

INTEROFFICE MEMORANDUM



TO: Anthony Nicks, County Auditor
Office of the County Auditor

FROM: Shin Kim, Interim Director/CIO *SK*
Department of Information Technology

DATE: May 8, 2015

SUBJECT: Information Technology Response to the Audit Report
Phase II

I would like to extend my appreciation for the opportunity to review and respond to the Department of Information Technology (DoIT) Final Audit Report Phase II of March 27, 2015. I am committed to investigating and, where appropriate, addressing any issues related to the audit findings. My vision for the Department of Information Technology includes only the highest ethical standards to serve as the foundation for business going forward.

Since January of this year, I have put new procedures and processes in place to address many of the audit concerns and I plan to continue focusing on improving in all areas. Moreover, I have been working closely with the County Manager's Office and the Department of Purchasing to seek a comprehensive IT assessment to ensure the best possible direction for the Department in the future.

It is my intention to rebuild the Department of Information Technology on a foundation of transparency, ethics, and wise business decisions.

Attachment: DoIT Written Response dated May 8, 2015

Cc: Richard "Dick" Anderson, County Manager

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Response to DoIT Final Audit Report-Phase II Quick Summary

Finding 1 – Lack of Communication between DoIT and User Departments

Implementation of the new Land Records Document Management system was discussed repeatedly between 2011 and 2013 with the previous County Managers, previous DoIT senior management staff, and the Clerk of Superior Court (CoSC). There has been disagreement from the beginning regarding the technology platform that would be used to meet the County's IT standards for infrastructure. The current DoIT senior management team met with CoSC and resolved this disagreement. Moreover, throughout the Cityworks Permitting Implementation Project, DoIT provided appropriate project management services including a series of testing sessions, documented testing results, detailed configuration change requests, configuration review sessions, and necessary training sessions. DoIT will conduct quarterly review meetings with the departments involved to identify current technical issues, service levels, and future plans to deliver more efficient and effective services.

Finding 2 – Overbilling for Professional Services

As previously noted in DoIT's response to initial audit findings concerning Professional Services contracts, we viewed the two Professional Services contracts in question as managed services rather than staff augmentation. Working hours of contractors may have not been fully accounted for, but the expected services were provided to ensure stability of all major systems. DoIT agrees that it did pay Professional Services vendors before all the services were rendered. While DoIT is waiting on independent IT assessment and the best direction for the future, DoIT currently has procured four (4) individual contractors as staff augmentation. DoIT has implemented new procedures to ensure compliance with the terms of any new contracts for staff augmentation and has attended Contract Administration training to ensure adherence to contract guidelines, rules, and protocols in the future.

Finding 3 – Failure to Comply With the Enterprise Agreement

Upon discovery, DoIT has been working with Microsoft closely since October of 2014 to comply with the Enterprise License Agreement. All computers, including public facing systems, have been inventoried and trued-up as of February of 2014. DoIT's commitment to resolving the outstanding compliance issue with Microsoft Windows Server licensing by engaging in a Software Asset Management engagement has brought the County one step closer for complete compliance of all Microsoft software throughout the enterprise. On May 7, 2015, DoIT met with Microsoft to review and identify compliance requirements. Payment options have been identified and this item will be presented to the Fulton County Board Commissioners in the June 3, 2015 BOC Meeting. In the future, DoIT will continue running regular network audits and utilize the in-depth understanding of the new Microsoft software licensing model gained in through this process to ensure compliance with the Enterprise Agreement.

Finding 4 – Deficient Management of the County’s Technical Assets

This finding and recommendation requires county-wide policy and procedure changes. Archibus software was purchased to be the County’s centralized asset management system. Policies and Procedure Manual 400-14 [Appendix 5] states that it is the responsibility of each department to be accountable for personal property and fixed assets. Although DoIT has inventory control of all technology assets internally, it will work with departments and the County Manager’s Office to develop new practices and protocols for periodic inventory of hardware and software assets. Moreover, DoIT is investigating several new software products and strategies related to technical asset tracking and security.

Finding 5 – Payments for Support of Expired Licensing

DoIT agrees that a miscommunication occurred internally with the previous senior management. DoIT implemented a new process to review all IT software products to ensure its use and necessity. DoIT is currently working with the vendor in question to test new products and determine the plan to rectify the previous expenditure.

Finding 6 – Possible Circumvention of the Procurement Process

This finding is related to two different SecureFusion products purchased by DoIT at different times. These products are part of SecureFusion Suite that has multiple product lines. Separate Request for Quotes (RFQ) were bid competitively with different contract period terms. DoIT will review this with the Department of Purchasing to ensure all Purchasing regulations and guidelines are followed.

Finding 7 – Potential Vendor Steering/Cost Savings Management

Current DoIT management cannot respond to what previous CIO may or may not have said back in 2003. Although a specific direction may have been given to Asentinel, this previous CIO resigned from the County in 2007 and it is DoIT’s opinion that the directive was no longer effective. Multiple competitive solicitations were created for several years and Asentinel was never precluded from responding. DoIT will evaluate the Asentinel product as the best solution for Electronic Data Interchange (EDI) and explore other products to ensure the best possible cost is obtained.

Audit Concern 1 – Retaliation Complaints

The job duties and assigned staff for the subject employee mentioned in this Concern were changed to align critical business initiatives with her recognized skills and strengths so as to ensure both her and the Department’s success. No changes were made to her position title, compensation, or work location. Subject employee has not made any formal complaints or taken further actions. However, DoIT does not tolerate any form of retaliation so it will fully cooperate with the appropriate entity within the County to review the case and make sure that the job duty change was not a result of retaliation.

Finding 1 – Lack of Communication between DoIT and User Departments

The mission of the DoIT is to deliver secure, innovative, reliable technology services and solutions, and to provide guidance and oversight that lead to sound decisions for Fulton County Government. During our review, we noted poor communication by the DoIT while working with other County departments. Lack of proper program management appears to have led to poor communication between the DoIT and user departments. This failure to communicate resulted in the following:

- In May, 2011, the Clerk of Superior Court sought to procure digital scanning of real estate, civil, criminal and financial records that the Clerk's Office is required to microfilm and maintain for permanent retention per State law. The DoIT management proposed that the Clerk's Office purchase additional memory prior to submission for consideration for approval by the Board of Commissioners. However, other members of DoIT management indicated the additional memory was not necessary. Due to lack of communication between the DoIT management, conflicts regarding the necessity of the memory, and the need to keep records independent per state law requirements, the Clerk's Office appealed to the County Manager's Office to procure the services without the additional memory.*
- In May, 2013, the Office of Planning and Community Development sought to implement Cityworks, a program that manages infrastructure capital assets, for its permit and work order project. The DoIT was assigned to oversee the implementation of this project. Due to inadequate project management, the Planning and Community Services Department has waited for more than two years for the implementation of this software designed to provide basic processing of Fulton County construction permits and inspections. The extensive delay in implementation of this software has hindered the efficiency and effectiveness of services being rendered to County constituents.*

By not properly communicating, proper guidance and oversight was not afforded to the departments as expected based on their mission.

Recommendation

The DoIT should ensure they are meeting expectations and providing technology services that are consistent with the department's mission. The DoIT management should stress the importance of communication within the DoIT as well as with other County departments. This will ensure that departments maintain fluid and efficient technology services.

DoIT Response

Clerk of Superior Court

Implementation of the new Land Records Document Management system was discussed repeatedly between 2011 and 2013 with the previous County Managers, previous DoIT senior

management, and the Clerk of Superior Court (CoSC). DoIT sees this finding as a disagreement from the beginning regarding the technology platform that would be used to meet the County's IT standards for infrastructure, not a lack of communication. DoIT had expressed concerns over the ability to support the system without adherence to County infrastructure standards, back-up and business continuity strategies, and maintenance standards.

The Land Records Document Management (LRDM) system is fully funded by the Capital Lease Equipment program. This project was approved several years ago by the Board of Commissioners with funding up to \$3 Million. In the past, the agreement between the Clerk of Superior Court (CoSC), County Manager's Office, Finance, Lessor and previous DoIT management was to complete the project with IT standards, centralized infrastructure, high performance hardware, and supporting software to provide the best services to the citizens. This also was a part of lease term set by Lessor.

On November 20, 2014 and December 4, 2014, current DoIT management met with CoSC and the LRDM software vendor to review system requirements and specifications to determine hardware needs. Former Deputy of CoSC agreed with DoIT to implement LRDM system with IT standards as DoIT had recommended. However, current DoIT management discovered later that the hardware and storage was already purchased by the CoSC via the State Clerk's authority.

On January 26, 2015, current DoIT management, Purchasing, Finance, the County Manager's Office, and the CoSC met to evaluate current situation and best solution going forward. On February 11, 2015, DoIT met again with the CoSC to come to an agreement to utilize the hardware and storage already purchased through the State Clerk's authority. DoIT and CoSC made an agreement to locate their production hardware in the County's main data center and to locate disaster recovery hardware in the County's secondary data center in an offsite location. A Memorandum of Understanding between DoIT and CoSC is being created to clearly identify support terms and conditions for future product support.

Cityworks Implementation of Permits

The Cityworks implementation project for the Office of Planning and Community Services (P&CS) was initiated in May 2013 with the primary objective of transitioning the permitting-related functions from the current system (PermitsPlus) to Cityworks Server PLL. Due to the scope of the project and the availability of funding, the implementation was divided into two phases:

- (A) Phase I - Priority Permits: Configure a set number of priority permit types for production use as procured within the Azteca Cityworks Statement of Work for P&CS.

(B) Phase II – PLLOnline for Public Access: Permits Status Inquiry and Inspection Scheduling.

The initial targeted completion date for Phase I - Priority Permits was set for December 2013 with a January 2014 go-live. The Phase II - PLLOnline development for public access was set to begin January 2014 immediately following Phase I with a targeted completion date of March 2014.

Over the course of the project, the project team encountered two major changes and one subsequent vendor issue which negatively impacted the timeline and required adjustments to the project delivery.

- (1) **User Testing Period Extended 20 Days.** At the beginning of the testing period (November 2013), P&CS requested additional time to review the configuration to confirm that the configured workflows matched the business requirements and to validate the application functioned as expected. An additional 20 days was added to the timeline.
- (2) **User Testing Extended 45 Days / Scope Change.** In December 2013, P&CS requested additional time to test the configured workflows and fee calculations. The timeline was extended 45 days. P&CS also made the decision to postpone Phase I production implementation to coincide with Phase II due to an anticipated increase in the management of inspections.
- (3) **Vendor Resources Unavailable for Production Configuration.** In June 2014, P&CS gave the approval to proceed; however, from July 2014 – August 2014, Cityworks vendor resources were not available to complete the production configuration due to repeated scheduling conflicts. From September 2014 – December 2014 the vendor was available only on a limited basis. The vendor's final production configuration task was completed in January 2015.

The decisions to extend the delivery schedule were driven by the user department's concern of quality over schedule. During project status meetings, P&CS management expressed their priority concern that the product functioned as expected and that the required modifications to business processes would be reasonable for staff productivity. For these reasons, the user division accepted the risk to remain on the existing system until the vendor was able to make the required modifications.

Throughout the project, DoIT project management staff has facilitated a series of testing sessions with P&CS staff, documented testing results [*Appendix 1*], submitted detailed configuration changes to the vendor [*Appendix 2*], and coordinated vendor/user configuration

review and training sessions to ensure the user division’s needs were properly communicated to the vendor [Appendix 3].

For these reasons, DoIT respectfully does not agree with the findings that a lack of communication between DoIT and the user department contributed to the delay of the project. On the contrary, the DoIT project management staff has provided appropriate oversight to hold the vendor accountable for delivering a quality product that meets the County department’s expectations, only making adjustments to the schedule as warranted by priorities set by the customer department [Appendix 4].

In order to improve future implementations, DoIT project management staff will work to better report and escalate vendor-related issues to reduce the impact on overall project delivery.

Finding 2 – Overbilling for Professional Services

The County contracted with Consilium and Randstad to provide the following:

- *Oracle licensing server and database administrative services;*
- *Support for the Disaster Recovery and Operational Continuity Plan; and*
- *On Demand services.*

According to the terms of the Scope of Work in the Oracle Licensing and Database Support Service and the Disaster Recovery contracts, the County anticipates a minimum of five (5) fulltime position equivalents (FTE) to address the requirements in the contract. We reviewed the payroll records provided by the vendors, Randstad and Consilium, for the period January 1, 2013 through October 31, 2014. In three (3) Consilium contracts, we noted positions that were required to be filled per contractual terms that were not filled for a designated period of time. After reviewing the rates noted in the contract, we were able to determine the amount paid to Consilium for those positions for which services were not provided. The details of the positions are indicated below:

YEAR	CONTRACTS	POSITION	VACANT HOURS	AMOUNT
2013	Disaster Recovery	Candidate 1	640	\$ 92,160.00
2013	Oracle/Database	Database Manager	80	\$ 12,938.40
2014	Oracle/Database	Database Manager	80	\$ 12,938.40
2014	Oracle/Database	MS SQL Database Administrator	80	\$ 7,392.80
Total			880	\$ 125,429.60

The DoIT management failed to ensure the appropriate number of professionals were available to provide the necessary services. In addition, the DoIT approved semi-annual invoices for payment to Consilium in advance of the services being rendered.

Recommendation

The DoIT should ensure compliance with the terms of the contract as it relates to staffing requirements for the professional services. The DoIT should ensure accurate tracking of attendance and services provided by all consultants in an effort to provide a means of attendance reconciliation and avoid potential overbilling errors.

