

**SEMINOLE COUNTY GOVERNMENT
AGENDA MEMORANDUM**

SUBJECT: Approve Execution of Addendum to Intergovernmental Services Agreement with the University of Central Florida to complete development of the Seminole County Integrated Network (SCI.NET)

DEPARTMENT: Planning & Development **DIVISION:** Community Resources

AUTHORIZED BY: Donald Fisher **CONTACT:** Craig Shadrix **EXT.** 7397

Agenda Date <u>01/11/2005</u> Regular <input type="checkbox"/> Consent <input checked="" type="checkbox"/> Work Session <input type="checkbox"/> Briefing <input type="checkbox"/> Public Hearing – 1:30 <input type="checkbox"/> Public Hearing – 7:00 <input type="checkbox"/>
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MOTION/RECOMMENDATION:

Approve amendment to the attached Intergovernmental Work Agreement with the University of Central Florida to continue development of the Seminole County Integrated Network (SCI.NET) by execution of Phases III through V .

BACKGROUND:

On May 13, 2003, the BCC authorized staff to proceed forward with creation of an agreement with the University of Central Florida to create the Seminole County Integrated Network (SCI.NET). This project is a collaborative partnership that will benefit multiple departments at Seminole County and involves the Property Appraiser, the East Central Florida Regional Planning Council, and two colleges at the University, the College of Engineering and Computer Science, and the College of Health and Public Affairs. The BCC approved an Intergovernmental Work Agreement on June 24, 2003, and authorized execution of phases I and II of the scope. The results of phases I and II included an audit of County systems and a redesign of Planning and Development work flow and business processes to be faster and more efficient. Recommendations were included in the deliverables for how a new web-based system will be built to maximize service delivery to Seminole County customers based on feedback from the Planning and Development customer base and internal customers of the Department. Phases III, IV, and V will involve creation of the new system with iterative feedback from the community on the look and feel of the new system. Funds are available in the fiscal year 04/05 budget.

STAFF RECOMMENDATION:

Staff recommends that the BCC authorize the Chairman to execute the attached amendment to the Intergovernmental Work Agreement with the University of Central Florida

Reviewed by:	<u>[Signature]</u>
Co Atty:	<u>[Signature]</u>
DFS:	<u>[Signature]</u>
Other:	<u>[Signature]</u>
DCM:	<u>[Signature]</u>
CM:	<u>[Signature]</u>
File No.	<u>-cpdc03</u>

**FIRST AMENDMENT TO INTERGOVERNMENTAL WORK AGREEMENT BETWEEN SEMINOLE
COUNTY AND THE UNIVERSITY OF CENTRAL FLORIDA**

THIS FIRST AMENDMENT is made and entered into this _____ day of _____, 20____ and is to that certain Agreement made and entered into on the 16th day of July, 2003, between **THE UNIVERSITY OF CENTRAL FLORIDA**, on behalf of its Board of Trustees, a university existing and operating under the laws of the State of Florida, whose address is 12443 Research Parkway, Suite 207, Orlando, Florida 32826-3252 hereinafter referred to as "UCF," and **SEMINOLE COUNTY**, a political subdivision of the State of Florida, whose address is Seminole County Services Building, 1101 East First Street, Sanford, Florida 32771, hereinafter referred to as "COUNTY".

W I T N E S S E T H:

WHEREAS, UCF and COUNTY entered into the above-referenced Agreement on July 16, 2003, for analysis and development of software tasks to support governmental processes; and

WHEREAS, the parties desire to amend the Agreement so as to extend the term of the agreement and complete all phases of the project as outlined in Exhibit A of the Agreement.

NOW, THEREFORE, in consideration of the mutual understandings and agreements contained herein, the parties agree to amend the Agreement as follows:

1. Section 2 of the Agreement is amended to read:

SECTION 2. SCOPE OF SERVICES. The County shall be obligated to pay for and UCF shall be obligated to perform Phase I - Documentation of Business Processes, Phase II - Technical Evaluation of the Services, Phase III - System Specifications and Build Plan, Phase IV - System Development and Phase V - System Testing and Refinement.

2. Section 3 of the Agreement is amended to read:

SECTION 3. TERM. Unless terminated earlier, this Agreement shall remain in effect until completion of all services.

3. Section 4 of the Agreement is amended to read:

SECTION 4. TOTAL COST OF THE SERVICES. The parties agree that the total cost of the services is FOUR HUNDRED SIXTY-SEVEN THOUSAND THREE HUNDRED FOUR AND NO/100 DOLLARS (\$467,304.00) allocated among the various phases of the project as shown at Exhibit "A". This agreement authorizes performance of all services as described in Exhibit A.

4. Section 5 of the Agreement is amended to read:

SECTION 5. REPORTS AND BILLINGS. Billing shall be on a quarterly basis and shall reflect the percentage of completion of the applicable phase.

5. Except as herein modified, all terms and conditions of the Agreement shall remain in full force and effect for the term of this Agreement, as originally set forth in said Agreement.

IN WITNESS WHEREOF, the parties hereto have executed this instrument for the purpose herein expressed.

