



Boilers & Elevators Automation DAS, Division of Regulatory Compliance

JUNE 28, 2022

IT CAPITAL INVESTMENT REQUEST

- \$182,400
 - \$140,400 Implementation
 - \$ 42,000 Year 1 Subscription / Support
- For the implementation of a new customer portal on an existing back of house system.
- Transform existing manual payment (checks) and invoicing / certificate issuance (mailed paper) function into a 24-7-365 electronic service.
- Better serve the customers of DAS boiler and elevator/escalator safety teams.

PROJECT SUMMARY

- Software: “Jurisdiction Online” by CentralSquare
- Team currently uses back of house database by same vendor to manage registration of regulated equipment (boilers, elevators, escalators etc.) and the associated invoices, payments and certificates.
- Currently no electronic interface with customers – all human / manual.
- Proposal will add customer portal to replace human interface and eliminate manual processing of approximately 9,000 annual transactions.
- Implementation of SaaS solution will take approximately 6 months.
- Credit card transaction fees will be passed on to customer.

PROJECT STAKEHOLDER AND MANAGEMENT APPROACH

- Stakeholders (Internal):
 - DAS Boiler and Elevator Safety Code Teams
 - DAS Finance Division
- Stakeholders (External):
 - Customers – Property owners, property managers, contractors
- Lead agency – Department of Administrative Services:
 - Real Estate and Construction Service Division
 - Office of the State Building Inspector
- Management approach:
 - Project management – involve key stakeholders; regular assessment / report
 - Conflict resolution – frequent project meetings between client and vendor
 - Policy clarification – engagement with DAS legal, finance, procurement, BITS
 - Risk management – challenge assumptions, consult stakeholders

PROJECT BENEFITS

- Quantitative:
 - Fiscal: \$29,000 annual savings
Elimination of paper, envelopes, mailing costs and envelope stuffer lease
 - Time: 4,500 hours annually for 9,000 transactions
Manual processing of checks, and mailing of invoices and certificates
Across boiler and elevator safety teams, and DAS business office
- Qualitative:
 - Improve revenue collection
 - Make services available 24-7-365 for customers
 - Reduce errors and omissions of manual processes
 - Improve quality of work for employees

PROJECT MAJOR MILESTONES AND SCHEDULE

- Project duration: 26 weeks (6 months) - approximately
 - Milestone 1: 12 weeks
 - Milestone 2: 2 weeks
 - Milestone 3: 9 weeks
 - Milestone 4: 2 weeks
 - Milestone 5: 1 week
- Milestone payments:
 1. Kickoff; permitting; document management; insp. schedules; letters 20%
 2. Accounting 20%
 3. Portals (Boilers; Elevators) 20%
 4. UAT / Roll out preparation; training 20%
 5. Go live / acceptance 20%

PROJECT COSTS SUMMARY

- Implementation: **\$140,400**
 - Project implementation (technical): \$117,000
 - Project implementation (management): \$ 23,400

- Subscription / Support (FY23): **\$ 42,000**
 - Jurisdiction Online Permitting Annual Fee: \$ 6,000
 - Jurisdiction Online Portal (Boilers): \$ 18,000
 - Jurisdiction Online Portal (Elevators): \$ 18,000

- **Total FY23 cost:** **\$182,400**