





**Washington County Service Authority Board of Commissioners
July 27, 2020 Special Called Meeting Minutes**

Agenda Item: 1  COMMUNICATION	Call the Meeting to Order
Presenter(s):	Chairman
Time:	4:35 pm


Agenda Item: 2  COMMUNICATION	Roll Call
Presenter(s):	Chairman
Beginning Time:	6:03 pm
Present:	Mr. Campbell, Mr. Hutchinson, Mrs. C. Miller, Mr. D. Miller, Mr. Orfield, Mr. Taylor and Mr. Thayer
Absent:	None
End Time:	4:36 pm

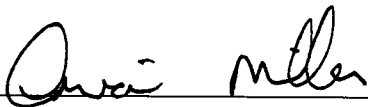
Agenda Item: 3  COMMUNICATION	Approval of the Agenda
Presenter(s):	Chairman
Beginning Time:	4:36 pm
Potential Conflict(s) of Interest and Abstention(s):	None
Discussion:	None
On the Record:	None
Actual Motion:	Motion to approve the Agenda as presented.
Motion By:	Mr. Campbell
Second By:	Mr. Hutchinson
Voting:	Ayes: 7
	Nays: 0
	Abstain: 0
End Time:	4:36 pm

Agenda Item: 4  COMMUNICATION	Presentation of WCSA's Need of and Process for Work Order Management System and Customer Information System
Presenter(s):	Chairman
Beginning Time:	4:36 pm
Potential Conflict(s) of Interest and Abstention(s):	None
Discussion:	Mr. Cornett, Mr. Cheek, Mr. Fallon, Mr. Denton and Mr. Langston reviewed the attached presentations.
On the Record:	None
Actual Motion:	None


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Motion By:	
Second By:	
Voting: Ayes:	
 Nays:	
 Abstain:	
End Time:	5:30 pm

Agenda Item: 5  COMMUNICATION	Adjourn
Presenter(s):	Commissioner
Beginning Time:	5:31 pm
Potential Conflict(s) of Interest and Abstention(s):	None
Background:	None
Discussion:	None
On the Record:	None
Enclosures:	None
Actual Motion:	Motion to Adjourn.
Motion By:	Mr. Campbell
Second By:	Mr. Thayer
Voting: Ayes:	7
 Nays:	0
 Abstain:	0
End Time:	5:31 pm



 Dwain Miller, Chairman



 Carol Ann Shaffer, Assistant Secretary



CIS SOFTWARE SELECTION PROCESS



DEVELOPING CIS CTQS

- MET OVER AN EXTENDED PERIOD TIME
- BUILT OUT A LIST OF 54 CTQS
- MET WITH CURRENT CIS PROVIDER TO DETERMINE IF THEY COULD MEET CTQS
- DETERMINED THAT CURRENT CIS SOFTWARE COULD NOT MEET CTQS

PROBLEM WITH CURRENT CIS SOFTWARE

- IN A NUTSHELL: THE CURRENT SOFTWARE DOES NOT MEET CTQ'S ESTABLISHED BY TEAM
- ELABORATING:
 - **NOT** USER-FRIENDLY
 - **NOT** CAPABLE OF ADVANCED ANALYTICS/TOOLS
 - VERY **RIGID** SOFTWARE (AS OPPOSED TO FLEXIBLE)
 - VERY **LOW** ACCESSIBILITY CAPACITY
 - VERY **POOR** REPORTING CAPABILITY (VERY DIFFICULT AND OFTEN **CHARGE US EXTRA**)
 - VENDOR PROVEN TO **NOT** HAVE THEIR FINGER ON THE CUSTOMER'S PULSE
 - OVERALL, VERY **DATED** TECHNOLOGY WITH LITTLE HOPE FOR PROGRESSION

RFP RELEASED FOR CIS SOFTWARE

- RFP RELEASED ON JUNE 14TH, 2020
- 11 RESPONSES
- 3 PROPOSALS REJECTED AS NON-RESPONSIVE (DID NOT MEET REQUIREMENTS OF RFP)
- PROCUREMENT COMMITTEE MADE UP OF 6 EMPLOYEES REVIEWED THE 8 RESPONSIVE PROPOSALS

RATING METRIC

	User Experience							
The system must be user-friendly	5	5	5	5	5	5	0	5
The system must be intuitive, needing minimal training	5	5	5	5	5	5	0	5
Customer account screen must be customizable, with the option to include all historical customer data	5	5	5	5	5	5	5	5
The system must be able to accept online applications	5	5	5	5	5	5	5	5
The system must have dynamic search capacity	5	10	5	5	5	5	5	5
The system must have the ability to check for duplicate customers	5	5	5	5	5	5	5	0
The system must have the ability to display a history of all residents, current and past, for a given address	5	5	5	5	5	5	5	5

