ARIZONA BOARD OF FINGERPRINTING

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FINAL Minutes for Public Meeting

Held April 16, 2021, at 9:15 a.m.
4205 North 7th Avenue, Suite 206
Phoenix, Arizona

Board Members
Garnett Burns, Department of Education, Chairperson
Kim Pipersburgh, Department of Health Services, Vice Chairperson
Shamiran Warda, Department of Juvenile Corrections
John Piccarreta, Department of Child Safety
Elanie Estrada, Department of Economic Security
Christina Ralls, Administrative Office of the Courts

Executive Director
Matthew A. Scheller

I. CALL TO ORDER AND ROLL CALL

Ms. Burns called the meeting to order at 9:15 a.m. The following Board members were present via teleconference: Garnett Burns, Kim Pipersburgh, John Piccarreta, Shamiran Warda, Elanie Estrada, and Christina Ralls. The following Board members were absent: None.

Also in attendance was Matthew A. Scheller, Executive Director (ED).

II. CALL TO THE PUBLIC

Ms. Burns made a call to the public. Mr. Scheller checked the lobby, opened all the doors to the Board office, and there were no members of the public present who wished to attend the meeting.

III. APPROVAL OF MINUTES FROM JANUARY 8, 2021

Ms. Pipersburgh made a motion to approve the draft minutes from January 8, 2021, and Ms. Warda seconded. The motion passed 6–0.

IV. REVIEW PROPOSAL OF NEW DATABASE PROJECT

Ms. Burns referred the Board members to Mr. Scheller's April 14, 2021 memo title "Database Enhancement Proposal." (see Attachment 1) Mr. Scheller indicated that the Board has very antiquated database systems for the Good Cause Exception applications (Microsoft Access) and Central Registry Exceptions (Microsoft Excel). Mr. Scheller presented the two proposals received by developers to build and deploy an integrated web-based solution built on the Salesforce Platform. He indicated that this change would enable the Board to receive online applications (including smart phones), allow for better communication with applications, more secure data storage, and much faster notifications.

Mr. Scheller described the proposals and slide deck by both MTX Group, Inc. and MST Solutions, Inc. attached to the April 14 memo. Both proposals detail the scope, timeline, financial investment, and ongoing costs of the project. Mr. Scheller recommended that the Board move forward with the proposal by MST Solutions.

Mr. Scheller recommended the cost of the project be split over the FY 2021 and FY 2022 budgets and for the project to be completed by the end of FY 2022. The Board has the funds necessary for this project and the ongoing costs associated with the new database. The proposed budget for FY 2021 projected the Board fund balance at the end of the fiscal year to be $1,283,828.47. To date, the Board's projected revenue is above this amount with three months remaining in the fiscal year. The Board should be confident that funds are available for the database project investment and the ongoing associated costs of support and maintenance.

Ms. Burns asked if the costs listed by MST Solutions included training and maintenance for the new system. Mr. Scheller indicated that the cost did include training and maintenance for one year. Mr. Scheller indicated that he would ensure that the system met all the requirements the Board has specified.

Ms. Burns asked for clarification that MST Solutions was the preferred provider being recommended. Mr. Scheller indicated that MST Solutions was the lowest bidder and his interaction with both bidders led him to believe that MST Solutions is the best option and the recommended provider for the Board's Database Management System.

Ms. Burns asked if any other Board members had questions for Mr. Scheller. There were no additional questions. Ms. Burns asked if there was a motion regard the proposal. Ms. Pipersburgh made a motion that the Board move forward with the

proposal by MST Solutions, Inc. to build the new Database, and Ms. Warda seconded. The motion passed 6–0.

V. ADJOURNMENT

Ms. Burns adjourned the meeting at 9:27 a.m.