WITNESSES:

UNIVERSITY OF CENTRAL FLORIDA

Print Name _____

By: _____

Print Name _____

Date: _____

ATTEST:

BOARD OF COUNTY COMMISSIONERS
SEMINOLE COUNTY, FLORIDA

MARYANNE MORSE
Clerk to the Board of
County Commissioners of
Seminole County, Florida.

By: _____
CARLTON HENLEY, Chairman

Date: _____

For the use and reliance
of Seminole County only.
Approved as to form and
legal sufficiency.

As authorized for execution by
the Board of County Commis-
sioners at their regular
Meeting of _____, 20__.

County Attorney

AC/ljp
12/22/04 & 12/23/04
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Exhibit For Reference Only

Exhibit "A"

Seminole County Integrated Services Planning STATEMENT OF WORK

I. Introduction

The e-government project has a basic goal of simplifying access to parcel based government services. A simplified viewpoint is that users will be able to access parcel information from an easy to use interface online. From a more complex view, users will be able to see instant status of permits, gather required permitting information (regulations), find out information about parcels, submit permits and perform other necessary information through a web interface. Other project goals are to create a system that is maintainable and built on open technology with minimal (or no) proprietary systems required.

II. Phases of Work

To accomplish the requirements of a project of this scope the work will be divided into phases. Each phase will produce information and systems that will lead into the next phase. Some phase operations will occur concurrently with other phases.

A. Phase I: Documentation of Business Processes (20% of Budget=\$93460)

Each of the processes for the collection of permits and information must be documented. All permits and documents that will be accessed through the system must have their "life cycle" documented. A document life cycle is a tracking of how each document is initiated, and each step that the document goes through until it is archived. Concurrent with this collection will be the development of an SCPDD vision for the 5, 10, and 20-year horizon. Customer survey, and research into best practices in other government agencies will be conducted to facilitate this effort. Expectations of the project and, analysis of workflow efficiency will develop.

a) Develop, review, and document with Seminole County, flow diagrams for the following processes (include sub processes):

- 1- Addressing
- 2- Development Review
- 3- Planning and Zoning
- 4- Community Development
- 5- Building/Fire
- 6 – Impact fees/Utility billing
- 7 – Cash Receipts
- 8 – Land file/Property appraisers office

b) Develop a set of recommendations and document common processes for a. Recommendations will include specific items pertaining simplification and consolidation of processes in a.

c) Research and develop a set of “Best Practice” processes for items in a.

- 1- Perform national literature investigation to determine these practices
- 2- Perform visits and interviews to gather information to supplement literature investigation
- 3- Develop and conduct a survey of Seminole County users

d) Create a set of recommendations based on c. to meet the goals of b.

e) Develop a set of software requirements (general) that will fulfill the items in b.

- 1- Requirement should contain all recommendations for improvement
- 2- Requirement should contain recommendations of feasibility based on current capability and receptiveness of Seminole County

f) Select and review ramifications of implementation of recommendations in e.

- 1- Develop a set of priority items based on this review
- 2- Develop cost of implementation of items selected in 1.

B. Phase II: Technical Evaluation (10% of Budget=\$46,730)

Phase II will occur concurrent with Phase I. Seminole County contains a large number of existing systems that must be either integrated with the final system or replaced by the final system. A detailed analysis of these systems must be performed. All stored information in these systems must be documented and a detailed data dictionary developed for the systems. The systems consist of document and permit management systems (AS400), document management and email systems, and image management systems. Also the existing GIS will be used as a key technology of the final developed system. Also planned in this phase will be a series workshop to determine final workflow processes to operate with the final system.

a) A detailed evaluation and documentation of supporting computer systems for county functions identified in Phase I(a) will be performed.

- 1- UCF will require full access to identified systems and access to support personnel for each system
- 2- UCF will require access to all system documentation available through Seminole County
- 3- UCF will document the role played by each computer system used in Phase I(a)
 - i) System flow diagrams will be developed as necessary
 - ii) Data dictionary documentation will be developed as necessary

b) Develop a set of general software and hardware requirements to meet the goals of Phase I(a).

- 1- Develop a set of software recommendations
- 2- Specify hardware requirements to implement each item in 1.
- 3- Develop a set of cost requirements for each item in 1.
- 4- Develop a set of maintenance guidelines with associated cost

c) Develop a set of recommendations for implementation based on item b.

- 1- Recommendations will have associated feasibility and cost
- 2- Recommendations will have associated input of implementation on associated processes in Phase I(a)

C. Phase III: System Specification and Build Plan (20% of Budget=\$93,460)

Dependent upon results of Phases I and II develop a detailed “build” plan and set of system specifications will be developed to encompass the information gathered in phases I and II. A final system timeline will be developed, and development assignments made in this phase. The final build will likely be in pieces, with integration of parts of the final system with the core technology occurring.

Deliverable: 1) Proposal of development effort and technical development plan

D. Phase IV: System Development (30% of Budget=\$141,191)

Dependent upon results of Phases I through III develop the core system and the sub-systems are integrated into the core system. During this phase the system will be developed and portions of the system will be brought into operation.

