

BALDWIN COUNTY COMMISSION AGENDA ACTION FORM

Meeting Type:	Baldwin County Commission – Work Session
Meeting Date:	11/08/2016
Placement of Item on the Agenda:	COMMUNICATIONS/INFORMATION SYSTEMS (CIS)
Item Status:	New
Submitted By:	Brian Peacock
From:	Brian Peacock, CIS Director
ITEM TITLE	
Statement of Work between Baldwin County Commission and Leidos Digital Solutions Inc for the implementation of Internet Quorum (IQ)	
STAFF RECOMMENDATION	
Approve and authorize the Chairman to sign the Statement of Work between the Baldwin County Commission and Leidos Digital Solutions Inc. for the implementation of Internet Quorum (IQ). This application will provide a method to streamline constituent response.	
BACKGROUND INFORMATION	
Previous Commission Action/Background Information:	No
<p>In order to provide more timely feedback to the citizens of Baldwin County and improved customer interaction, the Baldwin County Commission CIS department will focus on building a content rich database, through the IQ application, which provides a simplified and more user-friendly approach for existing and potential elected officials and staff. Baldwin County Commission staff and elected officials receive a staggering amount of inbound communications every day. Current totals show that there are approximately six thousand inbound emails per day. IQ provides flexible, intuitive solutions that make it easy to analyze, track and respond to these incoming messages in bulk or individually. Whether it is a phone call, social media dialog, email, letter or even an office visit IQ keeps track of every interaction you have with the people that we serve. In order to accomplish this, BCC CIS department wishes to outsource the design, testing, implementation, and training for the IQ application as a Software for Service (SaaS). CIS anticipates that its new application will move the county forward in its multi-tiered approach to providing prompt feedback to constituents and monitoring trends across the county. As we move forward with the upgrades to the current CRM application, the IQ program will allow for seamless integration and allow for collaborative efficiency.</p>	
FINANCIAL IMPACT	
Does the recommendation have a	Yes

financial impact?	
Total cost of recommendation?	\$63,881.58
Are there funds budgeted for this recommendation?	Yes
Budget line item(s) to be used:	51103
Balance remaining in the line item after recommended expenditure:	
Does the recommendation create a need for continued funding which is not included in the current budget?	Yes
How will this funding requirement be met in the future?	This will be a budgeted item for additional years moving forward
LEGAL IMPACT	
Are there any legal documents required to be executed if this recommendation is approved?	Yes
Does this documentation require County Attorney's review and approval?	Yes
Has the documentation been reviewed and approved by the County Attorney?	No
Reason:	Documentation has just been received and will forwarded to the Attorney
Is this routine documentation reviewed and approved by Department Head?	Yes
Has the documentation been reviewed and approved by the Department Head?	Yes
ADVERTISING REQUIREMENTS	
Is advertising required for this recommendation?	No
CONSISTENCY WITH B.C. STRATEGIC PLAN - 2006-2016	
Is the recommendation applicable to the goals set forth in the Strategic Plan?	Yes
POLICY IMPACT	
Is the recommendation consistent with Commission Policy?	Yes
PERSONNEL IMPACT	
Does the recommendation have personnel impact?	No
IMPLEMENTATION	
Is implementation for this item time sensitive?	No

ATTACHMENTS	
1. Baldwin County Statement of Work.pdf	
APPROVALS	
Budget	Christie Davis 11/2/2016 2:49:22 PM
Personnel	
Administration	Brandy N. Volovecky 11/2/2016 3:21:23 PM
Chairman and County Administrator	Chris Elliott 11/2/2016 5:45:57 PM