Minutes approved on September 3, 2021

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Matthew A. Scheller, Executive Director

Arizona Board of Fingerprinting
Memo

TO: Board Members

FROM: Matthew A. Scheller

Date: April 14, 2021

SUBJECT Database Enhancement Proposal

For the past several fiscal years, the Board has been working to ensure alignment with the ADOA-ASET's Digital Government Initiative. The goal of this initiative is to enable Arizona's governmental agencies to provide citizens, businesses, and other government entities, with faster, easier and more intuitive access to all of the State's services. Since 1999, the Board has been using Microsoft Access and Microsoft Excel as its database management system (DBMS). These are both antiquated systems and not sustainable moving forward. To this end, the Board should work toward having its application processes (Good Cause Exception and Central Registry Exception Applications) available for submission in a cloud-based online system by FY 2022.

Our goal is to have a developer build and deploy an integrated web-based solution built on the Salesforce Platform that will enable online applications (including smart phones), better communication, and faster notifications. The recommendation is for the Board to engage the services of an implementation partner who can transition the current legacy solution for managing applications online. The system will meet the following requirements:

Replacement System Requirements:

- Track at a minimum, the existing information that the current system tracks in a manner that allows staff to handle the initial requests, the subsequent investigation, the scheduling, preparation and outcome of the Board hearings on the request, as well as appeals.
- Ability for the Board to manage, report, and respond to the requests in a timely manner as dictated by the State of Arizona. There are specific time requirements for the various stages that a particular request and appeal may go through. Tracking and reporting of the times for these stages is required.
    - Expedited review: 20 days from receipt of a complete application to an expedited review.

    - Hearing: 45 days from expedited review to hearing (unless the applicant requests that a hearing be rescheduled).
    - Board decision: 80 days from a scheduled hearing to Board decision (unless the applicant requests that a hearing be rescheduled).
- Allow the Board Staff to manage the database and communication through a secure Internet (web) based system.
- Be on an "industry standard" technology that is to be accepted by the Board.

Requested Enhancements:

- Ability to exchange, through an Application Programming Interface (API), data with DPS. Currently the Board must request Criminal History Records from DPS that are sent to the Board by fax or encrypted email. DPS has implemented a system that would allow, with proper security controls for the Board, to retrieve information related to a DPS application number. This would alleviate Board staff from having to re-enter the same information that is already in DPS's system.
- Provide the ability of an applicant, after verifying their credentials, to update their contact information, see the status of their applications/requests, and submit (upload) additional files and information.

Recommendation:

In coordination with ADOA-ASET, a Scope of Work was prepared to solicit bids for consideration with the above requirements. Two (2) companies submitted bids to complete this project for the Board – MST Solutions and MTX. Both of them have the ability to design and build the new database on Salesforce Lightning UI. After reviewing both proposals, I am recommending that the Board move forward with the proposal by MST Solutions.

Page 3 and 4 of this memo break down the Fee and Payment Schedules for each proposal we received. This also includes the ongoing Maintenance and Support costs after completion and in subsequent years. I have also attached the full slide deck presentation by MST Solutions so the Board can evaluate the scope, timeline, financial investment, and ongoing costs.

The recommendation is for the cost of the project to be split over the FY 2021 and FY 2022 budgets and for the project to be completed by the end of FY 2022. The Board has the funds necessary for this project and the ongoing cost associated with the new database. The proposed budget for FY 2021 projected the Board fund balance at the end of the fiscal year to be $1,283,828.47. The current balance of the fund is $1,443,077.85, which is above the Board's projection with three months remaining in the fiscal year. The Board recently reduced its fee from $7.00 to $4.00 per application, and revenues are on track to surpass the annual projection of $720,000. Therefore, the Board should be confident that funds are available for the database project investment and the ongoing associated costs of support and maintenance.

Fee and Payment Schedule for MTX

Milestones and Deliverables:

Milestone	%	Amount
Milestone #1 Plan and Design	25%	$31,960.22
Milestone #2 Development Completion - Sprint 1	30%	$38,351.61
Milestone #3 UAT Completion	20%	$25,566.67
Milestone #4 Training and Change Enablement	15%	$19,176.34
Milestone #5 Deployment and Rollout Final Acceptance	10%	$12,783.87
Total	**100%**	**$127,838.71**

Support and Maintenance Milestone	Description	Amount
Optional - Milestone #7 Managed Services Year 1 - Support & Maintenance	Initial meeting to establish roles and responsibilities Post GoLive; bulk hours at blended rate for minor enhancements, ongoing support and maintenance of existing functionality. Blended Rate $165.59 per hour for 40 hours per month for 1 year = $79,483.20	$79,483.20
	Total	**$79,483.20**

