Proposal for *03-13APR17 – ERP System Selection* closed on April 13, 2017. Five proposal responses were received.

The evaluation committee consisted of the following:

June Pitchford, Boone County Auditor
Tom Darrough, Boone County Treasurer
Aron Gish, Boone County IT Director
Jenna Redel, Boone County HR Director
Julia Lutz, Application Development and Support Manager

The evaluation committee recommends award to Superior, LLC of Lake Mary, Florida for offering the best solution for Boone County per their attached Evaluation Report.

Total contract cost is \$1,384,320.00 and will be paid from department 1170 – Information Technology, account 92302 – Replacement Computer Software. \$1,520,000.00 is budgeted for the project.

June Pitchford said this has been a very long process with a lot of work put in from the Purchasing and IT departments as well as HR Director Jenna Redel and Treasurer Tom Darrough. Many other people have also put in a lot of effort for this project. This project has been years in the making. The project charter for this was initially approved by the Commission in January 2017. This effort actually began in 2014 when the County received a complimentary high-level business process review from a vendor. That was when the County began to seriously examine the current processes and technology environment, etc. That then lead to the County selecting a consultant to assist in this process in 2016. The consultant assisted with the RFP development, the selection, and the contract negotiations. This next phase of the project, implementation and training, is a very significant phase. The charter will guide the County in those efforts and support from Commission, department directors, and elected officials will be very much needed to be able to successfully implement this. This is a very significant milestone for the County.

Commissioner Atwill asked what the timeline was for implementation.

Pitchford said the project schedule will be developed as soon as the vendor assigns a project manager on their end. Developing that schedule is one of the first tasks of the implementation process.

Commissioner Atwill and Commissioner Thompson suggested that, in addition to the record of the process being included with the contract per usual, a record also be included in the minutes for this meeting. That record is included at the end of these minutes.

There were no more comments or questions from the Commission.

Commissioner Atwill stated this is a first reading and requested the Deputy County Clerk to schedule this item for a second reading at the next available commission meeting with appropriate order for approval.

2. First Reading; Bid Award: 28-06JUN19 Computer Hardware Maintenance and Repair Services for the Boone County Information Technology Department

Melinda Bobbitt read the following memo:

Request for Bid 28-06JUN19 solicited bids for Computer Hardware Maintenance and Repair Services for the Boone County Information Technology Department. A total of ten responses were received of which there were five bids and five “No Bids.” A contract with NPA Computers, Inc. of Holbrook, New York has been recommended since the bid is the “lowest and best” bid. The bid tabulation and evaluation documentation follow this memo.

The contract period will run from Date of Award through One Year, and there are four (4) one-year renewal options available after this initial period.

This is a Term and Supply contract. A total of \$18,369.00 is budgeted. Payments will be paid from the following funds/accounts:

1170 – Information Technology/60050 – Equipment Service Contract

- 2901 – Sheriff Operations – LE Sales Tax/60050 – Equipment Service Contract
- 1725 – Stormwater Administration/60050 – Equipment Service Contract
- 2045 – Resource Management – Design & Construction/60050 – Equipment Service Contract
- 2046 – Resource Management – Stormwater Administration/60050 – Equipment Service Contract
- 2040 – RB Maintenance Operations/60050 – Equipment Service Contract
- 2010 – Assessment/60050 – Equipment Service Contract
- 1175 – GIS Consortium/60050 – Equipment Service Contract
- 1176 – GIS County/60050 – Equipment Service Contract

Commissioner Atwill asked how this was different from what the Information Technology department can do already.

Aron Gish explained that this contract is for things outside of the department such as parts repair for things that are out of the manufacturer warranty.

Commissioner Atwill asked if this included labor.

Gish said it can if the County wants to take advantage of it. This is a new company to the County. The company that was being used does not cover the equipment currently being used.

Commissioner Thompson asked if the company being based in New York would create any issues.

Gish said the company says no and they do have service techs all over the country. There were no more comments or questions from the Commission.

Commissioner Atwill stated this is a first reading and requested the Deputy County Clerk to schedule this item for a second reading at the next available commission meeting with appropriate order for approval.

