

CRCOG Municipal Services

Service Sharing Offerings and Opportunities May 2019

2019-2020 On-Going Programs

CRPC

- Annual Bids (up to 20 bids per year)
- Energy Consortia (Reverse Auctions for Electricity, Natural Gas is on hold)
- ezIQC (Job Order Contracting)

IT Services Cooperative

- Regional Online Permitting
- Fiber Infrastructure (SERTEX)
- General IT Services (Novus Insights)
- CRCOG Data Center (includes Hosting Services / Disaster Recovery)
- Voice over Internet Protocol (VoIP)
- Cybersecurity Program (Services and Model Policies)

Statutory Functions

- Human Services Coordinating Council
- Regional Election Monitoring

HR-Portal

- Salary Survey and Reporting Module
- Model Documents
- Sample Document Library
- Interview Panel
- Time and Attendance Software (in Pilot)

Other On-Going Programs

- Crumbling Foundations Testing Program
- Regional Online GIS System
- Solid Waste/Materials Management (Central Connecticut Solid Waste Authority)
- Ad-Hoc Working Committee on Crumbling Foundations

2019-2020 Planned Projects / Activities

- E-Procurement system – Implementation
- Job Order Contracting Vendor RFP – preparation for transition in fall of 2020
- Time and Attendance implementation
- Electronic Document Management (moving to Program Mode and under IT Services)
- Implement updated ESRI based regional GIS System

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2019-2020 Potential Service Sharing Expansion Areas (NOT in order of priority)

- Tax Assessor Study / Program / Regional Assessment
- Human Resources / On-call HR Assistance
- Small Town Economic Development Assistance (contracted service)
- Data Management/Open Data Platform (potential ESRI Application)
- Financial/Payroll/ERP Systems
- Town Clerk Data
- Facilities Management/ Asset Management
- Customer Response Management (CRM) (front end and back end workflow)
- Direct Purchasing Assistance (perform function)
- Loan-a-Drone
- ESRI Demographic Data (community profiles)
- Charrette Facilitation
- Non-Tax Revenue Study (last completed in 2004)

Points for Consideration for New Projects

- Level of Difficulty (Ease of Implementation, Technical Considerations)
- Potential for Cost Savings
- Improvement of Service
- Political Will (Elected Officials, Public and Staff)
- Legal Considerations (Union Issues, Statutory Limitations)
- New vs. Existing Service
- Scalability (Statewide Scalable or Sub-Regional)
- Cost Avoidance