Fee and Payment Schedule for MST Solutions

Milestones and Deliverables:

Milestone	%	Amount
Milestone #1 Discovery and high-level design completion	25%	$30,173.38
Milestone #2 Development Completion	25%	$30,173.38
Milestone #3 UAT Sign-off	25%	$30,173.38
Milestone #4 Production Rollout and Support completion	25%	$30,173.38
Total	**100%**	**$120,693.54**

Managed Services (Maintenance and Support)	Description	Amount
Managed Services Costs	This is an annual investment, invoiced monthly and will begin after the initial project implementation and 2-week post go-live support.	$57,047.64
	Total	**$57,047.64**

Board of Fingerprinting

Fingerprinting Application Digitization

Built on Salesforce

MST SOLUTIONS

April 9, 2021

A LETTER FROM OUR FOUNDER & CEO

While several of our people, including me, worked on developing this proposal, I asked that this section be left solely to me to write, as MST Solutions has not only achieved our reputation through our people, but also through my persistence in remaining involved with all of our accounts.

We believe that we have a clear understanding of what you are trying to achieve in delivering on Board of Fingerprinting needs through a combination of our expertise, talent, discovery , extensive Salesforce and Arizona State experience.

We also know that we have compelling capabilities that will progress us toward your goals and our deep experience in branding will be a tremendous asset to you. Please take particularly note of the following as you review our response:

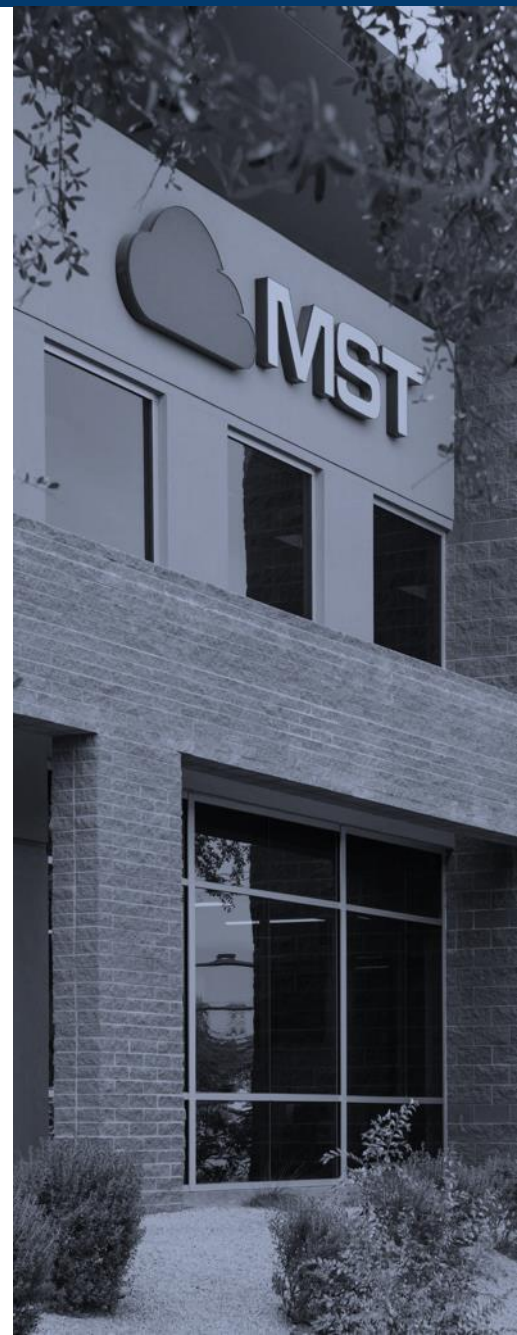
- **Local, we are headquartered in Chandler, AZ**
- **Companies to scale their digital experience and performance across web and mobile with the power of breakthrough technology**
- **Culture of customers, community and colleagues**
- **We believe digital transformations are not merely transformations in technology, rather they are transformations in business processes that enable technology to drive business outcomes**
- **We have extensive Salesforce platform and licensing expertise and depth across a multitude of clouds**

We know there is a lot of work ahead for both of us, and we need to sit down and work through the ins and outs of our relationship. The key point is that we're not only aware of how challenging your environment is—we actually welcome it. We will thrive within this dynamic environment because our culture has been developed around seeing complex client needs and uncertainty as something to be cherished, as it allows us an opportunity to shine. In the end, we believe that our integrated approach and dedicated team will provide the Board of Fingerprinting with a Digitalization solution.

