



COUNTY OF ERIE

MARK C. POLONCARZ

COUNTY EXECUTIVE

March 1, 2014

Honorable Members
Erie County Legislature
92 Franklin Street, 4th Floor
Buffalo, New York 14202

**Re: Erie Community College Request for Authorization to Hire
Information Technology Consultant**

Dear Honorable Legislators:

Please find attached a memorandum and resolution from Erie Community College seeking your Honorable Body's authorization to enter into a contract with the Strata Consulting group for the purpose of assessing the business operations and workflow of Erie Community College.

If your Honorable Body requires further information or has any questions, please contact William Reuter, Chief Administrative and Financial Officer of Erie Community College.

Sincerely,



Mark C. Poloncarz, Esq.
Erie County Executive

MCP/mc
Enclosure

cc: Jack Quinn, President, Erie Community College

MEMORANDUM

To: Honorable Members of the Erie County Legislature
From: William D. Reuter, Chief Administrative and Financial Officer – Erie
Community College
Re: Erie Community College Request for Authorization to Hire Information
Technology Consultant
Date: March 1, 2014

Summary

It is recommended that the Erie County Legislature authorize the execution of an agreement with Strata Information Group and Erie Community College, for the purpose of assessing the business operations and workflow of ECC and recommend best practices for system integration and data analytics.

Fiscal Implications

Contractor shall be paid an amount not to exceed \$170.00 per hour, not to exceed ninety two thousand two hundred dollars (\$92,200) and shall be paid monthly, upon completion of the work for each month. Except as otherwise expressly stated in this Agreement, no payment shall be made by ECC to the Contractor for out-of-pocket expenses or disbursements made in connection with the work to be performed hereunder. All funds will come from ECC.

Reasons for Recommendation

Erie Community College (ECC) intends to issue a consulting contract for an assessment of the College's information technology (IT) services, the Institutional Research Assessment Accreditation and Planning (IRAAP) office and other college departmental operations and their relationships with each other. This assessment includes hardware and software systems, department workflows, and best practices. This work will be carried out under the auspices of ECC. The selected consultant is expected to develop an assessment of current services, systems, and best practices with the resulting analysis to include recommendations to:

- Improve the organization of IT and IR services and any departments that impact IT and IR operations (including methods to eliminate duplication).
- Improve the operation and workflow for other departments such as HR, Payroll, business office and student services offices. The consultant will recommend ways to reduce cycle time and improve quality and to evaluate/improve customer service.
- Identify optimal sourcing strategies (e.g. shared services, partnering) and design of a funding model that promotes effective use of IT resources across the campuses and the system.
- Identify associated costs for implementing improvements/cost savings or other recommendations.

- Evaluate the college Helpdesk and investigate practicalities for utilizing IT service management (ITSM).

Embedded within this assessment are some topics of particular interest to the campuses, and the system, to include: Enterprise Resource Planning software (ERP) and related dependent systems; broadband usage and opportunities; pertinent and effective use of cloud services; and use optimization of local area and campus networks. For these four topics, particularly ERP, an evaluation of how efficiently departments are utilizing software the college already has secured.

Background Information

ECC prepared an RFP for Information Technology and Systems Assessment. ECC wishes to issue a consulting contract for an assessment of the College's Information Technology (IT) services, the Institutional Research Assessment Accreditation and Planning (IRAAP) office, and other college departmental operations and their relationships with each other. This assessment will include hardware and software systems, departmental workflows and business practices. The RFP was posted on ECC's website, County of Erie's website and announced in the Buffalo News on Monday September 30, 2013. There were two responses to the RFP. The Strata Information Group was the lowest bidder with an estimated cost of \$51,900 - \$92,200.

Consequences of Negative Action

There will be a failure to demonstrate to the Middle States Commission that the college continuously assesses and allocates resources in conjunction with strategic decision making.

Steps Following Approval

Certified copies of this resolution shall be forwarded to the County Executive, President of Erie Community College, and the Chair of the ECC Board of Trustees.

**RESOLUTION SUBMITTED BY
ERIE COMMUNITY COLLEGE**

RE: Erie Community College Request for Authorization to Hire Information Technology Consultant

WHEREAS, Erie Community College (ECC) issued and wishes to award a contract to secure consulting services to access ECC's business operations and workflows; and

WHEREAS, the Strata Information Group wishes to provide these services and after a review, ECC wishes to retain Strata Information Group; and

WHEREAS, the ECC Board of Trustees can approve consulting agreements up to \$50,000 but any amount beyond that threshold requires Legislature approval; and

NOW, THEREFORE, BE IT

RESOLVED, that based on a request from Erie Community College, the Erie County Legislature hereby approves the agreement between Erie Community College and the Strata Information Group; and be it further

RESOLVED, that Strata Information Group shall be paid an amount not to exceed \$170.00 per hour, with a total amount not to exceed ninety two thousand two hundred dollars (\$92,200) and shall be paid monthly, upon completion of the work for each month and except as otherwise expressly stated in this agreement, no payment shall be made by ECC to the contractor for out-of-pocket expenses or disbursements made in connection with the work to be performed hereunder; and

RESOLVED, that copies of the resolution be forwarded to the Erie County Executive, the President of Erie Community College, and the Chairman of the ECC Board of Trustees.