3. First Reading; Contract Amendment One: 04-15FEB19 Inmate Hygiene and Other Supplies for Bob Barker & Victory Supply LLC

Melinda Bobbitt read the following memos:

Amendment #1 to contract 04-15FEB19 with Bob Barker Company for Inmate Hygiene and Other Supplies for the Boone County Sheriff's Department that was awarded April 25, 2019 (Commission Order 180-2019) is being amended to add line item 4.10.4 for unwrapped antibacterial deodorant bar soap.

All other terms, conditions and prices of the original agreement remain unchanged.

Payments will be paid from the following funds/accounts:

Fund 1255 Corrections/Account 23025 – Resident Supplies: \$ 30,200.00

Fund 1255 Corrections/Account 23026 – Intake/Indigent Supplies: \$ 8,744.00

Amendment #1 to contract 04-15FEB19 with Victory Supply LLC for Inmate Hygiene and Other Supplies for the Boone County Sheriff's Department that was awarded April 25, 2019 (Commission Order 180-2019) is being amended to add line item 4.10.30 for women's underwear.

All other terms, conditions and prices of the original agreement remain unchanged.

Payments will be paid from the following funds/accounts:

Fund 1255 Corrections/Account 23025 – Resident Supplies: \$ 30,200.00

Fund 1255 Corrections/Account 23026 – Intake/Indigent Supplies: \$ 8,744.00

There were no comments or questions from the Commission.

Commissioner Atwill stated this is a first reading and requested the Deputy County Clerk to schedule this item for a second reading at the next available commission meeting with appropriate order for approval.

Sheriff's Department

4. First Reading; Budget Amendment: Increase Revenue for Minor Equipment

Gary German explained this stems out of restitution from a 2016 court case. They were ordered \$1,010 for that and they are wanting to put that into the Cyber Crimes budget for minor equipment and supplies, including things that are not covered by that grant such as a set of headphones or thumb drives, etc.

There were no comments or questions from the Commission.

Commissioner Atwill stated this is a first reading and requested the Deputy County Clerk to schedule this item for a second reading at the next available commission meeting with appropriate order for approval.

Treasurer

5. First & Second Reading; 2018 Tax Sale Surplus: Dixie L. Bott, parcel #16-508-00-

05-074.00

Tom Darrough said, as usual, the Tax Sale Surplus goes under the Treasurer's name, even though most of the hard work is done by the Collector's Office and the Counselor's Office. In this case, a lien holder has chosen to pay off the taxes. The property sold last year, and Regions Bank came in right before the deadline and paid off the money. The bidder will get their money plus their interest.

Commissioner Atwill asked if this was affected by the change in the law.

Darrough said yes.

Commissioner Atwill said it seems that will work to the County's advantage.

Darrough said, in this type of case, the law seemed to work perfectly. This is what it was intended to do.

There were no more comments or questions from the Commission.

Commissioner Thompson moved now on this day, the County Commission of the County of Boone does hereby approve the disposition of surplus, per attached summary order description, that Regions Bank, a lienholder of record, is entitled to assign the total surplus of \$70,118.52 to the Boone County Collector as part of the redemption of the subject property.

It is further ordered the Boone County Commissioners are hereby authorized to sign said summary order.

Commissioner Atwill seconded the motion.

The motion carried 2 to 0. **Order #305-2019**

Commission

**6. First & Second Reading; Application for Organizational Use of Boone County
Conference Rooms: Baha'i Faith Community**

Commissioner Atwill moved now on this day, the County Commission of the County of Boone does hereby approve the Organizational Use of the Boone County Government Center Chambers by Baha'i Faith Community on August 18, 2019 from 11:30 am to 4:30 pm.

Commissioner Thompson seconded the motion.

The motion carried 2 to 0. **Order #306-2019**

**7. First & Second Reading; Application for Organizational Use of Boone County
Conference Rooms: Moms Demand Action for Gun Sense in America – Missouri
Chapter**

Commissioner Thompson moved now on this day, the County Commission of the County of Boone does hereby approve the Organizational Use of the Boone County Government Center Chambers by Moms Demand Action for Gun Sense in America – Missouri Chapter on September 21, 2019 from 8:00 am to 4:30 pm.

Commissioner Atwill seconded the motion.