DoIT Response

As previously noted in DoIT's response to initial audit findings concerning Professional Services contracts, DoIT viewed two Professional Services contracts as strategic sourcing programs for managed services rather than staff augmentation. Two managed services were; Disaster Recovery and Business Continuity (DR/BC); and Oracle Licensing and Database Services (Oracle/SQL Support). All positions listed in above table were part of these two contracts. During the period of time, working hours of contractors may have not been fully accounted for but the services were still provided to prevent interruptions.

While we are waiting on independent IT assessment and the future direction to be determined, DoIT currently has procured four (4) individual contractors as staff augmentation. Should the future direction recommends DoIT to adapt the managed services model, DoIT will work closely with the Department of Purchasing to ensure that the contract will be written properly to manage delivery of services, performance, and results.

In order to ensure compliance with the terms of the staff augmentation contract, DoIT has implemented a new process to manage current contractors more effectively by putting the following procedures in January of 2015:

- Each contractor is required to clock in and out of the County's timekeeping system (Kronos Workforce) to record accurate working hours.
- Each contractor is required to log each task into DoIT's centralized repository with assigned task numbers.
- Assigned managers review the tasks and hours worked to ensure services were received and then sign off on each invoice.
- DoIT Administration processes the invoices to initiate payments.

In addition, DoIT staff and managers attended Contract Administration training provided by the Department of Purchasing on April 7, 2015 to ensure adherence to contract guidelines, rules, and protocols.

Finding 3 – Failure to Comply with Enterprise Agreement

Pursuant to the Enterprise Agreement between the DoIT and Microsoft, the DoIT is to provide the total number of desktops and servers to Microsoft in order to pay the amount due to cover the number of licenses being used by Fulton County for Microsoft products. The DoIT violated the Enterprise Agreement by not providing the accurate number of desktops and SQL servers on an annual basis. Fulton County was under agreement to pay for 3,500 Microsoft licenses for desktops. During our review we noted there were a total 5,959 desktops and 1,077 public facing units that required licensing. Our review also revealed that the correct number of Structured Query Language (SQL) servers may not have been declared and an accounting was needed to determine an accurate number to be in compliance with the terms and payment of products per the Enterprise Agreement. Lack of proper oversight and management caused a breakdown in supplying the accurate number of desktops and servers to Microsoft necessary to cover the correct number of licenses and payments due for Microsoft product licensing. As a result, the County is out of compliance with the Enterprise Agreement and Microsoft has not been paid the full amount due for the actual number of licenses for their products that are used on County desktops and servers.

In addition to the desktops and public facing computers, the DoIT declared twelve (12) SQL Standard Server licenses and ten (10) SQL Enterprise Server licenses; however, there is still question as to whether the number of SQL servers is accurate. Microsoft agreed to hire a third party partner to assist the DoIT in running the MAPS tool, which would help to finalize the count on the number of SQL servers. At the time of this report, this agreement was still under review by the County Attorney's Office. Once the assessment of the SQL Database Server licenses is complete the additional amount that needs to be paid to cover the remaining servers should be determined by the DoIT.

Recommendation

As a result of our audit, the DoIT declared the correct number of desktops and public facing computers. However, the DoIT should continue to work with Microsoft to provide an accurate "true-up" of numbers and submit a request to the Board of Commissioners for adequate payment to cover all licenses that have not been paid. In the future, to ensure proper payment for licensing, the DoIT should implement procedures that annually "true-up" the number of desktops and servers per the terms of the Enterprise Agreement.

DoIT Response

The current DoIT Administration was already working with Microsoft to determine true-up options since late October of 2014. By February of 2014, DoIT declared the correct number of desktops and public facing computers and true-up to comply with the Enterprise Agreement.

DoIT continued working with Microsoft to get an accurate count of the Windows Server software products. Due to complexity of the County's technical environment and the new Microsoft licensing model, DoIT requested Microsoft provide assistance with a software assessment and Microsoft offered the service through its third-party independent partner at no cost to the County. The County Attorney's office advised us to get an approval of the Memorandum of Understanding (MOU) with Microsoft from the Fulton County Board of Commissioners. The MOU was approved on April 1, 2015 and signed by the Chairman on April 2, 2015.

On April 15 & 16, 2015, DoIT facilitated an onsite data collection work session with Microsoft's partner, Invisio, Corp. The data was collected and carefully reviewed by both DoIT and Invisio, Corp, then sent back with Invisio, Corp for analysis of licensing gaps. On April 30, 2015, DoIT received a resolution letter and true-up requirements from Microsoft. On May 7, 2015, DoIT engaged with Microsoft to determine a path to be fully compliant with the Enterprise Agreement. Payment options have been determined and this item will be presented to the Fulton County Board Commissioners on June 3, 2015 BOC Meeting.

To ensure compliance with the Enterprise Agreement in the future, DoIT will run industry standard inventory processes and scripts on a quarterly basis to track an accurate number of licenses.

Finding 4 – Deficient Management of the County's Technical Assets

According to best practices, system administrators should provide asset management for all technical assets in an organization including hardware and software. The goals of hardware asset management are to account for all hardware assets on the IT infrastructure in order to provide a comprehensive inventory visibility while software asset management focuses on software assets including licenses, versions and installed endpoints. During our review, we noted the following deficiencies with the management of the County's technical assets:

- *Inability to centralize data due to the use of multiple information systems that are not integrated or provide real time data;*
- *Failure to adequately capture the County's technical assets lifecycle from acquisition through disposal;*
- *Failure to properly track assets and relying on County departments to report changes in the assets status and/or location;*

- Failure to provide real time data due to a manual process of data capture and asset discovery;
- Failure to verify the physical County assets due to the lack of periodic reviews;
- Inability to properly account for all technical assets on the IT infrastructure that may have been procured through other agencies or non-County funds; and
- Failure to properly manage software assets.

The County does not have adequate processes that effectively and centrally manage the County's technical assets. Without an adequate centralized asset management system, the County could be at risk to the loss of technical assets, use of non-compliant software and a vulnerable IT infrastructure.

Recommendation

We encourage the County to procure, if necessary, and implement a centralized IT asset management system, which would help to improve the management of all technical assets utilizing the County's IT infrastructure. The benefits of procuring an adequate asset management system include: achieving IT operating efficiency, financial accountability of assets purchased, and long-term asset manageability and maintenance. Additionally, the DoIT should ensure the system is capable of asset discovery, data capture, asset tracking, asset lifecycle management and asset reporting.

DoIT Response

DoIT views this as county-wide procedure change. The Archibus Asset Management System (Archibus) was purchased to be the County's centralized asset management system including hardware assets and DoIT can work with the Department of General Services/Public Works to strengthen the controls of technical assets in the system. Pursuant to Policies and Procedure Manual 400-14 [Appendix 5], Accountability of Personal Property/Fixed Assets, all departments are responsible for reviewing and verifying an annual inventory report of their personal property and fixed assets. Within this policy, DoIT has responsibility to assist in the procedures of this policy per PR 400-14 section B.3. The Archibus system used in this effort is maintained by the Department of General Services/Public Works.

Currently, as it relates to PC's and laptops, DoIT provides the vendor with the numbers for the assets that match the order, the vendor puts the asset tag label on each asset, and we deploy the assets to a department. Once assets are deployed, the department should update the Archibus system with the final information on where the PC's are located as they may decide to move them after we have deployed them. DoIT keeps a record of where we delivered and installed the assets.

DoIT will work with departments to develop new practices and protocols with more periodic inventory of hardware and software assets. Also, DoIT is investigating several software products and strategies related to technical asset tracking and security per the recommendation to assist in enhancing this overall effort. These asset tracking strategies include different technologies for tracking desktop, laptops, and mobile devices.

Finding 5 – Payments for Support of Expired Licensing

Fulton County's Code of Ordinances sections 102-386, Renewal of annual licensing, maintenance and support agreements for intellectual property, states:

(1) It is the policy of Fulton County Government to respect all copyrights, patents, trademarks, and trade secrets and to adhere to the terms and conditions of any license to which Fulton County is a party. Moreover, it is the policy of the county government to ensure that all resources are managed in a transparent and cost-effective manner and in accordance with applicable laws.

During the audit, we revealed the DoIT may have made improper payments to Vixio Technology totaling \$147,950 for the support and maintenance of Securefusion Software after the licenses expired on November 16, 2012. Additionally, the servers maintaining the software were decommissioned in November 2013. We noted after the software expired, one additional full payment was made to Vixio Technology; however, this payment should have been prorated. Furthermore, there were two additional full payments that should not have been made. Details of the payments are below:

PAYMENT DATE	DESCRIPTION	AMOUNT	AGREEMENT PERIOD
06/07/2013	Securefusion Asset Discovery Portal	\$49,950.00	06/01/2012 – 05/31/2013*
02/28/2014	Securefusion Configuration Module	\$49,950.00	02/01/2013 – 01/31/2014
03/05/2014	Securefusion Suite Software Licenses, Maintenance and Support	\$48,050.00	06/01/2013 – 05/31/2014
Total		\$147,950.00	
* license expired on November 16, 2012			

It appears the DoIT internal controls over software and maintenance agreements are inadequate and are not being properly reviewed. As a result, Vixio Technology may have been improperly paid a total of \$147,950.00 for support and maintenance services. There also appears to be a lack of communication in the DoIT related to determining if support services were actually provided by Vixio Technology.

Recommendation

The County should manage all resources in a cost-effective manner. Fulton County should not pay for the support of expired software and licensing. If an agreement period for a particular service extends beyond the time a server license is decommissioned, the amount to be paid should be prorated. The DoIT needs to implement processes that include a regular review of all IT software that is being supported to ensure its use and necessity.

DoIT Response

This finding is related to products purchased by DoIT in 2008 via a competitive solicitation for solutions created by Gideon Technologies. In 2012, Symantec purchased Gideon Technologies and began creating a new version of the product under the Symantec brand. DoIT received a new license key from Symantec's Business Operations through Vixio Technology on May 2, 2012. The key was valid until May 2013 [Appendix 6].

The DoIT team that managed this software submitted a Change Control Request to decommission the servers with Gideon products on November 25, 2013. The servers were decommissioned on January 12, 2014 [Appendix 7]. However, former Deputy Director of DoIT was not aware that the servers were decommissioned, and he had a plan to continue using the product for asset and inventory control projects in 2014 so he approved the payments for the products.

Upon discovery of internal miscommunication, DoIT approached the vendor to determine the plan to rectify in part the outlay the funds. Vixio Technology is in the process of providing a copy of the new Symantec application to DoIT for testing to determine whether the new product will meet our needs. Once a decision is made with the new product, Vixio Technology will provide us the product with credit toward the purchase price.

Finding 6 – Possible Circumvention of the Procurement Process

According to Fulton County's General Bid Information, procurement for goods and services valued over \$50,000 should be procured through a Request for Proposal (RFP). The DoIT submitted two (2) Requests for Quotes (RFQs) for similar services related to the Securefusion Software that were both awarded Vixio Technology. A review of the Vixio Technology invoice payments for 2011, 2012, and 2014 revealed the amounts paid for each service were just under the \$50,000.00 threshold for RFQs. However, the total amount paid to Vixio Technology each year for the combined services exceeded \$50,000.00 as reflected in the chart below:

PAYMENTS TO VIXIO TECHNOLOGY FOR SECUREFUSION SOFTWARE SUPPORT		
Invoice Date	Description	Amount Paid
01/15/2011	Configuration Model Support	\$ 49,500
05/07/2011	Maintenance & Support	\$ 41,500
Total Payments in 2011		\$ 91,000
02/02/2012	Configuration Model Support	\$ 49,500
04/13/2012	Maintenance & Support	\$ 49,950
Total Payments in 2012		\$ 99,450
01/31/2014	Configuration Model Support	\$ 49,950
02/10/2014	Maintenance & Support	\$ 48,050
Total Payments in 2014		\$ 98,000

It appears the services were split in an effort to circumvent the procurement process that may have required an RFP solicitation. Failure to comply with Purchasing regulations resulted in the County paying for services that may not have been at a favorable cost.

Recommendation

The Department should comply with all Purchasing regulations and ensure payments for goods and services are within the Purchasing limits. The DoIT should not divide related services that can be combined in an effort of what appears to be an attempt to by-pass the threshold limits of an RFP solicitation. This will provide assurance that a fair bidding process is available for all qualified vendors.

DoIT Response

This finding is related to two different SecureFusion products purchased by DoIT at different times throughout the year via competitive solicitations. The SecureFusion Suite had multiple programs that provided different services under the same suite name. Two subject products are:

- a. SecureFusion Asset Discovery - discovers and inventories all networks and network assets, including managed and unmanaged devices.
- b. SecureFusion Configuration Management - maintains an inventory of system configurations, including technical controls, software, user accounts and system changes.

DoIT initially secured Configuration Management software from the SecureFusion Suite via a competitive Request for Quote (RFQ). Contract period was from February 1 through January 31 [Appendix 8]. After using this product, DoIT learned about Asset Discovery product for different services provided by the same manufacturer. Therefore, a subsequent RFQ was bid competitively for contract period from June 1 through May 31 [Appendix 9].

DoIT did submit two RFQ's for renewal of the use of SecureFusion modules at different points throughout the year, but that is because the original solicitation, the secondary solicitation for the different set of modules, and the subsequent renewals of the sets of modules occurred at different times of the year.

This was a competitive RFQ, therefore, it is difficult to ascertain whether services could have been procured for more or less than the actual responses and subsequent awards. DoIT fully intends to continue complying with all Purchasing regulations and guidelines.

