



MEMORANDUM

Date: January 9, 2020

To: The Honorable Chairman and Members
Pima County Board of Supervisors

From: C.H. Huckelberry
County Administrator 

Re: **December 17, 2019 Board of Supervisors Addendum 1 Item 16 - Diligence Systems, Inc. Contract Extension**

At the December 17, 2019 Board of Supervisors meeting, the Board continued Addendum 1 Item 16 – Diligence Systems, Inc. Contract Extension to receive specific information from the Finance and Risk Management Department regarding the scope and reason for the contract extension.

The attached January 6, 2020 memorandum from Finance and Risk Management Director Michelle Campagne provides more information on this subject. This contract provides specialized Information Technology (IT) services at a rate equivalent and likely less than having an IT employee provide these services where we would pay all benefit costs, including retirement, etc. This has been a unique arrangement with this individual for some time and it would be in the best interest of the County to continue this relationship to provide these services at or below what it would cost us to provide those through an employee.

CHH/anc

Attachment

c: Jan Leshner, Chief Deputy County Administrator
Julie Castañeda, Clerk of the Board of Supervisors
Michelle Campagne, Director, Finance and Risk Management



Date: January 6, 2020

To: C.H. Huckelberry
County Administrator

From: Michelle Campagne
Director

Thru: Jan Leshner 
Chief Deputy County Administrator



Re: **December 17, 2019 Board of Supervisor Addendum 1 Item 16, Diligence Systems, Inc., Contract Extension**

The above referenced agenda item was continued to the next board meeting by the Board of Supervisors so that Finance could provide specific information on how we utilize this contract and why we are requesting that it be extended.

The attached Scope of Services (Exhibit A) contains a high level overview of the types of tasks that this contractor has participated in. The attached Pricing (Exhibit B) information documents that the County only pays for hours worked at a rate of \$72.00 per hour, not to exceed \$150,000 per year. This hourly rate includes salary and wages, benefits, insurance, etc. Through the first 20 months of this contract the contractor will be paid \$218,006 which averages out to approximately \$10,901 per month or \$130,812 per year. This is comparable to the fully loaded costs associated with what we pay current County employees with this level of expertise and years of experience with County data.

Finance is requesting the extension of this contract to retain the services of Mr. Thaker who has been working as a Contract Business Analyst, Report Writer, and/or Developer for Pima County since the initial Advantage/Performance Budgeting/Maximo implementation in 2011. Over that period, he has gained an exceptionally high level of understanding into our systems function and how to effectively extract information to deliver to his customers. This includes the very complex payroll and timekeeping data. At this time, the County does not currently have the band-width or necessary resources with the required level of in-depth knowledge of our four financial systems to perform all of the required services.

The attached Assigned Projects and Tasks (Exhibit C) contains the list of projects and tasks that Mr. Thaker has been assigned to complete over the past 20 months. This list is not intended to be all-inclusive, as one of Mr. Thaker's main tasks has included ad-hoc requests to assist Finance, Human Resources and County Administration with extracting information from our systems so

C.H. Huckelberry

Re: December 17, 2019 Board of Supervisor Addendum 1 Item 16, Diligence Systems, Inc.,

Contract Extension

January 6, 2020

Page 2

more in-depth analysis could be performed. Many of the items included on this list were quite involved and required Mr. Thaker to serve as a business analyst, report writer, and/or developer. The two highest profile projects completed by Mr. Thaker was the Board of Supervisor approved Employee Compensation adjustment which included custom smoothing logic and the completion of most of the Requested, Recommended, and Adopted Budget Books.

The approval of the requested amendment to this contract to extend our ability to utilize Mr. Thaker's services for another two years will help facilitate Finance's ability to improve existing processes while also having a resource available to assist with large scale projects.

Please let me know if you have any additional questions.

