



## **ARIZONA BOARD OF FINGERPRINTING**

Post Office Box 6129 • Phoenix, Arizona 85005-6129  
Telephone (602) 265-0135 • Fax (602) 265-6240

### **DRAFT Minutes for Public Meeting**

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

#### **Board Members**

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

#### **Executive Director**

Matthew A. Scheller

### **I. CALL TO ORDER AND ROLL CALL**

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

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

### **II. CALL TO THE PUBLIC**

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

### **III. APPROVAL OF MINUTES FROM JANUARY 8, 2021**

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

### **IV. REVIEW PROPOSAL OF NEW DATABASE PROJECT**

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

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

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

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

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

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

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

## **V. ADJOURNMENT**

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

Minutes approved on \_\_\_\_\_, 2021

---

Matthew A. Scheller, Executive Director



# Arizona Board of Fingerprinting Memo

TO: Board Members  
FROM: Matthew A. Scheller  
Date: April 14, 2021  
**SUBJECT Database Enhancement Proposal**

---

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

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

## **Replacement System Requirements:**

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

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

**Requested Enhancements:**

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

**Recommendation:**

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

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

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

## Fee and Payment Schedule for MTX

### Milestones and Deliverables:

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

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

## Fee and Payment Schedule for MST Solutions

### Milestones and Deliverables:

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

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