Finding 7 – Potential Vendor Steering/Cost Savings Management

Fulton County Government should seek to procure required goods and services at the most economical price. During our audit, we noted a Request for Quote (RFQ) was issued in an effort to solicit support and license services for Asentinel's Managed Telecom Hosted Service, which is a telecom auditing product that was purchased by the County in 2003. According to a representative of Asentinel, their company was directed to respond to the solicitation through Vixio Technology, who was a Fulton County registered vendor. As a result, Asentinel never responded directly to the RFQ but rather partnered with Vixio Technology to respond and services were ultimately awarded to Vixio Technology, a Minority/Female Business Entrepreneur company (MFBE) and a Valued Added Reseller (VAR). Subsequent solicitations have been awarded to Vixio Technology for Asentinel's services and in each instance Vixio Technology was the only responder. This action gives the appearance of vendor steering.

As a result of this direction, there was an increase in the cost for service in order to receive the Asentinel products and services through Vixio Technology. However, there appears to have been no material added value from Vixio Technology for the services they provided. Although there was \$194,815.00 in payments made to Vixio Technology for Asentinel Software Licenses from 2011 through 2014, the amounts billed to Vixio Technology by Asentinel Software Licenses totaled \$184,260.00 for the same time period. Based on figures provided by the Asentinel Chief Financial Officer (CFO), Fulton County could have saved \$10,555.00 from 2011 through 2014 if Asentinel provided the services directly for the telecom management software package and support.

Recommendation

The DoIT should work to ensure the best possible cost is obtained when attempting to procure goods and services. Fulton County Department Directors should not mandate that suppliers utilize an intermediary vendor at an increased cost to Fulton County without receiving an additional benefit. The DoIT should encourage potential vendors to register with the County in an effort to increase vendor responses for required services. Every effort should be made to foster an environment open to competitive bidding by direct and indirect service providers to guarantee Fulton County is receiving the best possible price for required services.

DoIT Response

This finding refers to the RFQ in 2003 for the telecom auditing product, Asentinel. Current DoIT management cannot respond to what previous CIO may or may not have said back in 2003. This CIO was separated from the County in 2007 and it is DoIT's opinion that his direction to Asentinel to respond to the solicitation through Vixio Technology was no longer effective.

DoIT has created competitive solicitations for the continued licensing and support of the application several times since the original award, and Vixio Technology has been the awarded vendor each year. However, the manufacturer, Asentinel, had the opportunity to respond each time to the competitive solicitation if they wanted to deal with Fulton County directly.

DoIT will evaluate the Asentinel product as the best solution for Electronic Data Interchange (EDI) and inventory repository for telecom switches and phones. We will continue assessment and evaluation of all available solutions.

Audit Concern 1 – Retaliation Complaints

During our audit investigation, complaints of alleged retaliation were referenced for acts of exposing potential breaches in security and/or activity that could place the county at risk. The complaints include allegations of removal, reduced and/or transfer of duties and transfer to other units within the DoIT. We interviewed the DoIT management regarding the allegations of retaliation and requested documentation to include their organizational chart and any documented plans for a re-organization. We also inquired about the performance of the employees whose job duties were altered. The DoIT management indicated changes were made due to necessities of talent in different areas and best fit, and were in accordance with the former Chief Information Officer's (CIO) plan for re-organization. However, the former CIO indicated that these movements/changes were not in alignment with his plans nor was sufficient written documentation provided to support the changes.

Recommendation

It is our opinion that these allegations warrant further investigation and should be reviewed by the appropriate entity within the county equipped to handle retaliation complaints. These departments include the County Attorney's Office, an arm of the Personnel Department and/or the Office of Equal Employment and Disability Affairs.

DoIT Response

In September 2014 [Appendix 10], the previous CIO initiated and led plans with the DoIT Senior Management Team for a major restructuring of the Department of Information Technology. During this process, all attendees were evaluating the org chart and making changes as many scenarios were discussed related to the organization of the department. All of the scenarios that were discussed would lead to significant changes in the responsibilities and job duties of both managers and staff. Per previous CIO's plan, subject employee would have been moved to the Telephony Team, a move that did not align with her experience and expertise [Appendix 11]. This org chart was last updated on September 29, 2014.

After departure of the previous CIO in October 2014, the information gathered during the planning sessions, coupled with careful consideration of the critical business initiatives for 2015, was used to recommend the final restructuring plan. The final plan was recommended to the Interim CIO and DoIT Human Resources on November 4, 2014 by submitting updated performance plans and organizational chart [Appendix 12]. Proposed org chart was last updated on November 4, 2014. On November 17, 2014, the final plan was approved. Once approved, starting November 18, 2014, Senior Management conducted meetings every Tuesday and Thursday with the affected managers as a group and individually to discuss the changes. Afterwards, new Performance Plans were created by Senior Management and reviewed with subject employee on January 27, 2015 and March 16, 2015.

The job duties and assigned staff for the manager mentioned in this Concern were changed to align critical business initiatives with her recognized skills and strengths so as to ensure both her and the department's success. No changes were made to her position title, compensation, or work location. These changes were made in accordance with Fulton County policy, as well as normal DoIT standard operating procedures with a longstanding precedent.

The subject employee has not made any formal complaints or taken further actions. Furthermore, the subject employee did not address any concerns or provide comments related to retaliation during the performance review sessions with her supervisor on January 27, 2015 and March 16, 2015. DoIT does not tolerate any form of retaliation so it will fully cooperate with the appropriate entity within the County to review the case.

Internal Audit Conclusions

Our audit revealed the following findings for the DoIT:

- *Lack of communication between DoIT and user departments;*
- *Overbilling for professional services;*
- *Failure to comply with the Enterprise Agreement;*
- *Deficient management of the County's technical assets;*

- *Payments for support of expired licensing;*
- *Possible circumvention of the procurement process; and*
- *Potential vendor steering/cost savings management*

One concern was noted pertaining to alleged claims of retaliation, which we recommend further investigation be conducted by the appropriate agency.

It is our opinion that the DoIT is in need of a wide variety of improvements in their processes and internal controls. The process of change must be implemented in a well-planned, organized fashion. The County Manager's Office should utilize all resources at their disposal to design, implement and complete a high level assessment and reorganization of the DoIT. This reorganization should include:

- *Implementation of effective policies and procedures for processing and monitoring contracts and invoice payments;*
- *Effective project management; and*
- *A process designed to regularly review the sufficiency of internal controls.*

We would like to express our appreciation to the DoIT for their cooperation during this audit review.

Please provide a written response to this audit within 30 days. You may email your written response to the County Manager and Brigitte Bailey, Administrative Coordinator III, in the Office of Internal Audit at Brigitte.Bailey@fultoncountyga.gov. We would like to thank management and staff for their timely cooperation and assistance during this audit. The distribution of this report is reserved for the executive management of Fulton County and the Board of Commissioners.

Appendix 1 – Sample User Testing Case

Test Case ID	Test Scenario Description	Expected Result	Actual Result	Tester	Date Tested
CATEGORY TEMPLATE PROCESS Building CNEWBLD Commercial New Building Fees					
Business Requirement: Building Permit fees should be assessed according to Fee Schedule for South Fulton SSD Section 3. Buildings, Permits, Planning and Zoning Effective December 1, 2013					
B14-0057-01	Assess Building Permit Fee for 80,000 sqft warehouse to include building and all 3 trade inspections	<p>Building Valuation: Full valuation calculated per sq ft using (S3.C.1a.28) [80000sq ft * \$20/sq ft] = <u>1,600,000</u></p> <p>Since application includes building and all trade inspections 100% of the valuation should be used to calculate permit fee.</p> <p>Building Permit Fee: (fee table lookup value based on 100% of valuation = 1,600,000) (S3.C.1b.5 row 6) [5,666+3.5(600)] = <u>\$7,766</u></p> <p>The related Permit fee code is auto-calculated and added by default under FEES.</p>	<p>Building Valuation: Entered 80,000 for case data item 'Warehouses/...': Calculated as expected.</p> <p>Issue ID# B14-0057-01A FEES defaulted & calc NOT as expected. 4 Individual fee codes for each trade defaulted with the following incorrect calculations: C25MECHNCL - \$200 should be \$0 C25PLUMB - \$200 should be \$0 C25ELECTRI - \$200 should be \$0 C25BUILDIN - \$200 should be \$0</p> <p>Issue ID# B14-0057-01B One single Building Permit Fee code should default with total calculated fee of \$7,766; Located and but had to add manually CNEWBDFEES - calc as expected; Change code name and description to BLDPMTFEE Building Permit Fee</p>	Michelle M. Bobby S.	3/19/2014
B14-0057-02	Assess default Administrative and other Fees for a Commercial New Building Permit	<p>Administrative Processing Fee (S3.A.1) = <u>\$25</u></p> <p>Administrative Zone Compliance Review Fee (S3.A.2b) = <u>\$45</u></p> <p>Building Plan Review Fee (S3.C.3) [50% of 7766] = <u>\$3,883</u></p> <p>Fire Marshall Building Review Fee (S3.C.8) [80,000 * .03/sq ft] = <u>\$2,400</u></p> <p>Certificate of Occ. (S3.C.4a) flat fee = <u>\$50</u></p>	<p>Issue IDs# B14-0057-02A None Defaulted (No Admin & other stated defaulted as expected)</p> <p>Issue IDs# B14-0057-02B Located and added manually BPFIREMREV - did NOT calc as expected.</p> <p>Located and added manually BPREWFEE - calc as expected</p> <p>No fee code found for Certificate of Occupancy Flat Fee \$50</p>	Michelle M. Bobby S.	3/19/2014
B14-0057-03	Calculate Total Assessed Fees under FEES	Total Fees = Permit Fee + Default Administrative Fees [7766 + 25+45+3,883+50+2,400] = <u>\$14,169</u>	Total calculates correctly based on given sub-totals but not as expected due to noted issues.	Michelle M. Bobby S.	3/19/2014