The motion carried 2 to 0. **Order #307-2019**

8. Public Comment

None

9. Commissioner Reports

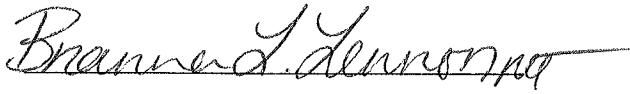
Commissioner Thompson said last Friday she attended the Mental Health 101 in Courts Conference with Judge Schneider in St. Louis. It was a fantastic program. There are some things they learned that might be able to help in Boone County, especially some ways in which emergency rooms in the St. Louis area are working in a collaborative effort in a program called Familiar Faces to get those people who are cycling through those emergency rooms and are the same people being seen in the criminal justice system and the homelessness system. Getting the emergency rooms in Boone County to at least look at that program would be very useful. The same program is being used to great effect in Oregon.

Commissioner Atwill said the United States Department of Transportation has authorized a grant of \$81.2 million in support of the State of Missouri seeking funding to improve roads and highways, in particular, the bridge over Missouri River at Rocheport. That isn't as much as requested; however, surely the Governor and MoDOT will find a way to proceed with the construction of the bridge with funds from other sources.

Commissioner Thompson said that is good news. A huge thanks to Senator Blunt and Representative Hartzler for their support. They were the first ones leading the charge in that.

The meeting adjourned at 9:53 a.m.

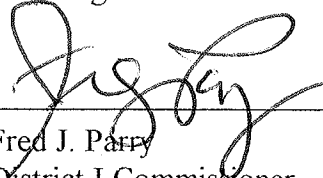
Attest:



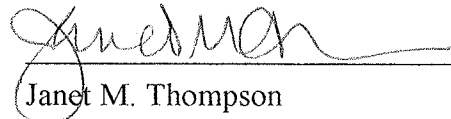
Brianna L. Lennon
Clerk of the County Commission



Daniel K. Atwill
Presiding Commissioner



Fred J. Parry
District I Commissioner



Janet M. Thompson
District II Commissioner

County of Boone, Missouri

ERP Selection Process

A description of Due Diligence Performed



Time Line 2014 to 2019

- September 2014: County participates in Business Process Review (BPR)
- March 2016: County opens Request for Proposal for Consultant Services for Enterprise Resource Planning System Selection
- August 2016: County executes contract with Plante Moran for consulting services (Commission Order 371-2016)
- January 2017: County Commission approves Project Charter approved (Commission Order #25-2017)
- April 2017: County opens Request for Proposal for ERP System Selection Project (five responses received)
- June 2017: County conducts on-site vendor demonstrations (three vendors invited to provide demonstrations)
- July 2017 through January 2019: County conducts due diligence (see details in the Selection Committee's Evaluation Report) with decision to negotiate with Central Square/Superion
- February 2019 through July 2019: continued due diligence (including a site visit, additional vendor demonstrations, and additional reference calls) and contract negotiation
- July 23, 2019: contract scheduled for a first reading on Commission agenda
- July 25, 2019: contract scheduled for approval on Commission agenda

Boone County Commission

Daniel K. Atwill, Presiding Commissioner



Roger B. Wilson
Boone County Government Center
801 East Walnut, Room 333
Columbia, MO 65201-7732
573-886-4305 • FAX 573-886-4311

June 26, 2019

Superior, LLC
1000 Business Center Drive
Lake Mary, FL 32746

RE: 03-13APR17 - ERP System Selection Project

Please accept this letter of intent relating to Boone County's intended purchase of certain ERP System and services from Superior, LLC, for the ERP System Selection project. The County intends to contract with Superior, LLC., to provide licenses and access to software applications, maintenance, support, migration, installation and other professional services necessary for the accomplishment of this project.

Boone County desires to enter into a full and complete agreement with Superior, LLC. in a form acceptable to County's legal counsel, on or before July 31, 2019. In the event that a contract is not signed on or before such date for any reason or no reason, County shall have the right to terminate the negotiations without liability. The full and complete agreement shall include a completed scope of work, as well as the fees and identification of anticipated travel expenses and/or other costs associated with the proposed products and services.

This is a letter of intent only. It is not intended to be, and shall not constitute in any way a binding or legal agreement, or impose any legal obligation or duty on either County or Superior, LLC.

Sincerely,

A handwritten signature in black ink, appearing to read "Daniel K. Atwill", is written over a faint, larger version of the same signature.