C.H. Huckelberry

Re: December 17, 2019 Board of Supervisor Addendum 1 Item 16, Diligence Systems, Inc.,
Contract Extension

January 6, 2020

Page 3

(Exhibit A)
Diligence Systems Inc.
Scope of Services

The tasks of CONTRACTOR shall include the following, but are not limited to:

- Build, configure and format reports using reporting tools such as SSRS, Crystal Reports, WEBI, SAP Dashboard, BIRT, PowerBI, Lumia or other reporting tools
- Develop custom logic and write efficient code based on user requirements
- Design creative solutions duly considering current business policies/practices and system landscape architecture
- Lead sessions to gather requirements, develop reporting and trend analysis to measure delivery and value of services to the business, and ensure compliance with enterprise standards
- Provide assistance with defining, evaluating, documenting and improving existing operational processes and recommend process improvements
- Develop complex queries, reports & custom work products for real-time online monitoring for data integrity and quality issues
- Build and maintain custom database tables to facilitate data storage and reporting needs
- Create and deploy custom SSIS & SSAS solutions
- Provide admin support for report scheduling, bursting, publications and maintain code repository
- Decode reports/complex queries and optimize them to improve performance
- Uses judgment, creativity, and sound technical knowledge to obtain and recommend solutions
- Collaborate with other identified SMEs and process owners, from within the County and/or from vendors & partners, to insure their inputs as well as accountability of their components in the overall process/metrics definition
- Align IT processes to improve flexibility, facilitate large scale reuse, improve comprehensibility, traceability, and visibility
- Provide input for continuous improvement of processes & interpret data for trends and/or anomalies
- Build proof of concept examples for solutions and present it to management for decision-making
- Facilitate user acceptance testing performed by the business and verify solutions alignment with requirements
- Work on other tools like SharePoint, databases, MS Office, Visio, Project, Team Foundation Server, etc.

CONTRACTOR will provide frequent updates to County (no less than bi-weekly) on the status of work performed and will be responsive to questions posed by County.

C.H. Huckelberry

Re: December 17, 2019 Board of Supervisor Addendum 1 Item 16, Diligence Systems, Inc.,

Contract Extension

January 6, 2020

Page 4

(Exhibit B)
Diligence Systems Inc.
PRICING

In consideration of the services specified in the Contract, the COUNTY agrees to pay CONTRACTOR as follows:

CONTRACTOR will submit to COUNTY invoices on or before the 30th calendar day of each month beginning April 1, 2018, for services rendered. CONTRACTOR will be compensated at an hourly rate of SEVENTY-TWO DOLLARS (\$72.00). COUNTY will pay CONTRACTOR within thirty days of receipt of invoice.

C.H. Huckelberry

Re: December 17, 2019 Board of Supervisor Addendum 1 Item 16, Diligence Systems, Inc.,
Contract Extension

January 6, 2020

Page 5

(Exhibit C)
Assigned Projects and Tasks

Business Area & Work Products	Details
Budget	
Adopted Budget Book	Developed various reports for the county's Adopted Budget Book
Requested/Recommended Budget Books	Developed various reports for the budget division to compile County's Requested/Recommended Budget Books
Ad-hoc Analysis	
- Salary Increase scenarios	Developed Scenarios for various salary increase proposals and calculated financial impact at different dimension levels
- Ad-hoc Requests	Provided various data downloads to Budget division for their ad-hoc analysis
Payroll	
IRS Audit	Compiled financial data for county's response to IRS audit.
Workers Compensation Audit	Compiled financial data for county's response to WC Audit
Public Record Requests	Provided requested data to serve various public information requests
Reports	Developed labor distribution reports
HR	
Salary Increase Projects	Calculated raises, developed upload files and generated PAF's
Open Positions Report	Developed report for management to identify open positions.
FC&R	
BSA Reconciliation Reports	Developed Reconciliation & Aging reports for FC&R to monitor & track balances in voluminous accounts like Accounts Receivable, Warrants Payable & Disbursements Payable.
Risk Management	
Reports	Developed custom reports for Risk Management to report on Workers Compensation Data
Current Projects	
Sheriff salary data analysis	Compiled data for a 4-year analysis of salary for the County vs. specific job codes in the Sheriff's Department
State Schedule Reports for the Budget Books	Developing the state reports for the budget books.
Automation of Garnishment Processing	Developing a custom solution to help payroll manage, monitor and track garnishment payments including reporting and reconciliation aspects
January 1, 2020 Minimum Wages Increase	Calculate eligibility, raises and develop upload files and PAFs
CIP Project Manager Maximo upload files	Develop a solution to facilitate PM's add and modify work orders in Maximo system.
Booking of Memo Assets acquired by IT	Develop a solution to assist FCNR identify and record memo assets in county's financial system