Appendix 2 – Fee Code Configuration Log

CONFIGURATION AS OF 02-27-2014			PROPOSED CONFIGURATION CHANGES FOR PROD				
Fee Code	Fee Description	Category	Fee Code	Fee Description	Category	Fee Schedule Ref. (Eff. 12-01-13)	Comments
LDP-SANSEW	LDP-Sanitary Sewer		LDP-SANSEW	LDP-Sanitary Sewer	LDP	S3.D.8.f	1stDraft- not used?
CPRES	Concept Plans (Residential)	LDP	CONCEPTRES	Concept Plans Review (Residential)	LDP	S3.D.8.b2	
CPCOM	Concept Plans (Commercial)	LDP	CONCEPTCOM	Concept Plans Review (Commercial)	LDP	S3.D.8.b1	
LDPRES	LDP Review Fee (Residential)	LDP	LDPREVRES	LDP Plan Review Fee (Residential)	LDP	S3.D.8.a2	
LDPCCOM	LDP Review Fee (Commercial)	LDP	LDPREVCOM	LDP Plan Review Fee (Commercial)	LDP	S3.D.8.a1	
LDP-SS	Sanitary Sewer	LDP	SANSEWER	Sanitary Sewer	LDP	S3.D.8.f	No longer required
LDP-PP	Final Plat/FP Re-Recording(s)	LDP	FINALPLAT	Final Plat/FP Re-Recording(s)	LDP	S3.D.8.e	
LDP-MINSUB	Minor Subdivision	LDP	MINORSUB	Minor Subdivision	LDP	S3.D.8.e	
LDP-LDWM	Land Dev Insp - Water Main	LDP	WATERMINSW	Land Dev Insp - Water Main	LDP	S3.E.1.h	No longer required
LDP-LDRES	Land Dev Erosion Cont - Residential	LDP	LDP-LDRES	Land Dev Erosion Cont - Residential	LDP	S3.D.4.a	1stDraft- not used?
LDP-LDOTH	Land Dev Erosion Cont - Other	LDP	LDP-LDOTH	Land Dev Erosion Cont - Other	LDP	S3.D.4.b	1stDraft- not used?
LDP-CGA	Clearing & Grubbing Administrative	LDP	LDP-CGA	Clearing & Grubbing Administrative	LDP	S3.D.1	1stDraft- not used?
LANDSCINSP	Landscape Inspection	LDP	LANDSCINSP	Landscape Inspection	LDP	(See LDP Fee Sheet)	1stDraft- not used? (missing from schedule)
LANDSCINS1	Landscape Inspection Alt	LDP	LANDSCINS1	Landscape Inspection Alt	LDP	(See LDP Fee Sheet)	1stDraft- not used? (missing from schedule)
LDPADMINF	LDP Administrative Fee	LDP	LDPADMINF	LDP Administrative Fee	LDP	S3.A.2b	Not needed - Use ADMZONINGB S3.A.2b
LDPDF	Land Disturbance Permit Flat Fee	LDP	LDPDF	Land Disturbance Permit Card Fee	LDP	S3.D.7	
LDPMFSS	LDP Microfilm Fee (Standard Sheet)	LDP	MICROFIL-SS	Microfilm Fee (Standard Sheet)	LDP	(See LDP Fee Sheet)	No longer required (missing from schedule)
LDPMFLS	LDP Microfilm Fee (Letter Size)	LDP	MICROFIL-LTR	Microfilm Fee (Letter Size)	LDP	(See LDP Fee Sheet)	No longer required (missing from schedule)
LDPFD	LDP Fire Department	LDP	LDPFIREDEV	Fire Marshall Site Development Fee	LDP	S3.D.5	
LDP-VALFEE	LDP - Valuation Fee	LDP	LDPMTRFEE	Land Disturbance Permit Fee (per valuation)	LDP	(See LDP Fee Sheet)	(missing from schedule; see LDP valuation chart)
ADMPROCFFEE	Administrative Processing Fee	Administrati	ADMPROCFFEE	Administrative Processing Fee	Admin Fee	S3.A.1	
ADMZCOMFFEE	Zoning Compliance Fee	Administrati	ADMZONINGA	Zoning Compliance Review (Cat. A)	Admin Fee	S3.A.2a	
			ADMZONINGB	Zoning Compliance Review (Cat. B)	Admin Fee	S3.A.2b	
CNEWBDFEES	Commercial Building Permit Fees	Commerical	BLDPMTRFEE	Building Permit Fee	Building	S3.C.1.b.5	Add - Missing from current config.
C25MECHNCL	Commercial Building Mechanical Only Fee	Commerical	BLD25MECH	Building Mechanical Only Fee	Building	S3.C.1.b.2	
C25PLUMB	Commercial Building Plumbing Only Fees	Commerical	BLD25PLUM	Building Plumbing Only Fee	Building	S3.C.1.b.3	
C25ELECTRI	Commercial Building Electric Only Fees	Commerical	BLD25ELEC	Building Electric Only Fee	Building	S3.C.1.b.4	
C25BUILDIN	Commercial Building Building Only Fees	Commerical	BLD25BUILD	Building Only Fee	Building	S3.C.1.b.1	
BPREVWFE	Building Plan Review Fee	Building	BLDPLANREV	Building Plan Review Fee	Building	S3.C.3	
BPFIREMRV	Fire Marshall Building Review Fee	Building	BLDFIREREV	Fire Marshall Building Review Fee	Building	S3.C.8	
BDPUPTM	Duplicate Building Permit Fee	Building	BLD0UPLPMT	Duplicate Building Permit Fee	Building	S3.C.10	
BPDEMOLISH	Demolition Permit - Building	Building	BPDEMOLISH	Demolition Permit - Building	Building	S3.C.5	
NONBPDEMO	Demolition Permit - Separate From Bldg	Building	NONBPDEMO	Demolition Permit - Separate From Bldg	Building	S3.C.6	
TEMPPOWER	Temporary Power	Building	TEMPPOWER	Temporary Power	Building	S3.C.11	
BPCCARDREP	Permit Card Replacement	Building	PMTCARDREP	Permit Card Replacement	Building	S3.F.6	
DUMPSTRPAD	Dumpster Pad (Health Dept Fee)	Building	DUMPSTRPAD	Dumpster Pad (Health Dept Fee)	LDP	S3.D.3	
COMPACTOR	Compactor (Health Dept Fee)	Building	COMPACTOR	Compactor (Health Dept Fee)	LDP	S3.D.2	
SMALLFORMT	Small Format Signs (Const Noise, Etc.)	Building	POSTSIGNSM	Posted Signs Small Format	Building	S3.F.7a	
MEDFORMAT	Medium Format Signs (Tree Save, Etc.)	Building	POSTSIGNMD	Posted Signs Medium Format	Building	S3.F.7b	
LARGEFORMT	Large Format Signs (Rezoning, Variance)	Building	POSTSIGNLG	Posted Signs Large Format	Building	S3.F.7c	
REINSP	Re-Inspection Fee For Any Permit Type	Building	REINSP	Re-Inspection Fee For Any Permit Type	Building	S3.F.8	
SUMMONTH	Subscription Monthly - BP Report	Building	SUBMONTH	Building Plan Report Subscription (Mo. Rate)	Building	S3.F.9	
SUBYEAR	Subscription Yearly - BP Report	Building	SUBYEAR	Building Plan Report Subscription (Yr. Rate)	Building	S3.F.9	
LETLEGTABC	Any and all letter, lg or tab size cyps	Building	COPYANYSZ	Any and all letter, lg or tab size cyps	Building	S3.H.1	
PLNSZCOPBW	Any and all plan size B&W copies	Building	COPYPLANBW	Any and all plan size B&W copies	Building	S3.H.2	
PLNSZCOPCL	Any and all plan size color copies	Building	COPYPLANCL	Any and all plan size color copies	Building	S3.H.2	
SHIPHANDFEE	Shipping Handling Fee	Building	SHIPHAND	Shipping Handling Fee	Building	S3.H.5	
DOCRESEARF	Document Research Fee	Building	DOCRESEARF	Document Research Fee	Building	S3.H.3	
RETCHKFEE	Returned Check Fee	Building	RETCHKFEE	Returned Check Fee	Building	S3.H.4	
SZONREVFEE	Sign Zoning Review Fee	Signs	SZONREVFEE	Sign Zoning Review Fee	Signs	Use ADMZONINGA	
SBANNERTMP	Banners or Temporary Signs	Signs	SBANNERTMP	Sign Permit Fee (Banner/Temporary)	Signs	S3.I.1	
PENPRIORIN	Penalty Const-Install Prior Sign Permit	Signs	SIGNPENALT	Penalty Const-Install Prior Sign Permit	Signs	S3.I.2	
SIGNPMTFEE	Sign Permit Fee	Signs	SIGNPMTFEE	Sign Permit Fee	Signs	S3.I.3.b	Per Sign Valuation of Wall Mount or Free-standing
ELEPLUHVAC	Elec. Plumbing, HVAC Trade Permit Fee	Trade	ELEPLUHVAC	Elec. Plumbing, HVAC Trade Permit Fee	Trade	S3.C.2	
OPENRECREQ	Open Records Request	Trade	OPENRECREQ	Open Records Request	Trade	??	?? Same as DOCRESEARF Document Research
CLEARGRUB	Clearing & Grubbing	LDP	CLEARGRUB	Clearing & Grubbing	LDP	S3.D.1	
EROSIONRES	Erosion Control: Residential	LDP	EROSIONRES	Erosion Control: Residential	LDP	S3.D.4.a	
EROSIONOTH	Erosion Control: All other	LDP	EROSIONOTH	Erosion Control: All Other	LDP	S3.D.4.b	
ECVIOLATN	Erosion Control Inspection Violation	Trade	ECVIOLATN	Erosion Control Inspection Violation	Trade	???	???
ELECIJBEST	Electrical Trade Permit (Valuation) Fee	Trade	TRADEPMT	Building Trade Permit Fee	Trade	S3.C.2	Per Contractor Stated Job Cost (Valuation Table)
ELECRECONN	Electrical Reconnection Fee	Trade	ELECRECONN	Electrical Reconnection Fee	Trade	1stDraft- not used?, use RECONNUTIL	
POOLSOFT	Pool Permit cost (based on Sqft)	Pool	POOLPMTFEE	Pool Permit Fee (based on Sqft)	Pool	S3.C.1.a.19	
FTZCOMFEE	Admin Permit Food Truck Zon. Comp. Fee	Admin	ADPMTFLAT	Administrative Permit Fee	Administrati	S3.B.1	
EVENTSEAL	Special IO, Rev Tent, Roadside Vending	Administrati	EVENTSEAL	Special IO, Rev Tent, Roadside Vending	Administrati	S3.B.1 & S3.B.2	?? Not needed, use ADMPMTFLAT & ADMPPERDAY
REVVENT	Special IO, Rev Tent, Roadside Vending	Administrati	REVVENT	Special IO, Rev Tent, Roadside Vending	Administrati	S3.B.1 & S3.B.2	?? Not needed, use ADMPMTFLAT & ADMPPERDAY
ROADVEND	Special IO, Rev Tent, Roadside Vending	Administrati	ROADVEND	Special IO, Rev Tent, Roadside Vending	Administrati	S3.B.1 & S3.B.2	?? Not needed, use ADMPMTFLAT & ADMPPERDAY
ROADPROD	Roadside Produce Stand 19.3.11	Administrati	ROADPROD	Roadside Produce Stand 19.3.11	Administrati	S3.B.1	?? Not needed, use ADMPMTFLAT
SEABUSSUSE	Seasonal Business Use 19.3.11 (2)	Administrati	SEABUSSUSE	Seasonal Business Use 19.3.11 (2)	Administrati	S3.B.1	?? Not needed, use ADMPMTFLAT
FTPMTSITE	Permitted Site Fee	FTPMTSITE	FTPMTSITE	Permitted Site Fee (??)	FTPMTSITE	???	??
ANYFEE	Any Amount You Want To Add	Any Amount	ANYFEE	Any Amount You Want To Add	Any Amount	Fee	
FEENOTFOUN	Fee Not Found	Not Found	FEENOTFOUN	Fee Not Found	Not Found	Fee	
FENCEPERMT	Fence Permits	Building	FENCEPMT	Fence Permits	Building	S3.C.7	
RECONNUTIL	Re-connect Utilities (Resi and Comm)	Building	RECONNUTIL	Re-connect Utilities (Residential)	Building	S3.C.9	
ADPPERDAY	Per Day Fee (admin permit if applicable)	Admin	ADPPERDAY	Administrative Permit Fee (Per Day)	Administrati	S3.B.2	
OTHER FEES NOT FOUND							
Fee Code	Fee Description	Category	Fee Code	Fee Description	Category	Fee Schedule Ref. (Eff. 12-01-13)	Comments
COOFINAL	Certificate of Occupancy - Final	Building	COOFINAL	Certificate of Occupancy - Final	Building	S3.C.4a	
COOTEMP	Certificate of Occupancy - Temporary	Building	COOTEMP	Certificate of Occupancy - Temporary	Building	S3.C.4b	
LDGISMONU	GIS Monument	LDP	LDGISMONU	GIS Monument	LDP	S3.D.6	

Appendix 3 – Configuration Log

ISSUE ID	ISSUE DESCRIPTION	CATEGORY	TOPIC	SOURCE	RESPONSIBLE	DATE COMPLETED	STATUS	COMMENTS
1.1	For PROD, create separate profile for PERMIT division and change menu CREATE CASE to CREATE PERMIT	CONFIGURATION	MENU	User Configuration Review 01/16/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Azteca		PENDING - PROD	INCOMPLETE Added CREATE PERMIT to dev environment. Separate profiles will not be apparent until PROD env.
1.2	For Prod config, change prefix of Case Types from PD_ to F_ Change PD_RADON to F_RADON (P for PERMITS)	CONFIGURATION	CODES	User Configuration Review 01/16/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Azteca	1/7/2015	PENDING - PROD	DONE. Changed to PLD- for all in PLD-BALTER
1.2.1	For Prod config, change Dept code from BLD to PLD for Planning and Development	CONFIGURATION	CODES	User Configuration Review 01/16/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Azteca	1/7/2015	PENDING - PROD	DONE.
1.3	Add to BProcess: For Sub Type & Project/Source leave blank (no codes defined to date)	BUSINESS PROCESS	PROCESS WORKFLOW	User Configuration Review 01/16/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Fulton PCD		OPEN	Include in Table Workflow &/or Quick Ref Guide
1.4	Add to BProcess: Use Quick Create	BUSINESS PROCESS	PROCESS WORKFLOW	User Configuration Review 01/16/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Fulton PCD		OPEN	Include in Table Workflow &/or Quick Ref Guide
2.1	Add to BProcess: For Location: Enter address (with map opened side-by-side) locate Select Parcel. After selection map can be closed or made smaller	BUSINESS PROCESS	PROCESS WORKFLOW	User Configuration Review 01/16/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Fulton PCD		OPEN	Include in Table Workflow &/or Quick Ref Guide
2.2	Location service returns all result scores. Improve service by adding a filter to only show results scored 85 and above.	CONFIGURATION	GIS	User Configuration Review 01/16/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Fulton DoIT		OPEN	See Fulton Cityworks Permits - Configuration Review Log v3.docx for add'l tips & Techniques
2.2.1	Determine why Tax Parcel Layer is significantly misaligned with Aerial Layer / Address Points	BUGFIX	GIS	User Configuration Review 01/16/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Fulton DoIT		OPEN	
2.3	Assigned to issue: innocuously logged on but both was set for Assigned To and Isolated by for her case	BUGFIX	BUG	User Configuration Review 01/16/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Azteca	1/23/2014	CANCEL	(Kterrell) Possible Cause - We all let create at the same time??? Issue did not occur.
2.4	Update DB Trigger: Remove DB trigger that automatically assigns case to person logged on/initiated by (or Add filter to ONLY @DeptID = ECD)	CONFIGURATION	DATABASE	User Configuration Review 01/16/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Fulton DoIT		OPEN	
2.5	Add to BProcess: Main - Complete Submission/Project	BUSINESS PROCESS	PROCESS WORKFLOW	User Configuration Review 01/16/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Fulton PCD		OPEN	
3.1	Add to BProcess: Case Data - Case EDIT (panel icon) to open and to test see all case data fields for editing	BUSINESS PROCESS	PROCESS WORKFLOW	User Configuration Review 01/16/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Fulton PCD		OPEN	
3.2.1	For PROD config, rename Case Data group name from RESNEWADD to BLDPLANREV with description: Building Plan Review	CONFIGURATION	CODES	User Configuration Review 01/16/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Azteca	2/5/2014	CANCEL	No Longer Required. See Item# 12.6
3.2.2	RESNEWADD - Question: Why 'One or Two Family Dwelling' here	QUESTION	CASE DATA	User Configuration Review 01/16/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Azteca	2/5/2014	CANCEL	(Kterrell) - original included as a reminder to staff to add applicable fee. No longer required. See Item# 12.6
3.2.3	Since rare occurrence (Smith), Default response to 'One or Two Family Dwelling' to 'YES'	CONFIGURATION	CASE DATA	User Configuration Review 01/16/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Azteca	2/5/2014	CANCEL	(Kterrell) - No longer required. See Item# 12.6
3.2.4	BProcess - Consider rewording "One and Two Family Dwelling"	BUSINESS PROCESS	CASE DATA	User Configuration Review 01/16/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Fulton PCD	2/5/2014	CANCEL	(Kterrell) - No longer required. See Item# 12.6
3.3	Change order of Case Data Groups: (1) BLDGEN, (2) BLDFEES, (3) RESNEW, (4) BLDPLANREV	CONFIGURATION	CASE DATA	User Configuration Review 01/16/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Azteca	12/2/2013	CLOSED	Done
3.4.1	For PROD config, rename Case Data group name from COMMERCIALS to BLDGEN with description: Building General	CONFIGURATION	CODES	User Configuration Review 01/16/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Azteca		PENDING - PROD	Changed Description - Code TEC in Prod Cfg
3.4.2	PD-RADON - Add case data field for missing, non-fee related, application data: (Has-Permit) Date [Text Field] Sewer or Septic [Radio Button] Deck (checkboxes) Basement (checkboxes)	CONFIGURATION	CASE DATA	User Configuration Review 01/16/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Azteca	3/10/2014	CLOSED	Done
3.5.1	PD-RADON case data item ZSPERVALUE does not show Plumbing for user innocuously but for all others it appears	BUGFIX	CASE DATA	User Configuration Review 01/16/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Azteca	1/23/2014	CANCEL	An anomaly that did not occur.