Daniel K. Atwill
Presiding Commissioner

Boone County Purchasing

Melinda Bobbitt, CPPB
Director



601 E. Walnut, Room 208
Columbia, MO 65201
Phone: (573) 886-4391
Fax: (573) 886-4390

MEMORANDUM

TO: Boone County Commission
FROM: Melinda Bobbitt, CPPB
DATE: August 1, 2019
RE: RFP Award Recommendation: 03-13APR17 – ERP System Selection

The Request for Proposal for *03-13APR17 – ERP System Selection* closed on April 13, 2017. Five proposal responses were received.

The evaluation committee consisted of the following:

June Pitchford, Boone County Auditor
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Aron Gish, Boone County IT Director
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Julia Lutz, Application Development and Support Manager

The evaluation committee recommends award to Superior, LLC of Lake Mary, Florida for offering the best solution for Boone County per their attached Evaluation Report.

Total contract cost is \$1,384,320.00 and will be paid from department 1170 – Information Technology, account 92302 – Replacement Computer Software. \$1,520,000.00 is budgeted for the project.

ATT: Evaluation Report

cc: Proposal File
Evaluation Team

Evaluation Report for Request for Proposal

03-13APR17 – ERP System Selection Project

Request for Proposal *04-03APR17 – ERP System Selection Project* opened on April 3, 2017. Five proposal responses were received: BS&A Software, Harris ERP, Mazik Global, Sungard Public Sector, Tyler Technologies, Inc.

The evaluation committee consisted of June Pitchford, County Auditor, Tom Darrough, County Treasurer, Aron Gish, Information Technology Director, Jenna Redel, Human Resources Director, and Julia Lutz, Application Development and Support Manager.

The evaluation progressed in three rounds.

Round 1 Evaluation:

The evaluation committee met on 4/25/17 to do a preliminary discussion of functional, implementation, and technical requirements. At this meeting, the committee decided to not short-list and further evaluate Mazik Global for the following reasons:

- They are reselling Tyler and Kronos. There is not a good way to get their technology specifications without going to Tyler or Kronos.
- There is not enough substance and detail in their proposal response to be able to perform a thorough evaluation. All information reads like a Microsoft sales brochure.
- They have little to no ERP experience with counties.
- They proposed Microsoft Dynamics 365, but keep referencing Microsoft. Mazik has no input into where that product is going.

Round 2 Evaluation:

The evaluation committee met on 5/3/17 to review functional, implementation, and technical requirements. At this meeting, the committee decided to not short-list and further evaluate Harris Enterprise Resource Planning for the following reasons:

- Excessive modifications are needed to meet the minimum specifications.
- Appears as though Harris is putting us in a continuing role of identifying functionality. The County desires the vendor to be the lead in product development.
- Stated a lot of exceptions to our specifications.

Round 3 Evaluation:

The committee decided to move forward evaluating Tyler, BS&A and Superior, sending Clarification #1 to each requesting additional information.

The committee met on 5/9/17 to discuss Plante Moran's Pricing Analysis Documents. Following this evaluation, the committee decided to send Clarification #2 questions to BS&A to get a list of 3rd party contract management vendors/solutions and some examples of how their clients are handling over-time for law enforcement 28-day cycles. Clarification #2 was sent to Superior to

confirm the pricing they submitted (which seemed very high -- twice as much as Tyler and BS&A) was their intent for a county the size of Boone County.

Clarification #3 was sent to Superior on May 19 requesting revised pricing for their vendor hosted system.

The committee met on 5/16/17, 5/17/17 and 5/18/17 to finalize the short list requirements for demonstration. BS&A, Tyler and Superior were scheduled for presentations: BS&A - June 7-9, Superior - June 13-15, and Tyler - June 20-22.

The committee met on June 30, 2017 to review the presentations. At this time, it was decided not to move forward with negotiations with BS&A for the following reasons:

- No fixed asset barcoding
- No contract module
- Timesheets did not meet needs
- Fixed assets not able to do a physical inventory module.
- Purchase request not able to see if \$6000 purchased in 90 days.
- Not a good bidding module
- Unable to do wellness tracking for Human Resources
- Cannot meet the requirement to do a 7 day AND a 28 day pay cycle for law enforcement
- Time and attendance will not meet needs
- Did not have a timesheet workflow
- They do not appear technologically advanced enough for the County to partner with. County desires a business partner who is ahead of us thinking of innovations. We do not want to be the client that drives their change.
- This is not a service that we can extend outside our network. Not web based or mobile based application. Will not operate that way any time soon. If Courts need to access it remotely, not a good fit.