I'll close by saying that we thank you for considering a partnership with us. I, and the rest of the team here at MST Solutions, sincerely hope that we can work together in the coming months.

Sincerely,

Thiru Thangarathinam
Founder & CEO



Scope Functionality

Functional Requirements

Req Id	EPIC Name	Detailed Requirements	In-Scope?
1	Community Setup (Permits and License)		Y
		Overall Look and Feel , branding - logo, images, color, fonts	Y
		User Registration,Login, Forgot password	Y
		Self-service contact number and mailing address updates	Y
		Display Various Request and current status and required actions	Y
2	Applications Submission		
		Good cause Exception Application Intake with required attachment	Y
		Central Repositiry exception Application with required attachment	Y
		Application deficiency / resubmit	Y
		Application printing (2 applications)	Y
		Request for Hearing	
3	Application Review / Investigation		
		Checklist/verification of the application	Y
		Capturing missing details (required to send an email)	Y
		Investigation outcome and recommendation (Level I or Standard) for Board review	Y
		Document Printing for Board in required format	Y
		Capturing Board review comments and decisions	Y
4	Hearing Scheduling		
		Schedule hearing and update the outcome	Y
5	Email Notification	Send various email Notification to the applicant and other required people (10 email notifications)	Y
6	Service Request (Common form to select type os servive request and submit the requird documents)		Y
7	Report and Dashboard	10 Reports and 3 Dashboards	Y
8	Training	Trainings covering	Y
		1. User guide for Internal Staff	
		2. Train the trainer sessions/demos (3 sessions)	

Non-Functional Requirements

Req Id	High Level	Non-Functional Requirement	Impacted non-functional Area (Scalability, Integration, Security, Performance, Data Migration)	In-Scope ?
1	Profile /user setup/Release process setup/other configurations			Y
3	DPS Integration	To Receive details		Y
		To Send details		
3	eNotary (DocuSign) Integration			Y
4	Data Migration			
		1. Good Cause Application		Y
		2. Central Repositiry Applications		Y
		3. Appeals		Y
		4. Invesigation		Y
		5. Board recommendations		Y

HOW DOES IT WORK?

Managed Services Process

How does it work?