3.5.2	PD-RADON (and for all templates), ZSPERVALUE case data order of input for trade data should match order on application: (1) Building, (2) Electrical (corrected wording), (3) Plumbing, (4) Mechanical	CONFIGURATION	CASE DATA	User Configuration Review 01/16/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Azteca		OPEN	
3.5.3	In Case Data group ZSPERVALUE, Was the word ONLY added such as a manner of instructions to indicate input is only needed if work does not include ALL trades?	QUESTION	CASE DATA	User Configuration Review 01/16/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Azteca		CANCEL	(Kterrell) The descriptive format follows the wording on the Fee Schedule
3.6.1	For PROD config, rename Case Data group name from COMMERCIALS to BLDGEN with description: Building Fees	CONFIGURATION	CODES	User Configuration Review 01/16/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Azteca		PENDING - PROD	Changed Description - Code TEC in Prod Cfg
4.1	Check with CE concerning reason why CURB_OWNER, PAST_OWNER Role Codes and Descriptions appear as they do. Consider rewording to bring clarity for use by both departments:	CONFIGURATION	CODES	User Configuration Review 01/16/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Fulton DoIT		OPEN	NOTE (Kterrell): May need to add PROP_OWNER Property Owner to reflect owner of record in TAX GIS Data, leaving CURB_OWNER to reflect verified owner more recent than Tax GIS records. Also, is CE using PAST_OWNER? If not, we need to update it.
5.1	As PLADev, New Contractor does not appear in lookup table	APPLICATION	CONTRACTOR	User Configuration Review 01/16/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Azteca	1/23/2014	CLOSED	(DoIT - Kterrell): Edited Contractor record to include State License. Now the contractor appears in the Lookup Table
5.2	[per Item# 5.1] Only Licensed Contractors are included in the Lookup Table? Is this a preference setting or application code?	QUESTION	CONTRACTOR	User Configuration Review 01/16/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Azteca		OPEN	
5.3	Is it possible to use State LIC section to track a company's Business License and assign a Contractor Type of BUSINESS?	QUESTION	CONTRACTOR	User Configuration Review 01/16/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Azteca		OPEN	
6.1	For RESNEWADD template, default fee code ADMPROCFE not included	CONFIGURATION	FEES	User Configuration Review 01/16/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Azteca		OPEN	
6.2	For PROD config, rename Fee Code COMMERCIALS to BLDGEN with description: Building Fees	CONFIGURATION	CODES	User Configuration Review 01/16/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Azteca		PENDING-PROD	
6.2.1	Check all fee codes and descriptions and provide Azteca with recommended changes for PROD config	CONFIGURATION	CODES	User Configuration Review 01/16/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Fulton PCD	3/31/2014	CLOSED	Submitted via email: FultonFeeCodes.xls
6.3	PD-RADON Fees calculated not as expected. Incorrect valuation used for Building permit with two trades.	CONFIGURATION	FEES	User Configuration Review 01/16/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Azteca		OPEN	
6.3.1	Re-explain process for adding correct fee codes where permit does not include all trades	QUESTION	FEES	User Configuration Review 01/16/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Azteca		CLOSED	
6.4	New Revised Fee Schedule was not used. IE - Administrative Fee, Zoning Compliance Review should include two different fees: Section 3, A, 2a and 2b	CONFIGURATION	FEES	User Configuration Review 01/16/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Azteca		OPEN	
6.4.1	Re-submit full revised Fee schedule to Azteca for verification of fee code formulas prior to PROD config	CONFIGURATION	FEES	User Configuration Review 01/16/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Fulton PCD		CLOSED	Fe Submitted to Azteca - 3/31/14
8.1	For the majority of LDPs no address is available. Dept. needs to search by LU/District. Add these items to the map content and, if possible, the Locate Service in Cityworks.	CONFIGURATION	GIS	User Configuration Review 01/22/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Fulton DoIT		OPEN	
9.1	LDP: Change order of Case Data Groups: (1) General1, (2) COM-LDP Note: The order of input for case data should match application as close as possible	CONFIGURATION	CASE DATA	User Configuration Review 01/22/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Azteca		OPEN	
9.2	For General1: Add Case Data fields per application: (1) Landlot, District, Section (Even though we will eventually locate on map) (2) Frontage Road Name, Project Acverage	CONFIGURATION	CASE DATA	User Configuration Review 01/22/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Azteca		OPEN	
9.3	Rename COM-LDP to LDFEEDATA LDF Fee Data	CONFIGURATION	CODES	User Configuration Review 01/21/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Azteca		OPEN	
9.3.1	In Case Data group COM-LDP, Typo: Enter Linear Feet should be Enter Linear Fee	CONFIGURATION	CODES	User Configuration Review 01/21/14 Fulton Cityworks Permits - Configuration Review Log v3.docx	Azteca		OPEN	

Appendix 4 – Cityworks Server Implementation Timeline

Project Timeline – Historical Summary

May 2, 2013 Cityworks Server: Planning and Community Services Project Kick-off

- Official project kick-off with Fulton County PCS and all other key stakeholders

Document reference:

P:\PMO\2013 Projects\Cityworks - Permitting\Process I_Initiation\Cityworks-PCS Kick_Off Meeting.pdf

May – Jun. 2013 Requirements Review Sessions

- Reviewed “As-Is” business process and systems
- Determined business requirements for Phase I (Building Permits, LDP, Sign Permits, Trade Permits, Administrative Permits, Pool Permits)
- Technical Requirement: Setup Development Environment

Aug. 13 – 15, 2013 Cityworks Onsite Vendor Kick-off

A series of workshops conducted by the vendor to collect requirements for configuring the database for the Permitting division including workflows for specified permit types, fee schedules and other case-related data.

Sep. 13, 2013 – Oct. 2, 2013 Cityworks Database Configuration (Azteca)

The vendor (Azteca) takes the information gathered in the kickoff meeting and configures the Cityworks database with all the Permit types with associated tasks, fees, and workflows.

Oct. 10, 2013 – Nov. 5, 2013 Configuration Reviews

Vendor conducted (2) remote Configuration Reviews Sessions and (1) Onsite Configuration Review Session with Fulton P&CS / DoIT.

Nov. 13, 2013 – Dec. 10, 2013 Vendor Updates Database Configuration (Per P&CS feedback)

Project Timeline Revision #1: Configuration Review Extended (20days)

Nov. 18, 2013 – Nov. 20, 2013 End User Training (Train-the-Trainer)

Dec. 12, 2013 – Apr. 30, 2014 Pilot Phase / User Acceptance Testing Continues Vendor Updates Database Configuration (per P&CS feedback)

Project Timeline Revision #2: Pilot Phase/User Acceptance Testing Extended (45days); P&CS sets hold on Phase I (Permits) Go-live to coincide with Phase II (PLL Online)

Jan. 8, 2014 – Jan. 9, 2014 Cityworks Admin Training (Fulton DoIT staff)

Jun. 2014 User Acceptance – Approval to Proceed with Prod Configuration
Fulton DoIT prepares production environment: Cityworks Server 2013 Upgrade

Jul. 7, 2014 Vendor resource provided access to Prod environment.

Plans initiated for Phase II (PLLOnline) – Public access for contractors to view status of permits and schedule inspections.

July 21, 2014 – Aug. 13, 2014 Vendor resource not available; Reported scheduling conflicts.

Aug. 20, 2014 Vendor resource available but reported problems accessing prod environment.

Aug. 29, 2014 Vendor resource available on a limited bases. Prod configuration begins.

Jan. 7, 2015 Vendor resource completes configuration in Prod.

Feb. 12, 2015 Fulton DoIT prepares configuration review environment from a copy of the production configuration.

Feb. 19 – Apr. 30, 2015 PRODUCTION CONFIGURATION REVIEW

The user division, P&CS, will complete a series of weekly sessions to review a production-ready version of the database and verify the configuration. Vendor to apply corrections as identified.

Feb. 19 – P&CS completes Round 1 review. Multiple corrections requested.

Feb. 23 – Mar. 5 – DoIT completes 4 Rounds of technical reviews with vendor to ensure corrections are applied.

UPCOMING

Apr. 16, 2015 P&CS to complete Production Configuration - Round 2 Functional Review.

(TBD) Vendor: PLLOnline Install and Configuration

(TBD) Phase II – PLLOnline Phase II Kick-off / Planning Session

Appendix 5 – Policies and Procedures Manual 400-14



POLICIES AND PROCEDURES MANUAL

SUBJECT: Accountability of Personal Property/Fixed Assets

DATE:

NUMBER: 400-14

Statement of Policy: A recorded inventory of all purchased, donated, or otherwise acquired personal property and fixed assets will be maintained from the time of receipt until the items are disposed in accordance with County policy (400-11). During the useful life of the personal property and fixed assets, the department, agency, or organization in possession of the items shall be responsible for its care and protection against theft, abuse, and improper use. Annual physical inventories will be conducted by each department to insure the personal property and fixed assets are in possession of the department and properly kept and maintained.

Background: Standard procedures for accountability and reporting are required to ensure 1) Fulton County maintains accountability of personal property and fixed assets and 2) each department is responsible for maintaining control of their personal property and fixed assets.

Definition of Fixed Assets: For purposes of complying with this policy, a **fixed asset** is defined as any item purchased or acquired by Fulton County, capitalized on the County's Financial Statement, as defined by Finance (currently at a purchase value of \$5,000 or more), has a useful life expectancy of at least one year, and is not consumed as a result of normal operations except through obsolescence or depreciation. A fixed asset (for purposes of this policy) is not affixed to a facility, a fixture on a building, a building, a building improvement, or land.

Definition of Personal Property: For purposes of complying with this policy, **personal property** is defined as any item purchased or acquired by Fulton County with a value of \$1,000 or more; has a useful life expectancy of at least one year; is not consumed as a result of normal operations, except through obsolescence or depreciation; is not affixed to a facility nor a fixture on a building; is *not* a capitalized fixed asset on the County's Financial Statement; and includes all weapons and Personal Computers.

Definition of Standard Shipping Location (SSL): For purposes of complying with this policy, **Standard Shipping Location** is defined as an agency other than the General Services Department that has been qualified and approved by the General Services Department's Asset Management Section to receive personal property and fixed assets on behalf of itself *and other departments* at an approved warehouse location, process information related to those items (in the same manner as the Asset Management Section) and deliver those items to locations throughout Fulton County Government.

Definition of Approved Receiving Location (ARL): For purposes of complying with this policy, **Approved Receiving Location** is defined as an agency other than the General Services Department that has been qualified and approved by the General Services Department's Asset Management Section to receive personal property and

Policies and Procedures Manual, continued

#400-14

fixed assets on behalf of *itself only* at an approved warehouse location, process information related to those items (in the same manner as the Asset Management Section) and deliver those items to locations within its department.

A. Applicability: All agencies, departments, and organizations of Fulton County possessing or using county-owned property and equipment will comply with this policy.

B. Responsibility:

1. All agencies, departments, and organizations shall
 - a. Comply with procedures in this policy.
 - b. Designate in writing to the Asset Management Section of the General Services Department (GSD) Transportation and Logistics Division, an **Asset Management Coordinator** who shall act as the primary point of contact with the Asset Management Section and coordinate all actions required to manage the personal property and fixed assets possessed or used by the department, organization, or agency.
 - c. Review and verify an annual inventory report of its personal property and fixed assets as provided by the Asset Management Section.
 - d. During the acquisition of buildings, ensure an inventory of all personal property and fixed assets is obtained from the buyer, seller or previous owner and provided to the Asset Management Section for inclusion in the County's inventory of personal property and fixed assets.
 - e. Whenever an incident occurs, provide a written report (using Risk Management's Incident Reporting Form) of all missing, stolen, surplus, or irreparably damaged personal property and fixed assets to the Asset Management Section.
 - f. Prior to receipt of items that can not be delivered to an SSL or ARL, coordinate with the Asset Management Section all direct shipments of all personal property and fixed assets to ensure all personal property and fixed assets purchased and/or received are assigned identification numbers and posted to the County inventory list of personal property and fixed assets by the Asset Management Section.
 - g. Identify to the Asset Management Section those items where revenue from sale of the items must be credited or reported to any special grants, funding or bond issues.
 - h. Deliver to the Central Maintenance Facility (CMF) all vehicles scheduled to be replaced on or before the date the department is scheduled to receive the vehicle from the Asset Management Section/CMF.
 - i. Complete all Budget Forms required for requesting approval to purchase and deliver to the CMF for review and approval by the Fleet Manager before submitting for Budget approval.