The committee met on July 21, 2017 to create reference questions for reference checks on the two finalists. They also identified other areas needing clarification. Clarification #4 was issued to Superior and clarification #3 to Tyler.

References were checked on Tyler and Superior by the evaluation committee between August 22-25, 2017.

The committee viewed Webex's to gain additional information as follows:

Tyler

September 6, 2017 – Test scripts, reporting capability with SQL Server Reporting Services, SQL Data Cubes, API functionality, invoicing, invoicing from grants, grant ledger functionality, position budgeting, UAT templates and UAT process.

Superior

August 7, 2017 - document handling

September 7, 2017 – test scripts, reporting capability with Cognos, API functionality, ability to re-hire an employee utilizing employee's inactive Payroll/HR data, invoicing, invoicing from grants, grant ledger functionality, position budgeted.

The evaluation committee met on September 21, 2017 to review the Webex presentations. It was decided to not continue negotiations with Tyler for the following reasons:

- Proposed system has limited flexibility and integration.
- Burden of effort rest with County for many things. For example, it appears as though the County would do the configuring, testing, documenting and processing with little live overview/assistance.
- Contract module lacks completeness
- County Information Technology department support business module is not a good fit.
- The Business Process Review (BPR) was an optional component at additional cost with Tyler whereas with Superior, the BPR was an integral component of their standard implementation process at no additional cost.

The committee decided to continue negotiations with Superior for OneSolution 17.2, obtaining additional information through Webex presentations. It was also decided to narrow our scope of services and request a Best and Final Offer.

The committee viewed WebEx's to gain additional information as follows:

Superior

October 4, 2017 – Payroll Demo

October 24, 2017 – RVI Integration & API Review

Other evaluation meetings as follows:

- 2/6/18 – Phone conference meeting with Superior, Tom Amburgey, VP and General Manager of Superior Public Administration and Neil Campbell, Director of Sales. Purpose to clarify questions about future of Superior, discuss ONESolution Product Roadmap, and v17.1 HTML projects and go live dates.
- Best candidates for on-site visits are Hamilton County, TN and/or Salt Lake City, UT for the 17.2 version. 17.2 release has been pushed back to late 1st Quarter 2018 to allow for quality assessment.
- 2/27/18 – Superior Tech Engineer on-site with Bruce Duncomb to work through how to develop a process for building API and system integration.
- 3/2/18 & 3/13/18 evaluation meeting to work on the API & System Interface Workbook and assign priority to each interface.
- 5/10/18 – evaluation meeting to review BAFO / clarification #7 response
- 8/24/18 – evaluation meeting to review statement of work
- 9/19/18 – evaluation meeting to review process maps
- 12/9/18 – evaluation meeting to review statement of work and discuss site visits
- The County accepted Gary Dube's offer to receive a presentation of the changes they have made to their system due to the amount of time that has passed since their original proposal and presentation.