REPORTS & DASHBOARDS
- As-needed Reports
- Planned Reports
- Report Maintenance

PROCESS CONTROL
- Configuration Tools
- Automation

DATA QUALITY
- Duplicate Management
- Imports
- Backups

DEVELOPMENT
- API Version Updates
- Test Class Fixes
- Critical Updates

USER INTERFACE
- Lightning Apps
- Kanban List Views

SYSTEM MAINTENANCE
- Release Schedule Updates
- Hot Fixes

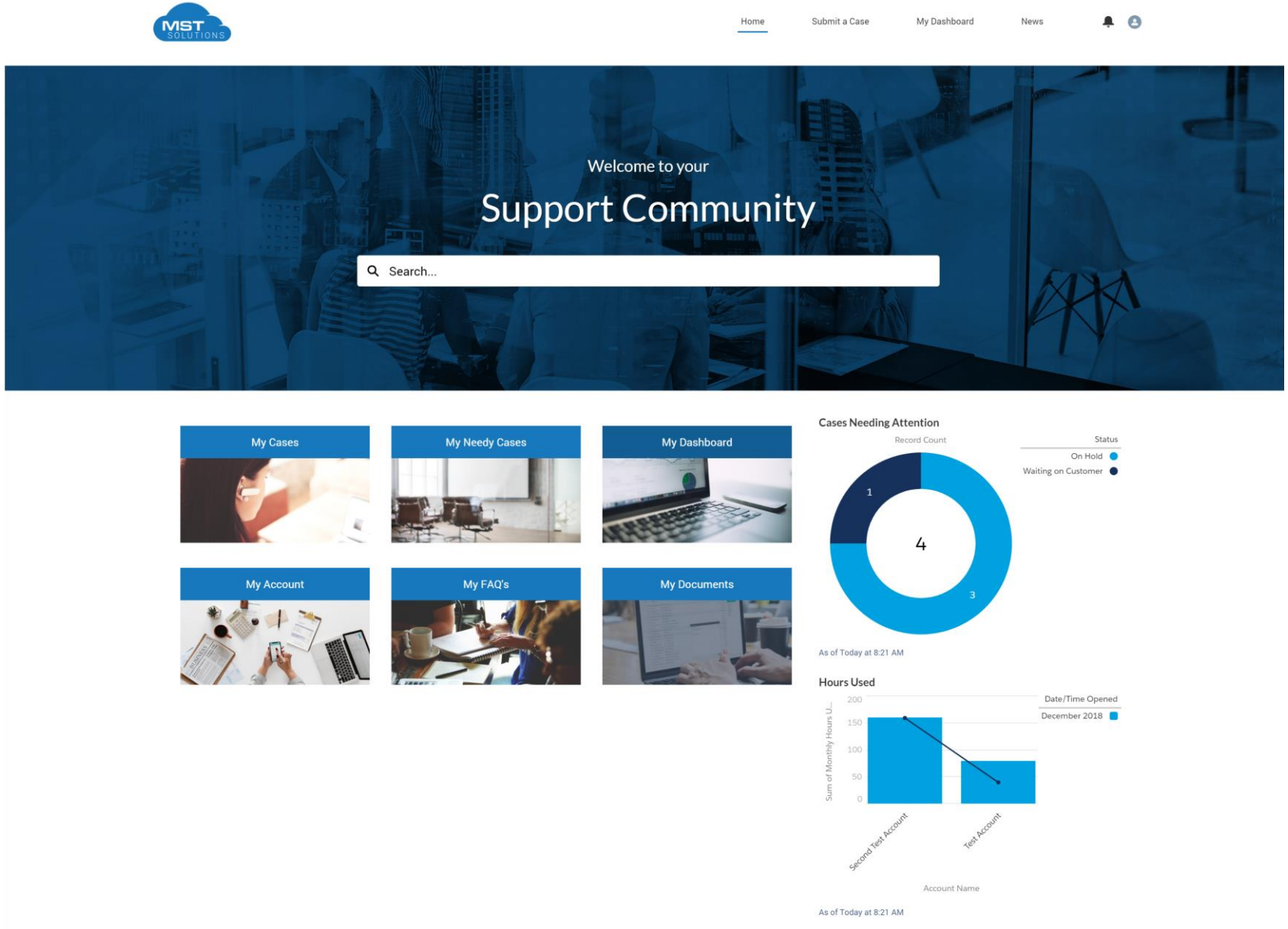
SUPPORT
- 9/5 Support
- Guaranteed SLA's