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#400-14

2. The GSD/Transportation and Logistics Division shall
 - a. Receive, or designate other SSLs and ARLs to Receive, all personal property and fixed assets for the County and deliver items to the appropriate department unless other arrangements are coordinated in advance with the Receiving Section.
 - b. Receive all vehicles and heavy equipment purchased by the county, inspect the vehicle to ensure that the unit meets all specifications required by the Purchase Order, and receive from the department that purchased the vehicle the vehicle that is replaced. (See Attachment B)
 - c. Take appropriate steps to ensure that all SSLs and ARLs assign and affix identification numbers for all personal property and fixed assets received.
 - d. Collect appropriate data about the property, to include user/owner department, location, purchase order number (when available), purchase price (when available) description of property, serial number (if applicable), and other information the Asset Management Section deems appropriate and available (See Attachment B).
 - e. Provide technical assistance related to these procedures and the implementation of this policy to all requesting departments.
 - f. Produce an annual inventory report; provide and coordinate this report with each department, agency, and organization for its review and verification; and make changes, as required, to a database maintained by the Asset Management Section.
 - g. Test the accuracy of the inventory of personal property and fixed assets for each department in Fulton County. The frequency of the testing will be determined by GSD and based on the size and scope of the departments.
 - h. Produce a report of the results of the test of each department, agency, and organization's physical inventory to the department head and provide a copy of the final report to the GSD Director. The GSD Director will provide a copy of the report to the County Manager if the GSD Director determines that poor property management has occurred.
 - i. Monitor each SSL and ARL to ensure a high standard of accuracy for data collection and reporting, as well as timely delivery standards are maintained.
 - j. Develop and maintain procedures and practices for testing the accuracy of the inventories of the various departments, agencies and organizations and establish acceptable standards of accuracy for the various departments, agencies and organizations to maintain.
 - k. Coordinate as necessary with the Purchasing Department to ensure that personal property and fixed assets purchased by Fulton County are only delivered to appropriate destinations that are

Policies and Procedures Manual, continued

#400-14

determined by the GSD Asset Management Section to be an SSL or ARL.

- I. Coordinate, as necessary, with the Finance Department and Risk Management to ensure required information regarding County's fixed assets is provided for proper accounting purposes.
3. The Department of Information Technology shall
 - a. In concert with the Asset Management Section, receive all PCs ordered by Fulton County and take appropriate steps to ensure that a representative of the Asset Management Section is present to co sign delivery receipts of PCs.
 - b. Provide to the Asset Management Section a Serial Number, assigned property number, Department ownership information, PO/DO numbers and final destination of all PCs received and delivered by IT to user departments.
 - c. Provide to the Asset Management Section notice and all relevant information when computer equipment is relocated by the IT department (see attachment A).
 4. The Purchasing Department shall
 - a. At a minimum, provide to the GSD Asset Management Section/Material Control a weekly report of all purchase orders issued for all personal property and fixed assets as defined in the policy.
 - b. Take every necessary step to ensure that delivery destinations provided to vendors for Purchase Orders for all personal property and fixed assets purchased by the county are limited to the SSLs, as provided to them by the GSD Asset Management Section.
 - c. Take every necessary step to ensure that all vehicles and heavy equipment are delivered to the GSD Central Maintenance Facility (CMF), unless special circumstances exist and the CMF Fleet Manager has approved the exception in advance.
 - d. Provide notice to the GSD Asset Management Section when delivery of an item to the GSD or other SSL/ARL is not practical or reasonable at the time the Purchase Order is issued.

C. Procedures:

Identification of Personal Property and Fixed Assets – The Asset Management Section, SSLs and ARLs will assign an identification number to each piece of the personal property and fixed asset, affix a bar code label identifying the item for laser scanning, and post the required information to a database of personal property and fixed assets maintained by the Asset Management Section.

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#400-14

Annual Requirement – Each department, agency, and organization will be provided an inventory report of the assigned personal property and fixed assets for their internal department review.

1. Using the schedule described in Section B.2.g above the Assets Management Section will conduct a sample test of the inventory to include identifying all current Fulton County personal property and fixed assets, and providing a report of its' findings to the head of the department, agency, or organization.
2. Every year the Asset Management Section will provide to each Department's Asset Management Coordinator and department director an inventory report listing all personal property and fixed assets for review and verification.
3. Prior to all inventories/reviews, and as often as necessary throughout the year, the Asset Management Section encourages each department, organization, and agency to request the report of personal property and fixed assets from the Section's database and review the items assigned to the department. This will allow the departments, organizations, or agencies to perform cursory inspections of its assigned personal property and fixed assets and physically match or locate the listed items against the designated location.

Reporting -

1. After the Asset Management Section completes a sample test of the inventory, it will provide the department head, or designated representative, a report of its findings. The department will then have an opportunity to locate the missing items and produce either evidence the department possesses the items or an explanation as to the whereabouts of missing items.

Movement/Transfer of Fixed Assets -

1. When a department, agency, or organization moves personal property or fixed assets from one facility or building to another, the department, agency, or organization shall notify the Asset Management Section, in writing, of the relocation. The notice shall include, at a minimum, the identification number, a description of the item, the current location, and the new location. The Asset Management Section shall make the appropriate adjustments to the database.
2. When a department, agency, or organization transfers possession of personal property or fixed assets to another department, agency, or organization, the losing department shall notify the Asset Management Section of the transfer using the Property and Asset Transfer Form (Attachment A). The Property and Asset Transfer Form includes, at a minimum, the identification number of the item, a description of the item, the current location, the name, agency number, and unit number of the gaining department, the new location, and verification from the gaining department of the transfer and relocation of the item. Losing departments

Policies and Procedures Manual, continued

#400-14

shall prepare the Property and Asset Transfer Form prior to delivering the item to the gaining department so *verification of receiving the item* can be completed on the Form at the time of delivery. The Asset Management Section shall make the appropriate adjustments to the database.

Disposal – Departments, agencies, or organizations requesting to surplus personal property or fixed assets shall comply with the procedures outlined in Policy 400-11, Disposition of Surplus Vehicles, Equipment, and Materiel.

Accountability – All employees are personally responsible for properly accounting for and safe guarding Fulton County's property and assets that are issued to them. Failure to do so may call for disciplinary action as set forth in Section 1800 of the Fulton County Personnel Regulations.

D. **Departmental Sponsor:** General Services

E. **Policy Review Date:**

F. **References:** Georgia Statue 50-16-141
400-11, Disposition of Vehicles, Equipment, and Materiel
400-12, Policy for Use of County-Owned Property

G. **Departments Affected:** All Fulton County departments, agencies, and organizations

Attachment A: Property and Asset Transfer Form

Attachment B: Vehicle Receiving Transmittal Form

Appendix 6 - Email from Symantec through Vixio Technology to Provide a New License Key

RE: Sif files

FILE MESSAGE

Fri 4/3/2015 4:20 PM

Strickland, Namarr

RE: Sif files for Symantec Risk 4.0

To: Kim, Shin

-----Original Message-----

From: Ed Ukaonu [<mailto:edukaonu@vixiotecchnology.com>]

Sent: Wednesday, May 02, 2012 8:43 AM

To: Strickland, Namarr

Subject: FW: Sif files for Symantec Risk 4.0

Hi Namarr,

Good morning Sir. I sent this email yesterday and not sure if you received it so I am sending it again. Please acknowledge receipt.

Best regards,
Ed

-----Original Message-----

From: CBO Business Ops [<mailto:customerbusinessops@symantec.com>]

Sent: Tuesday, May 01, 2012 3:01 PM

To: edukaonu@vixiotecchnology.com

Subject: Sif files for Symantec Risk 4.0

Hello Ed,

I received a call from Chris Phillips and he stated that you did not receive your complete license files. I took the serial numbers and obtained your sif files for these products.

SYMC RISK AUTOMATION SUITE PORTAL AND DISCOVERY BUNDLE 4.0 WIN 10000 PER
NODE BNDL STD LIC BASIC 12 MONTHS
M8028084116

fileconnect.symantec.com {only}

SYMC RISK AUTOMATION SUITE CONFIGURATION AUDITING BASE WINDOWS 4.0 WIN PER
DEVICE BNDL STD LIC BASIC 12 MONTHS
M3528884263

SYMC RISK AUTOMATION SUITE CONFIGURATION AUDITING WINDOWS 4.0 WIN PER MGD
DEVICE BNDL STD LIC BASIC 12 MONTHS
M2828184363

SYMC RISK AUTOMATION SUITE CONFIGURATION AUDITING BASE NON-WINDOWS 4.0 WIN
PER DEVICE BNDL STD LIC BASIC 12 MONTHS
M2528784654

SYMC RISK AUTOMATION SUITE CONFIGURATION AUDITING NON-WINDOWS 4.0 WIN PER
MGD DEVICE BNDL STD LIC BASIC 12 MONTHS
M5327784392

We value as a customer and if you require any assistance please respond to this inquiry.

Customer Care Advanced Team
Customer Care Coordinator
Ann

Appendix 7 - Request to Decommission the Server with SecureFusion Products

Change Control Request - 3831 Decommission VM's
□ ×

Change Control Request - 3831 Decommission VM's

View

Edit Item

Delete Item

Manage

Version History

Manage Permissions

Alert Me

Workflows

Delete Item

Workflows

Manage

Actions

Home > Information Technology > Change Control Request > 3831 Decommission VM's

The content of this item will be sent as an e-mail message to the person or group assigned to the item.

CC Title	3831 Decommission VM's
Title	3831 Decommission VM's
Description	Decommission VM's that are no longer needed
Action Plan	1. Unmanage the VM's in Solarwinds 2. Power off the VM's and delete them from disk 3. Delete databases for all servers
Backout Plan	N/A
Resources	WDC1GID01 - 10.48.5.20 WDC1GID02 - 10.48.5.21 WDC1GIDP1 - 10.48.5.63
Tested	No
Data Type	Production
Naming Convention Verified	N/A
Affected System	Gideon
Category	Application
Technical Risk	Low
Business Risk	Business as Usual
Change Date	11/26/2013
Lead Time	
Assigned To	Edwards, Rick
Manager	Jackson, Vette
Related Requests	Oracle Proof-of-Concept - TBD
Comments	Rodgers, Howard (12/3/2013 6:20 AM): No Updates,,,,files as Incomplete.... Rodgers, Howard (11/26/2013 10:38 AM): Agenda,,,,,,,,,,,,,CCB/HR Rodgers, Howard (11/26/2013 9:36 AM): Per Email, these are the Gideon Servers.... Rodgers, Howard (11/25/2013 9:14 AM): TBR,,,,,,,,,CCB/HR
Status	8 Incomplete

Content Type: Issue
 Version: 5.0
 Created at 11/25/2013 9:05 AM by Jackson, Vette
 Last modified at 12/3/2013 6:20 AM by Rodgers, Howard

From: Edwards, Rick
Sent: Sunday, January 12, 2014 11:00 AM
To: Moobed, Fred; Underwood, Adam
Cc: Adeniyi, Omotade
Subject: RE: Decom server

This one also:

WDC1GIDP1 10.48.5.63 Vette Jackson AT38 01-Dec-13 10:29 AM

From: Edwards, Rick
Sent: Sunday, January 12, 2014 10:50 AM
To: Moobed, Fred; Underwood, Adam
Cc: Adeniyi, Omotade
Subject: Decom server

Fred,
Good morning
The below server will be decommissioned and I wanted to alert you to take it out of SW and is there anything else that needs to be done?

WDC1GID01 10.48.5.20 Networks AT38 01-Dec-13 10:25 AM

WDC1GID02 10.48.5.21 Networks AT38 01-Dec-13 10:26 AM

Let me know

Thanks

Rick

**Appendix 8 – RFQ in 2013 for SecureFusion Configuration
Management Module**



Department of Purchasing & Contract Compliance

Felicia Strong-Whitaker, Interim Director

REQUEST FOR E-QUOTE NUMBER: 13CR86828B	
PROJECT TITLE: GIDEON SECURE FUSION SOFTWARE CONFIGURATION MANAGEMENT MODULES	
DUE DATE: FEBRUARY 12, 2013 WILL BE RECEIVED UNTIL: 2:00 P.M.	
LAST DAY FOR QUESTIONS: FEBRUARY 4, 2013	
BIDDERS MAY SUBMIT REQUESTS FOR CLARIFICATION OR QUESTIONS REGARDING THIS E-QUOTE TO THE PURCHASING CONTRACT PERSON LISTED BELOW. ANY REQUEST SHALL ONLY BE SUBMITTED IN WRITING (FAX OR EMAIL). ALL RESPONSE TO WRITTEN REQUEST(S) WILL BE DISTRIBUTED AS ADDENDA TO THIS E-QUOTE AND POSTED ON THE FULTON COUNTY WEBSITE AT www.fultoncountyga.gov	
THE COUNTY WILL NOT RESPOND TO REQUESTS RECEIVED AFTER: FEBRUARY 4, 2013	
E-QUOTE RESPONSES MUST BE SUBMITTED ONLINE AT www.fultonvendoreselfservice.co.fulton.ga.us . BY THE DATE AND TIME INDICATED. You must be a registered vendor in order to respond to E-QUOTES.	
ANY QUESTIONS REGARDING PURCHASING PROCEDURES OR THE SPECIFICATIONS SHOULD BE ADDRESSED <u>ONLY</u> TO THE PURCHASING CONTACT PERSON LISTED BELOW. BIDDERS MAY NOT HAVE CONTACT WITH COUNTY OFFICERS, ELECTED OFFICIALS OR COUNTY EMPLOYEES REGARDING THIS BID PRIOR TO AWARD OF PURCHASE ORDER. VIOLATION OF THIS INSTRUCTION WILL RESULT IN YOUR BID BEING FOUND NON-RESPONSIVE.	
CONTACT NAME: CYNTHIA RICHARDSON	E-MAIL ADDRESS: cynthia.richardson@fulloncountyga.gov
All information requested on this sheet must be completed. Unless specifications indicate "NO SUBSTITUTE", items determined by Fulton County to be "EQUAL OR BETTER" will be given full consideration. All prices QUOTED must be "FOB DELIVERED" unless otherwise requested, and must be submitted in the format requested. The County reserves the right to cancel the solicitation and to reject any or all quotes in whole or in part and is not bound to accept any quote if rejection of that quote is determined to be contrary to the best interest of the County.	