- 1/10/19 - Webinar and presentation by Gary Dube with Tyler Technologies to see what is new with their Munis software.
- 1/15/19 – evaluation meeting to review material presented by Tyler. The committee decided on the following:
 - Committee decided to continue to negotiate with Superior, LLC for the ONESolution V18 due to appearing to be a better fit for Boone County with their business process review and their flexibility. The two vendors appear to have differing philosophies. Superior’s software is flexible where Tyler’s software is an out-of-the-box solution for work flow and capturing data. In addition, they are different with their business process review. Superior can assist, evaluate internal controls and advise versus Tyler looks at what in our processes can be done in their Munis out-of-the box system.
 - Tyler does appear to be somewhat more flexible, but those user defined fields look more reportable. They said they are reportable but there is no way to bring them to the user unless it is a mandatory field. Flexibility improvements do not include the data entry.
 - Tyler has made significant improvements in their interfaces in the look and feel and being more user friendly, other than the cash receipting module. The product they discussed for cash receipting as an interface is only needed if we are not using Munis.
 - A strength with Tyler is RVI Integration - a well-established document management system which is very responsive and integrated well.
 - Gary provided a reference list for who is now live with Munis 18. They included the City of Columbia and St. Louis, but neither are actually live yet.
 - The committee decided to no longer further evaluate Tyler.
- 2/19/19 – Superior - ONESolution demonstration
- 2/20/19 – evaluation meeting to recap the demonstration from 2/19/19
- 2/26-28/19 - Site visit to Salt Lake City to see Superior’s ONESolution V18 software. Attended by June Pitchford, Caryn Ginter, Aron Gish, Julia Lutz, Jenna Redel, Melinda Bobbitt. Other County staff attending by video conferencing included Tom Darrough, Shannon Murray, Gary German, Leasa Quick, Jason Gibson, Meta Kanago, Jennifer Market, heather Acton, Christy Johnson, David Bowland, Andrea Whelan, Angela Wehmeyer.
 - 3/7/19 – Salt Lake City debrief meeting with Evaluation Committee - The site visit allowed County personnel to get face to face with owners and staff that use this system on a daily basis. The software is functioning in a live, high demanding environment. From the technology side of this project, we have confirmed this is a very flexible system that can be configured as needed, can accept data and export data in many ways. This is not an out of the box system and success is going to be heavily based on business process review and implementation planning which is included as part of their proposed scope of work.
 - OneSolution itself does not have a robust time-entry system.
 - SLC executes SQL-based verifications before payroll because OneSolution doesn’t enforce requirements specific to their payroll (only member of “x” department can have “y” deduction”, etc.).
 - Fixed Asset disposals appear to still be a very manual process at SLC.


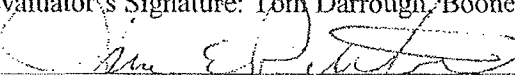

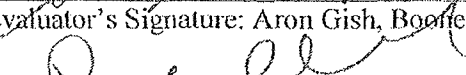
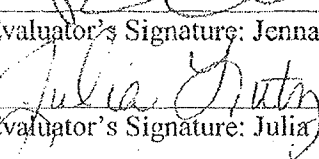
- SLC didn't seem to be using the software to its full potential at all. They were still using a lot of their own "home grown" software instead of Superior software. They are using multiple 3rd party software in place of Superior product (i.e. budget preparation) and then importing that data into the system. They aren't using many of the modules and tools such as budget, contracts and grants, CAFR preparer, and check writing that we want as part of our software. It appeared as though SLT was still trying to make their old processes fit with the new software rather than doing a thorough process review.
- 3/12/19 – Superior - TimeClock Plus Demo
- 4/4/19 – Phone reference about OneSolution with Hamilton County, OH
- 4/3/19 – Phone reference about OneSolution with Douglas County, KS
- 4/4/19 – Evaluation Meeting to discuss update for the Commissioners scheduled for 4/4/19
- 4/9/19 – Evaluation meeting to review revised Scope of Work
- 5/6/19 - ERP HR/Payroll/Position information data conversion meeting
- 5/15/19 – ERP Demo of Human Resource Capital Management Module by Superior.

SUMMARY:

Recommendation for Award: Superior, LLC.

The evaluation of the Request for Proposal responses took an unusually long time (approximately two years). This procurement was the first of its kind for Boone County and this, combined with the magnitude and complexity of the procurement, required significant due diligence. In addition, Sungard Public Sector's business merger with three other companies to form CentralSquare Technologies slowed the implementation and going live dates on their end for their proposed ONESolution V18. The committee was not prepared to make an award recommendation without seeing the proposed solution at other public agencies.

The evaluation team recommends award to Superior, LLC for offering the best solution for Boone County. Superior's software is flexible and with their business process review, they can assist, evaluate internal controls and advise better processes for the County.

 Evaluator's Signature: Tom Darrough, Boone County Treasurer	7/17/19 Date
 Evaluator's Signature: June Pitchford, Boone County Auditor	7/17/19 Date
 Evaluator's Signature: Aron Gish, Boone County IT Director	7/17/19 Date
 Evaluator's Signature: Jenna Redel, Boone County HR Director	7/17/19 Date
 Evaluator's Signature: Julia Lutz, Application Development and Support Manager	7/17/19 Date