



Baldwin County Commission

Legislation Text

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Meeting Type: BCC Work Session

Meeting Date: 2/11/2020

Item Status: New

From: Terri Graham, Development and Environmental Director

Submitted by: Suzanne Doughty, Senior Accountant

ITEM TITLE

CORE Computing Solutions, Inc. - Maintenance and Support for eMobile On-Board Tablets

STAFF RECOMMENDATION

Approve and Authorize the Chairman to execute the Second Amendment to Professional Services Agreement with CORE Computing Solutions, Inc., which details the pricing of eMobile maintenance and support monthly fees of \$89.00 per each active on-board tablet. The Agreement shall be effective and commence immediately upon the same date as its full execution.

BACKGROUND INFORMATION

Previous Commission action/date: Yes - 02/19/2013

Background: The implementation of eMobile On-Board tablets provides more efficient operations by giving us the ability to dispatch service requests to drivers without paper and as they are out in the field. Also, this functionality gives us the ability to update the customer's account in real-time regarding services provided. This additional module allows us to move forward and make use of the technology it can provide, especially with mapping/routing functions.

The Baldwin County Commission in its regularly scheduled meeting approved the implementation of the CORE Computing Solutions, Inc. Online "Cloud" and Customer Web Portal deployments. The Chairman executed a First Amendment (which details the pricing for the software additions) to the Professional Services Agreement on March 19, 2013. The Professional Services Agreement for initial software purchase and implementation was approved during the August 18, 2009, regularly scheduled meeting. The terms of the agreement will automatically renew, unless Licensee shall provide Licensor with written notice of non-renewal not less than sixty (60) days prior to the end of the then-current month.

03/17/2009 Regularly Scheduled Meeting - Authorized staff to prepare the Request for Proposals (RFP's) for the Solid Waste Routing, Billing, and Scale House Software and Professional Services and authorize the Purchasing Officer to solicit the Request for Proposals.

07/07/2009 - Regularly Scheduled Meeting - Authorize staff to begin negotiations with CORE Computing Solutions, Inc., so that a final recommendation for award can be made to the Baldwin County Commission for the purchase and installation of the Solid Waste Routing, Billing and Scale House software.

08/18/2009 - Regularly Scheduled Meeting - Award the Request for Proposal (RFP) to CORE Computing Solutions, Inc., in the amount of \$139,425.00 and authorize the Chairman to execute all necessary documents for the purchase and installation of the Solid Waste Routing, Billing and Scale House Software for the Baldwin County Solid Waste Department.

10/05/2010 - Approved Merchant Service agreement with BB&T using the utility company rates. Currently, the Solid Waste Collection Administrative office accepts credit card payments on the telephone transactions, in person, and online. The CORE Customer Web Portal is a web based application that provides our customers with real-time access to their account information. The customers can view, print, and pay bills (Credit Card). Also, they can enroll in automatic payments, sign up for recurring payments (ACH & Credit Card), update their billing information, request service, view payment history, and check their active services. The CORE Customer Web Portal is an add-on interface to their billing software. The CORE software was approved during August 18, 2009 regularly scheduled meeting.

The CORE online hosting "CLOUD" would save us on data security and PCI compliance cost. CORE's cloud solution is hosted in a tier-1 facility. They have four different internet service providers routed in their building which provides simultaneous connectivity. CORE's storage area network is dual controllers and dual switches in a redundant, multi-path configuration. The databases are hosted on RAID-10 disks.

04/03/2018 - Regularly Scheduled Meeting - The Baldwin County Commission authorized staff to implement the move of the Onsite Solid Waste Administration Commercial/Scales Software to an online hosting environment with CORE Computing Solutions, Inc., to include Solid Waste Commercial Billing and each of the three scale locations (Magnolia Landfill, MacBride Landfill, and Bay Minette Transfer Station). This implementation results in no additional charges or fees from CORE Computing Solutions, Inc.

The terms of the Software License and Support Agreement as well as the First Amendment to Professional Services Agreement with CORE Computing Solutions, Inc. will not change with the exception of the effective and termination dates.

FINANCIAL IMPACT

Total cost of recommendation: \$89.00 per month per each active on-board tablet - approximately 25 tablets

Budget line item(s) to be used: TBD

If this is not a budgeted expenditure, does the recommendation create a need for funding?
N/A

LEGAL IMPACT

Is legal review necessary for this staff recommendation and related documents?
Yes

Reviewed/approved by: Reviewed by Brad Hicks, County Attorney

Additional comments: Changes made per markup

ADVERTISING REQUIREMENTS

Is advertising required for this recommendation? N/A

If the proof of publication affidavit is not attached, list the reason: N/A

FOLLOW UP IMPLEMENTATION

For time-sensitive follow up, select deadline date for follow up: N/A

Individual(s) responsible for follow up: Terri Graham, Development and Environmental Director

Action required (list contact persons/addresses if documents are to be mailed or emailed):

Nathaniel Piersall, President
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Post Office Box 56231
Jacksonville, Florida 32241

Additional instructions/notes: N/A