REQUEST FOR QUOTE
GENERAL TERMS AND CONDITIONS

The following provisions are hereby made a part of this Request for Quote ("E-QUOTE"). Any contract or purchase order awarded as the result of this request shall be governed by these General Terms and Conditions. By submission of your responses to this e-quote, vendor agrees to furnish the product(s) and/or service(s) pursuant to these conditions.

1. **GENERAL.** These provisions are standard for all County contracts. The County may delete or modify any of these standard provisions for a particular contract or purchase order by indicating a change in the special instructions or provisions. Any vendor accepting a purchase order award as the result of this request agrees that the provisions included within this Request for E-Quote shall prevail over any conflicting provision within any standard form contract of the vendor.
2. **SUBMISSION OF RESPONSES.** Responses must be submitted for e-quotes on-line via the Vendor Self Service system at <https://fultonvendorseifservice.co.fulton.ga.us/webapp/VSSPROD/Advantage>. Response to e-quotes must be received no later than 2:00 p.m. on the date indicated.
3. **AMENDMENTS TO THE REQUEST FOR E-QUOTE.** Any amendment to pricing is valid only if in writing and issued by the County.
4. **ADDENDUM.** Revision to the Request for E-Quote issued by the County prior to the receipt of bids.
5. **NON-COLLUSION.** Bidder certifies that this bid is made without prior understanding, agreement or connection with any other corporation, firm or person submitting a bid for the same work, labor or service to be done or the supplies, materials or equipment to be furnished and is in all respects fair and without collusion or fraud. Bidder further understands collusive bidding is a violation of state and federal law and can result in fines, prison sentences and civil damage awards. Bidder agrees to abide by all conditions of this bid and certifies that person signing is authorized to sign this bid or proposal for the bidder.
6. **CONFLICT OF INTEREST.** Vendor states that no County officer or employee, nor any business entity in which they have an interest: a) Has an interest in the contract awarded; b) Has been employed or retained to solicit or aid in the procuring of the resulting contract; c) Will be employed in the performance of such contract without immediate disclosure of such fact to the County.
7. **BASIS OF AWARD.** The County shall award to the overall lowest responsible and responsive vendor complying with the provisions of the Request for E-Quote. The following criteria may be considered by the County in selecting the most advantageous quote: a) Ability to perform the service required within the specified time; b) Conformance to specification; c) The quality of performance in previous contracts; d) Financial ability to perform the contract; e) Item pricing; f) vendor references. The County reserves the right to cancel the solicitation and to reject any or all quotes in whole or in part and is not bound to accept any quote if rejection of that quote is determined to be contrary to the best interest of the County.
8. **SAMPLES.** Samples of items when required, must be furnished free of expense to the County and upon request, be returned to the Vendor at the Vendor's expense. Samples of selected items may be retained for comparison purposes.
9. **NEW.** All items bid must be new. Used, rebuilt and refurbished items will not be considered unless specifically authorized by Fulton County in the written specifications.
10. **BRAND NAME SPECIFICATIONS AND APPROVED EQUIVALENTS.** Unless otherwise specified, manufacturer's names, trade names, brand names, information and/or catalog numbers listed in the specifications are intended only to identify the quality and characteristics desired. They are not intended to limit competition. The Vendor may offer any equivalent product which meets or exceeds the specifications. If quotations are based on equivalent products, the quote must: a) Indicate the alternate manufacturer's name and catalog number; b) Include complete descriptive literature and/or specifications; c) Include proof that the proposed equivalent will meet the specifications. The County reserves the right to be the sole judge of what is equal and acceptable to meet its needs in all respects. If Bidder fails to name a substitute, goods identical to the published standard must be furnished.
11. **INDEMNIFICATION.** Contractor/Vendor hereby agrees to release, indemnify, defend and hold harmless the County, it's Commissioners, officers, employees, subcontractors, successors, assigns and agents from and against any and all losses (including death), claims, damages, liabilities, costs and expenses (including but not limited to all actions, proceedings, or investigations in respect thereof and any outcome of any such action, proceeding, or investigation), caused by, relating to, based upon or arising out of any act or omission by contractor, it's directors, officers, employees, subcontractors, successors, assigns or agents, or otherwise in connection with it's acceptance, of the performance, or nonperformance, of it's obligations under this agreements.

12. **TAXES.** Fulton County is exempt from the State of Georgia sales tax and exemption certificate will be furnished upon request.
13. **DELIVERY.** All prices must be FOB Destination, unloaded inside and assembled unless otherwise indicated.
14. **RIGHTS AND REMEDIES OF COUNTY FOR DEFAULT.** If any item furnished by the Vendor fails to conform to specifications, or to the sample submitted by the Vendor, the County may reject it. Upon rejection, the Vendor must promptly reclaim and remove such item without expense to the County, and shall immediately replace all such rejected items with others conforming to such specification and samples. If the Vendor fails to do so, the County has the right to purchase in the open market a corresponding quantity of any such items and to deduct from any monies due the Vendor the difference between the prices named in the purchase order and the actual cost to the County. If the Vendor fails to make prompt delivery of any item, the County has the right to purchase such item in the open market and to deduct from any monies due the Vendor the difference between the prices named in the purchase order and the actual replacement cost to the County. The rights and remedies of the County identified above are in addition to any other rights and remedies provided by law or under the purchase order.
15. **INVOICES AND PAYMENT TERMS.** Invoices are to be mailed to the County department specified on the resulting purchase order or master agreement. All invoices must include the purchase order number or master agreement number. Failure to comply may result in delayed payments. The County payment terms are Net 30 days unless a cash discount is allowed for payment within not less than twenty (20) days. The payment term shall begin on the date the merchandise is inspected, delivered and accepted by the County and the correct invoice is received in the office specified on the purchase order.
16. **LEGAL REQUIREMENTS.** Federal, State, County and local ordinances, rules and regulations, and policies shall govern development, submittal and evaluation of quote and disputes about quotes. Lack of knowledge by any Vendor about applicable law is not a defense.
17. **ASSIGNMENT.** Any purchase order awarded shall not be assignable by the Vendor without the express written approval of the County, and shall not become an asset in any bankruptcy, receivership or guardianship proceedings.
18. **REJECTION OF BID.** Bids may be considered irregular and may be rejected if they show omissions, alternations of form, additions not called for, conditions, limitations, unauthorized alternate bids or other irregularities of any kind. The County reserves the right to waive minor technicalities or irregularities of bid.
19. **TERMINATION.** In the event any of the provisions of the purchase order are violated, the County may serve written notice of its intention to terminate the purchase order. Such notice will state the reason(s) for such intention, and unless within ten (10) days after serving notice upon the contractor, such violation has ceased and satisfactory arrangements for correction made, the purchase order shall, upon expiration of ten (10) days, be terminated. Further, the County reserves the right to terminate for its convenience any purchase order in whole or in part upon giving thirty (30) days prior written notice to the other party.
20. **DEBARMENT.** If a Bidder is presently debarred, suspended, proposed for debarment, declared ineligible, or otherwise excluded from doing business with any government agency which prohibits your firm from participating in any procurement, the Bidder must provide the County with that information as part of its response to this solicitation. Failure to fully and truthfully provide the information required, may result in the disqualification of your bid from consideration or termination of the purchase order, once awarded.
21. **RIGHT TO PROTEST.** Any actual or prospective Bidder who is aggrieved in connection with a solicitation or award of a contract/purchase order must submit its protest in writing to the Director of Purchasing & Contract Compliance, 130 Peachtree St. S.W., Suite 1168, Atlanta, GA 30303. A protest must be submitted to the Director of Purchasing & Contract Compliance in writing within 14 days after such aggrieved entity knows or should have known of the solicitation, the award of contract/purchase order to another or other acts giving rise to a protest. An oral protest or a protest to an official, employee, user department, or other person apart from the Director of Purchasing does not comply with Fulton County Code Section 2-324 and does not toll the protest time period.
22. **BINDING AUTHORITY.** The individual submitting this E-QUOTE must have binding authority to submit contracts on behalf of the responding company. By submitting a response, vendor agrees that their quote is an offer to sell. All bidders shall comply with all Fulton County purchasing laws, policies, and procedures, as well as relevant state and federal laws, including compliance with EEOC hiring guidelines and requirements under the Americans with Disabilities Act.

REQUEST FOR E-QUOTE SPECIFICATIONS

GIDEON SECURE FUSION SOFTWARE CONFIGURATION MANAGEMENT MODULES
Information and Technology Department

1. DESCRIPTION

The Fulton County Department of Purchasing & Contract Compliance is soliciting e-quotes from qualified vendors to provide maintenance, license and support for Secure Fusion Configuration Management Module (Gideon Technologies) equal or equivalent from date of award and continuing for twelve (12) consecutive months for the Department of Information Technology.

2. CONTACT PERSON

Please contact Cynthia Richardson Cynthia.richardson@fultoncountyga.gov only, with any procedural or technical questions. All questions should be submitted in writing to the Purchasing contact person via email only. No phone calls will be accepted. Any responses made by the County will be provided in writing to all Bidders by addendum. No verbal responses shall be authoritative.

3. TERMS OF AGREEMENT: 1 YEAR

4. PRODUCT/SERVICE SPECIFICATIONS:

Description: One (1) year Maintenance, License and Support Software for Gideon Secure Fusion Configuration Management Module equal or equivalent.

MFG: Gideon Technologies

Quantity: One (1) year from February 1, 2013 thru January 31, 2014.

5. PRICING SHEETS:

MFG: Gideon Technologies

Quantity: One (1) year

Total price \$: _____(001)

6. SPECIAL CONDITIONS/INSTRUCTIONS:

Deliver to: Anne Wilson
Department of Information Technology
Fulton County Government Center
141 Pryor Street, S.W., Suite 038
Atlanta, Georgia 30303

7. INSURANCE & RISK MANAGEMENT PROVISIONS: N/A

**Appendix 9 – RFQ in 2013 for SecureFusion Asset Discovery
 Module**



DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

Winner 2000- 2008 Achievement of Excellence in Procurement Award
 National Purchasing Institute

Felicia Strong Whitaker, Interim Director



<p>REQUEST FOR QUOTE NUMBER: 13RD88386B WILL BE RECEIVED UNTIL 5/13/2013</p>		
<p>DESCRIPTION: Secure Fusion Suite Software Licenses: Secure Fusion Portal – Secure Fusion Asset Discovery – 1 YR</p>		
<p>Effective September 1, 2008, the Department of Purchasing & Contract Compliance will only accept responses to quotes electronically using our on-line Vendor Self Service system at www.fultonvendorselfservice.co.ga.us. You must be a registered vendor in order to respond to quotes.</p>		
<p>ANY QUESTIONS REGARDING PURCHASING PROCEDURES OR THE SPECIFICATIONS SHOULD BE ADDRESSED <u>ONLY</u> TO THE PURCHASING CONTACT PERSON LISTED BELOW. BIDDERS MAY NOT HAVE CONTACT WITH COUNTY OFFICERS, ELECTED OFFICIALS OR COUNTY EMPLOYEES REGARDING THIS BID PRIOR TO AWARD OF PURCHASE ORDER. VIOLATION OF THIS INSTRUCTION WILL RESULT IN YOUR BID BEING FOUND NON-RESPONSIVE.</p>		
<p>CONTACT NAME: Rodney E. Dority</p>	<p>E-Mail Address: rodney.dority@fultoncountyga.gov</p>	<p>Telephone Number:</p>
<p>All information requested on this sheet must be completed. Unless specifications indicate "NO SUBSTITUTE", items determined by Fulton County to be "EQUAL OR BETTER" will be given full consideration. All prices QUOTED must be "FOB DELIVERED" unless otherwise requested, and must be submitted in the format requested. The County reserves the right to cancel the solicitation and to reject any or all quotes in whole or in part and is not bound to accept any quote if rejection of that quote is determined to be contrary to the best interest of the County.</p>		

REQUEST FOR QUOTE 13RD88386B
5/13/2013 at 2:00 p.m. EST

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REQUEST FOR QUOTE
GENERAL TERMS AND CONDITIONS

The following provisions are hereby made a part of this Request for Quote. Any contract or purchase order awarded as the result of this request shall be governed by these General Terms and Conditions. By submission of your responses to this quote, vendor agrees to furnish the product(s) and/or service(s) pursuant to these conditions.