PRICING METRIC

First Year Cost	\$ 724,099	\$ 146,560	\$ 80,000	\$ 443,200	\$ 836,837	\$ 480,000	\$ 411,828	\$ 152,950	
	VertexOne	MERP	Muni-Link	SpryPoint	Enterprise Solutions	Vedlogic	NorthStar	CUSI	
Initial Cost	\$ 583,223	\$ 103,000	\$ 26,000	\$ 350,000	\$ 495,837	\$ 400,000	\$ 312,328	\$ 55,147	
Annual Cost	\$ 79,505	\$ 43,560	\$ 54,000	\$ 93,200	\$ 341,000	\$ 60,000	\$ 97,150	\$ 97,803	
Travel	\$ 57,000		\$50/hr	\$ 2,500		\$ 20,000		2350	
Per Diem	n/a		Actual Costs						
Other	\$ 4,371								
Other Annual	\$ 318,018				\$ 15,000	\$ 110,000			
Total Initial	\$ 587,594	\$ 103,000	\$ 26,000	\$ 350,000	\$ 495,837	\$ 400,000	\$ 312,328	\$ 55,147	
Total Recurring (5 year)	\$ 1,987,615	\$ 217,800	\$ 283,842	\$ 466,000	\$ 3,545,000	\$ 850,000	\$ 485,750	\$ 489,015	
TOTAL (5 Year Cost)	\$ 2,575,209	\$ 320,800	\$ 309,842	\$ 816,000	\$ 4,040,837	\$ 1,250,000	\$ 798,078	\$ 544,162	
\$	3,730,995	3.93	9.97	10.00	8.64	-	7.48	8.69	9.37

COMBINED VALUES

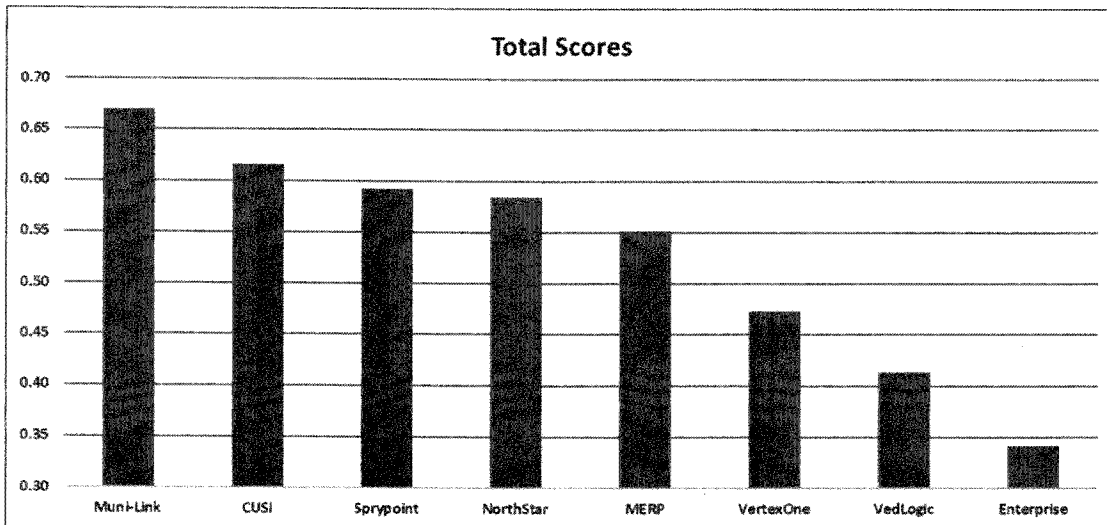
Score Component

Ken	0.50	0.49	0.50	0.47	0.50	0.50	0.50	0.44
Holly	0.51	0.10	0.56	0.49	0.48	0.20	0.40	0.44
Jennifer	0.50	0.48	0.44	0.46	0.49	0.47	0.50	0.49
Dave	0.51	0.10	0.56	0.49	0.48	0.09	0.44	0.54
Drew	0.51	0.47	0.53	0.46	0.48	0.20	0.44	0.48
James	0.52	0.52	0.56	0.47	0.49	0.15	0.49	0.47
Team Average	0.51	0.36	0.53	0.48	0.49	0.27	0.46	0.48

Price Component

0.393	0.997	1.000	0.864	0.000	0.748	0.869	0.937
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FINAL RANKINGS – HIGH TO LOW



MORE HIGHLY QUALIFIED

Score Component

Ken	0.50	0.49	0.50	0.47	0.50	0.50	0.50	0.44
Holly	0.51	0.10	0.56	0.49	0.48	0.20	0.40	0.44
Jennifer	0.50	0.48	0.44	0.46	0.49	0.47	0.50	0.49
Dave	0.51	0.10	0.56	0.49	0.48	0.09	0.44	0.54
Drew	0.51	0.47	0.53	0.46	0.48	0.20	0.44	0.48
James	0.52	0.52	0.56	0.47	0.49	0.15	0.49	0.47
Team Average	0.51	0.36	0.53	0.48	0.49	0.27	0.46	0.48

Price Component

	0.393	0.397	1.000	0.864	0.000	0.748	0.869	0.937

TOP RANKED PRODUCT AT LOWEST PRICE

The Virginia Public Procurement Act, WCSA Procurement Guidelines and the RFP say, if one Offeror is clearly more highly qualified than the other Offerors, after a written determination by WCSA, we may negotiate a Contract with that Offeror without negotiating with other Offerors.

Unanimously, the procurement committee has determined one Offeror (Muni-Link) is clearly more highly qualified than the other 7 Offerors. We arrived at this using the ranking matrix published in the RFP which had a "features" and "cost" categories. Muni-Link was the highest (best) ranked Offeror in both the features and cost categories. In other words, they had the best features and lowest cost.

MUNI-LINK COSTS

- FIRST YEAR IMPLEMENTATION/USER COSTS ESTIMATED TO BE BETWEEN \$80,000-120,000
- 5 YEAR ESTIMATED COST:
\$349,000
- YEARS 2-5 (POST-IMPLEMENTATION) AVERAGE:
\$57,460.43/YEAR
- FOR COMPARISON, CURRENT ANNUAL COST OF IMPRESA (BASED ON THE 6 YEAR AVERAGE):
\$46,304.60/YEAR