SECURITY
- Sharing
- Roles
- Profiles
- Permission Sets

OBJECT MANAGEMENT
- Custom Fields
- Path
- Record Types
- Page Layouts

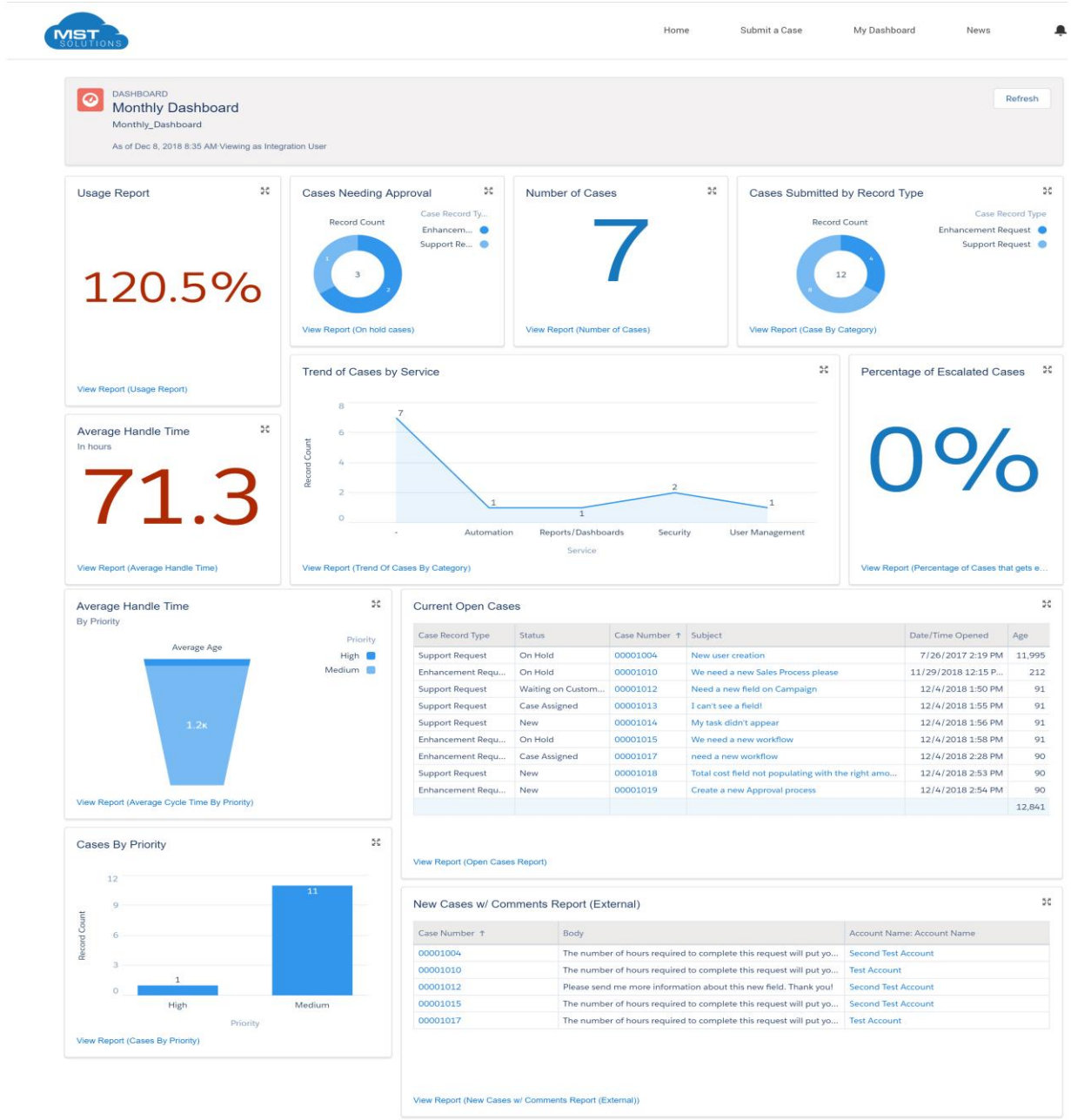
MOBILE ADMINISTRATION
- Maintenance
- Optimization

Community Home Page



MST SOLUTIONS

Community Metrics



$300,000

POTENTIAL SUPPORT TEAMS SALARY COSTS

JUNIOR ADMIN
$75,000

Reactive support

SENIOR ADMIN
$95,000

Advanced Support

DEVELOPER
$130,000

Coding capabilities

AZ Board of Fingerprinting

Managed Services (Maintenance & Support)

First 4 weeks	Rate	Hours	# of Weeks	Cost
5 hours per week on-shore		20	4	
20 hours per week off-shore		80	4	
Total Blended Rate & Hours 4 weeks	$75.27	100		$7,527.00

5- 52 weeks	Rate	Hours	# weeks	Cost
3 hours on-shore per week		3	48	
10 hours off-shore per week		10	48	
Total Blended Rate & Hours 48 weeks	$79.36	624		$49,520.64

Total Annual Cost	$57,047.64

This is an annual investment, invoiced monthly and will begin after the initial project implementation and 2-week post go-live support.