Deliverable 1) Operational prototype (beta) system with system documentation

E. Phase V: System Testing and Refinement (20% of Budget=\$93,460)

The final phase of the project will bring the entire system on-line and incorporate end user testing. Interface refinement will occur during this phase to ensure the overall usability of the final system.

Deliverable: 1) Final operational system with system documentation and user documentation.

G. General Quality Practice

During all phases of the project regular review will occur to ensure that the final system will meet the needs and requirements of the project. A series of checkpoints and measures will be developed early in the development process to ensure the quality and usability of the end system.

H. Systems Integration

It is recognized that systems and databases may be identified during the course of the development that will be included in the integration plan. The currently identified systems and databases include the following:

- HTE-AS400 Building Permit Module
- HTE-AS400 Land File Module
- HTE-AS400 Planning and Zoning Module
- HTE-AS400 Code Enforcement Module
- On-base Imaging Database
- MS Project 2000 Project Management Software
- Lotus Notes/Domino System
- Non-integrated document systems on various PC's

The existing ArcGIS system will be utilized. A current migration from ArcView, ArcSDE, and ArcIMS will be assisted to bring the entire system under the ArcGIS software.

UCF is aware of limitations, licensing limitations regarding all of the aforesaid systems and databases and will not cause the County to in any way violate the terms thereof.

I. Potential Stakeholder Concerns

System Openness – Extent to which the government web site provides comprehensive information and services

Customization – The ability to create user specific content and layout

Usability - The general ease of use of the system with regards to navigability and accessibility

Accountability – The ability to get a “real human” for assistance and questions

Transparency – Ability to trust and assess the legitimacy of content.

Functionality – Ability to perform desired tasks

One-stop shop – Ability to access all desired services through a single location.

Return – Savings in time and money to both government and external stakeholders based on the functionality of the system.

Specification of Deliverables

Phase I: Quarterly delivery of percent completion.

- 1- Documentation and review specified in Phase I(a)
- 2- Recommendations and guidelines developed in Phase I(b)
- 3- Documentation of “Best Practice” guidelines and full results of all surveys
- 4- Final recommendation set specified in Phase I(d)

Phase II: Quarterly delivery of percent completion.

- 1- Documentation and review specified in Phase I(a)
- 2- Recommendations and guidelines developed in Phase I(b)
- 3- Documentation of “Best Practice” guidelines and full results of all surveys
- 5- Final recommendation set specified in Phase I(d)

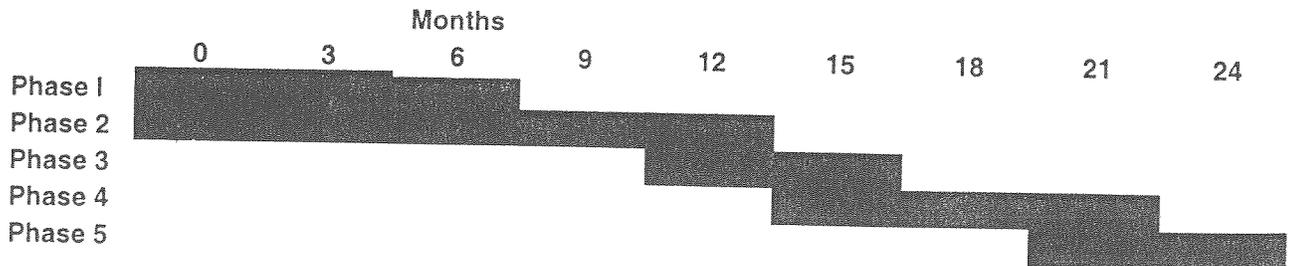
Timeline

- 3 months post contract: 50% of deliverable items Phase I items 1-4
- 6 months post contract: 100% of deliverable items Phase I items 1-4
- 9 months post contract: 50% of deliverable items Phase II items 1-4
- 12 months post contract: 100% of deliverable items Phase II items 1-4

Budget for deliverables phases I and II: \$150,000

- 15 months post contract 100% of deliverable items Phase III
- 18 months post contract 50% of deliverable items Phase IV
- 21 months post contract 100% of deliverable items Phase IV
- 24 months post contract 100% of deliverable items Phase V

Invoice upon delivery of each item percentage of phase amount.



BUDGET

The expected duration of the project is 2 years from project start. The proposed operational budget is proposed to ensure a successful and timely project.

A. Faculty Release (9 pp per release at 0.25 FTE)

Faculty	Releases	Release	Total
Dr. Mike Reynolds	6	6359	38,154
Dr. Ron Eaglin	6	7786	46,716
Dr. Tom Liou	4	9768	39,072

Total Faculty 123,402

B. Other Personnel Services

Graduate Assistants	Term	Cost (at average 12.50 / hr)
2 x GIS students	52 pp	52,000
1 x PA Students	26 pp	13,000
1 x CJ Students	26 pp	13,000
6 x ENGR Students	52 pp	145,474

Total 223,474

F. Expense (Travel and Software)

GIS Software licenses	5000
Development Software licenses	5000
Travel	6000

Total 16,000

D. OCO Costs

Miscellaneous Hardware 8,000

Total Overall 370,876

Overhead (26 % OH) 96,428

Total Budget 467,304