1. **GENERAL.** These provisions are standard for all County contracts. The County may delete or modify any of these standard provisions for a particular contract or purchase order by indicating a change in the special instructions or provisions. Any vendor accepting a purchase order award as the result of this request agrees that the provisions included within this Request for Quote shall prevail over any conflicting provision within any standard form contract of the vendor.
2. **SUBMISSION OF RESPONSES.** Responses must be submitted for quotes on-line via the Vendor Self Service system at <https://fultonvendorselfservice.co.fulton.ga.us/webapp/VSSPROD/Advantage>. Response to quotes must be received no later than 2:00 p.m. on the date indicated.
3. **AMENDMENTS TO THE REQUEST FOR QUOTE.** Any amendment to pricing is valid only if in writing and issued by the County.
4. **NON-COLLUSION.** Bidder certifies that this bid is made without prior understanding, agreement or connection with any other corporation, firm or person submitting a bid for the same work, labor or service to be done or the supplies, materials or equipment to be furnished and is in all respects fair and without collusion or fraud. Bidder further understands collusive bidding is a violation of state and federal law and can result in fines, prison sentences and civil damage awards. Bidder agrees to abide by all conditions of this bid and certifies that person signing is authorized to sign this bid or proposal for the bidder.
5. **CONFLICT OF INTEREST.** Vendor states that no County officer or employee, nor any business entity in which they have an interest: a) Has an interest in the contract awarded; b) Has been employed or retained to solicit or aid in the procuring of the resulting contract; c) Will be employed in the performance of such contract without immediate disclosure of such fact to the County.
6. **BASIS OF AWARD.** The County shall award to the overall lowest responsible and responsive vendor complying with the provisions of the Request for Quote. The following criteria may be considered by the County in selecting the most advantageous quote: a) Ability to perform the service required within the specified time; b) Conformance to specification; c) The quality of performance in previous contracts; d) Financial ability to perform the contract; e) Item pricing; f) vendor references. The County reserves the right to cancel the solicitation and to reject any or all quotes in whole or in part and is not bound to accept any quote if rejection of that quote is determined to be contrary to the best interest of the County.
7. **SAMPLES.** Samples of items when required, must be furnished free of expense to the County and upon request, be returned to the Vendor at the Vendor's expense. Samples of selected items may be retained for comparison purposes.
8. **NEW.** All items bid must be new. Used, rebuilt and refurbished items will not be considered unless specifically authorized by Fulton County in the written specifications.
9. **BRAND NAME SPECIFICATIONS AND APPROVED EQUIVALENTS.** Unless otherwise specified, manufacturer's names, trade names, brand names, information and/or catalog numbers listed in the specifications are intended only to identify the quality and characteristics desired. They are not intended to limit competition. The Vendor may offer any equivalent product which meets or exceeds the specifications. If quotations are based on equivalent products, the quote must: a) Indicate the alternate manufacturer's name and catalog number; b) Include complete descriptive literature and/or specifications; c) Include proof that the proposed equivalent will meet the specifications. The County reserves the right to be the sole judge of what is equal and acceptable to meet its needs in all respects. If Bidder fails to name a substitute, goods identical to the published standard must be furnished.
10. **INDEMNIFICATION.** Contractor/Vendor hereby agrees to release, indemnify, defend and hold harmless the County, it's Commissioners, officers, employees, subcontractors, successors, assigns and agents from and against any and all losses (including death), claims, damages, liabilities, costs and expenses (including but not limited to all actions, proceedings, or investigations in respect thereof and any outcome of any such action, proceeding, or investigation), caused by, relating to, based upon or arising out of any act or omission by

REQUEST FOR QUOTE 13RD88386B
5/13/2013 at 2:00 p.m. EST

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contractor, it's directors, officers, employees, subcontractors, successors, assigns or agents, or otherwise in connection with it's acceptance, of the performance, or nonperformance, of it's obligations under this agreements.

11. **TAXES.** Fulton County is exempt from the State of Georgia sales tax and exemption certificate will be furnished upon request.
12. **DELIVERY.** All prices must be FOB Destination, unloaded inside and assembled unless otherwise indicated.
13. **RIGHTS AND REMEDIES OF COUNTY FOR DEFAULT.** If any item furnished by the Vendor fails to conform to specifications, or to the sample submitted by the Vendor, the County may reject it. Upon rejection, the Vendor must promptly reclaim and remove such item without expense to the County, and shall immediately replace all such rejected items with others conforming to such specification and samples. If the Vendor fails to do so, the County has the right to purchase in the open market a corresponding quantity of any such items and to deduct from any monies due the Vendor the difference between the prices named in the purchase order and the actual cost to the County. If the Vendor fails to make prompt delivery of any item, the County has the right to purchase such item in the open market and to deduct from any monies due the Vendor the difference between the prices named in the purchase order and the actual replacement cost to the County. The rights and remedies of the County identified above are in addition to any other rights and remedies provided by law or under the purchase order.
14. **INVOICES AND PAYMENT TERMS.** Invoices are to be mailed to the County department specified on the resulting purchase order or master agreement. All invoices must include the purchase order number or master agreement number. Failure to comply may result in delayed payments. The County payment terms are Net 30 days unless a cash discount is allowed for payment within not less than twenty (20) days. The payment term shall begin on the date the merchandise is inspected, delivered and accepted by the County and the correct invoice is received in the office specified on the purchase order.
15. **LEGAL REQUIREMENTS.** Federal, State, County and local ordinances, rules and regulations, and policies shall govern development, submittal and evaluation of quote and disputes about quotes. Lack of knowledge by any Vendor about applicable law is not a defense.
16. **ASSIGNMENT.** Any purchase order awarded shall not be assignable by the Vendor without the express written approval of the County, and shall not become an asset in any bankruptcy, receivership or guardianship proceedings.
17. **REJECTION OF BID.** Bids may be considered irregular and may be rejected if they show omissions, alternations of form, additions not called for, conditions, limitations, unauthorized alternate bids or other irregularities of any kind. The County reserves the right to waive minor technicalities or irregularities of bid.
18. **TERMINATION.** In the event any of the provisions of the purchase order are violated, the County may serve written notice of its intention to terminate the purchase order. Such notice will state the reason(s) for such intention, and unless within ten (10) days after serving notice upon the contractor, such violation has ceased and satisfactory arrangements for correction made, the purchase order shall, upon expiration of ten (10) days, be terminated. Further, the County reserves the right to terminate for its convenience any purchase order in whole or in part upon giving thirty (30) days prior written notice to the other party.
19. **DEBARMENT.** If a Bidder is presently debarred, suspended, proposed for debarment, declared ineligible, or otherwise excluded from doing business with any government agency which prohibits your firm from participating in any procurement, the Bidder must provide the County with that information as part of its response to this solicitation. Failure to fully and truthfully provide the information required, may result in the disqualification of your bid from consideration or termination of the purchase order, once awarded.
20. **RIGHT TO PROTEST.** Any actual or prospective Bidder who is aggrieved in connection with a solicitation or award of a contract/purchase order must submit its protest in writing to the Director of Purchasing & Contract Compliance, 130 Peachtree St. S.W., Suite 1168, Atlanta, GA 30303. A protest must be submitted to the Director of Purchasing & Contract Compliance in writing within 14 days after such aggrieved entity knows or should have known of the solicitation, the award of contract/purchase order to another or other acts giving rise to a protest. An oral protest or a protest to an official, employee, user department, or other person apart from the Director of Purchasing does not comply with Fulton County Code Section 2-324 and does not toll the protest time period.

REQUEST FOR QUOTE 13RD88386B
5/13/2013 at 2:00 p.m. EST

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REQUEST FOR QUOTE SPECIFICATIONS
Quote Number: 13RD88386B
Opening Date: 5/13/2013 at 2:00 p.m. EST

Gideon Secure Fusion Suite Software Maintenance Modules: Secure Fusion Portal – Secure Fusion
Asset Discovery – 1 YR
Information Technology Department

1. DESCRIPTION

The Fulton County Department of Purchasing & Contract Compliance is soliciting quotes from qualified vendors to provide **Secure Fusion Suite Software Maintenance Modules: Secure Fusion Portal – Secure Fusion Asset Discovery – 1 YR** for the Information Technology Department from 6-1-13 to 5-31-14

2. CONTACT PERSON

Please contact Rodney E. Dority, Procurement Officer, at _____ or by e-mail rodney.dority@fultoncountyga.gov, with any procedural or technical questions. All questions should be submitted in writing to the Purchasing contact person. Any responses made by the County will be provided in writing to all Bidders by addendum. No verbal responses shall be authoritative.

You must be registered in the County's AMS System in order for the Department of Purchasing & Contract Compliance to issue your company a Purchase Order or to receive payments. If you are not a registered vendor you may access and complete the vendor application via the County's Vendor Registration website (www.fultonvendorseffservice.co.fulton.ga.us). You must provide a copy of your current Business License in order to complete the vendor registration process.

If your company is a registered vendor, you can respond to all quotes online and in real time on this website.

3. PRODUCT/SERVICE SPECIFICATIONS

4. Gideon Secure Fusion Suite Software Maintenance Modules

- a. Secure Fusion Portal
- b. Secure Fusion Asset Discovery

5. PRICING SHEETS

\$ _____ 1 year License and Maintenance of Above Modules
June 1, 2013 thru 5-31-14

6. SPECIAL CONDITIONS/INSTRUCTIONS

N/A

7. INSURANCE & RISK MANAGEMENT PROVISIONS

[Insurance only applies to service bids, do not insert in goods and commodity bids].

Appendix 10 – Meeting Invites from the Previous CIO to Reorganize the Department

Accepted on 9/10/2014 10:54 AM.

Organizer: Ficklin, Maurice

Subject: Zero Budget Meeting

Location: Office of the CIO 141 Pryor Street 9th Floor Government Center Tower Suite 9049 Atlanta, Ga 30303

Start time: Tue 9/23/2014 9:00 AM All day event

End time: Tue 9/23/2014 12:00 PM

Re: Discuss Zero Budget with Senior Staff 9-10-14

Budget Meeting - Meeting

FILE MEETING INSERT FORMAT TEXT REVIEW

Save & Close Delete Forward Appointment Scheduling Assistant Meeting Notes Accept Tentative Decline Propose New Time Respond Busy Tim

Actions Show Meeting Notes Respond Options

Organizer: Ficklin, Maurice

Subject: Budget Meeting

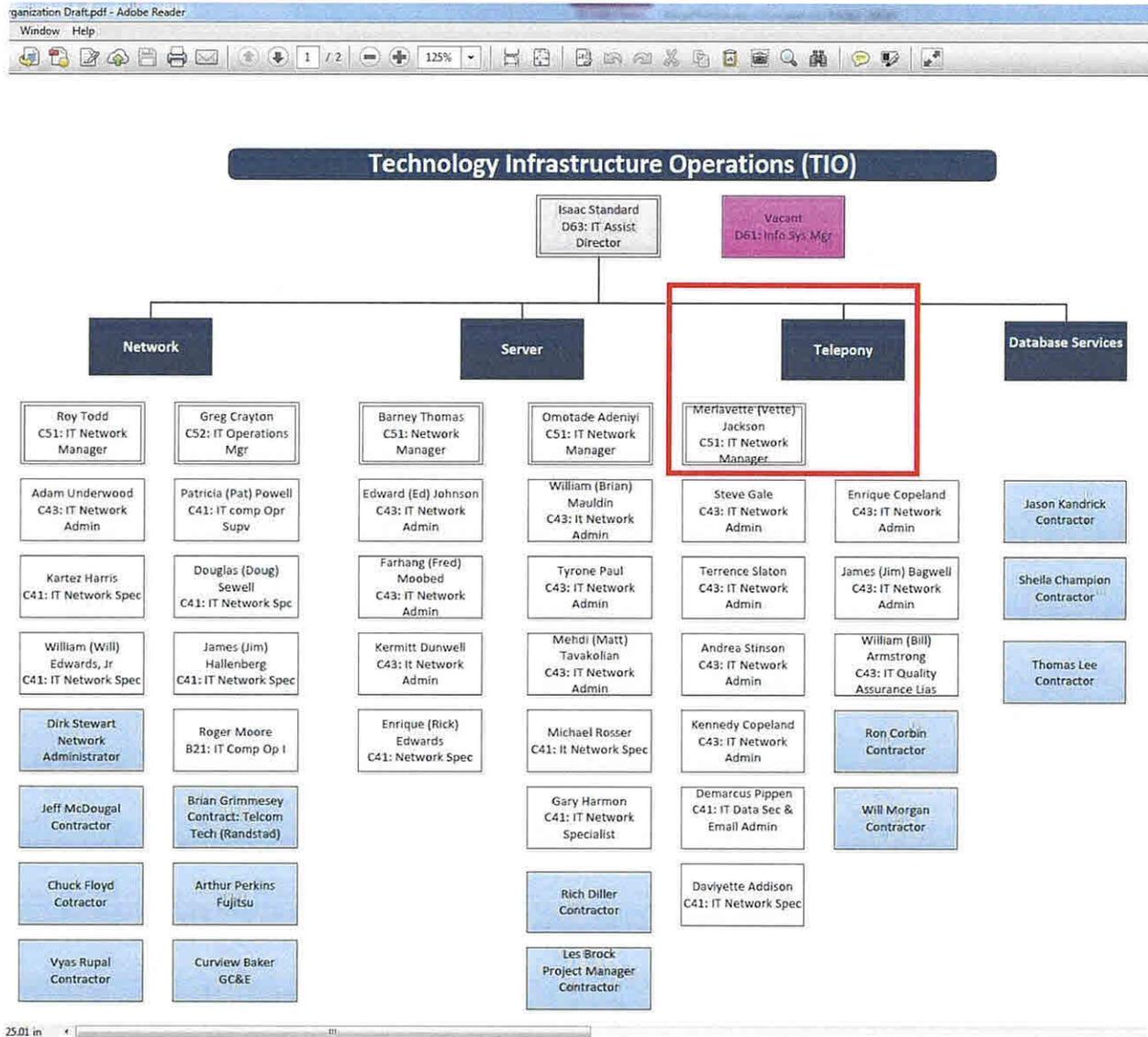
Location: Office of the CIO 141 Pryor Street 9th Floor Government Center Tower Suite 9049 Atlanta, Ga 30303

Start time: Tue 9/30/2014 9:00 AM All day event

End time: Tue 9/30/2014 12:00 PM

Re: Zero Based Budget meeting per CIO Maurice Ficklin 9-26-14

Appendix 11 – Previously Planned Org Chart by the Previous CIO on Subject Employee



Appendix 12 – Email from an Assistant Director with Performance Plan and Proposed Organizational Chart