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* Includes Carahsoft Uplift

Timeline & Investment

PROJECT - **Timeline**

Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12	Week 13	Week 14	Week 15	Week 16
04-26-2021	05-03-2021	05-10-2021	05-17-2021	05-24-2021	05-31-2021	06-07-2021	06-14-2021	06-21-2021	06-28-2021	07-05-2021	07-12-2021	07-19-2021	07-26-2021	08-02-2021	08-09-2021
04-30-2021	05-07-2021	05-14-2021	05-21-2021	05-28-2021	06-04-2021	06-11-2021	06-18-2021	06-25-2021	07-02-2021	07-09-2021	07-16-2021	07-23-2021	07-30-2021	08-06-2021	08-13-2021
Discovery and Design															
			Sprint 0												
				Development											
										UAT					
												Go-Live			
														Post Go-Live Support	

Project Resources

Resource/ Title	Number*
On Shore - Sr. Project Manager	1
On-Shore – Business Analyst	1
Salesforce Architect	1
Onshore Salesforce Sr. Developers	1
Offshore Salesforce Developers	4
Offshore Quality Assurance	1
Offshore Business Analyst	1
Offshore UI/UX Designer	1

* Not necessarily full time, available and assigned to project as needed

Milestones and Fee Schedule

Milestone#	Milestone Name	Scope	Cost	Tentative Date
1	•Discovery and high-level design completion	•Conduct discovery sessions. •Detailed documentation on requirements. Good Cause and Central Registry applications. Portal and CRM •Finalize high level design, data model and security model	$30,173.38	End of Week 4
2	•Development Completion	•Development and all configuration of Align on Data migration approach •Integration with JBilling payment gateway	$30,173.38	End of Week 10
3	•UAT Sign-off	•UAT user training •UAT execution support and defect fixing •User Guide and train the trainer sessions •Data migration on UAT environment	$30,173.38	End of Week 12
4	•Production Rollout and Support completion	•Production Rollout •Data Migration •Production support for 2 weeks	$30,173.38	End of Week 16

FINANCIAL **INVESTMENT** – MST

Integration & Configuration (Portal & CRM)	Good Cause, Central Registry, Integrations, Training, Hearings, Board Meetings, Reports & Dashboards One-Time Investment (Includes Carahsoft Uplift)	**$120,693.54***
Salesforce Licensing	Annual Investment	**$25,000****
3rd Party Licensing	Smarty Streets DocuSign (e-sign) Annual Investment	**$4,008***** **$16,906.20**
Service & Maintenance Contract	MST Managed Services Annual Investment	**$57,047**
	Total Estimated Investment	**$223,654.74**

Notes

- * Budget number only. Discovery session will result in a more detailed, specific SOW, costs and timeline
- ** Estimated budget
- *** Purchased directly from Smarty Streets up to 1.2 million lookups & DocuSign

PROVEN ONBOARDING **PROCESS**

Statement of Work

Discovery

- Assessment of current and future state
- Develop Scope & Requirements
- Business Process Definition Efficiency Opportunities
- Establish KPIs

Design

- Functional Requirements
- Logical Architecture
- Integration
- Work Breakdown Structure
- Resourcing
- Risk Assessment

Development/ Implementation

- Configuration
- Configuration Review
- Testing
  - Functional
  - Regression
  - Performance
  - User Acceptance

Training & Roll-Out

- Production Support
- System Monitoring 8am-5pm

Go-Live & Support

- End User training
- Change Management

THE MST WAY

PEOPLE

Right size team per client and needs

Teams: business analyst, project manager, developers, QA, and architects

TECHNOLOGY

Full tech stack

PROCESS

Discover goals and needs

Design best solution using tech stack and partners

Develop and implement the solution

SUPPORTING FACTORS

1 | Intimate Engagements

Behind-the-scenes support from quality teams

2 | Agile Development

Client reviews throughout to refine approach and ensure best result

3 | Support

Available after projects in a managed service model

WE WILL ACCOMPLISH **GREAT THINGS TOGETHER**

MST SOLUTIONS

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