

**OFFICE OF TECHNOLOGY AND ADMINISTRATIVE SERVICES**

**FY2019**

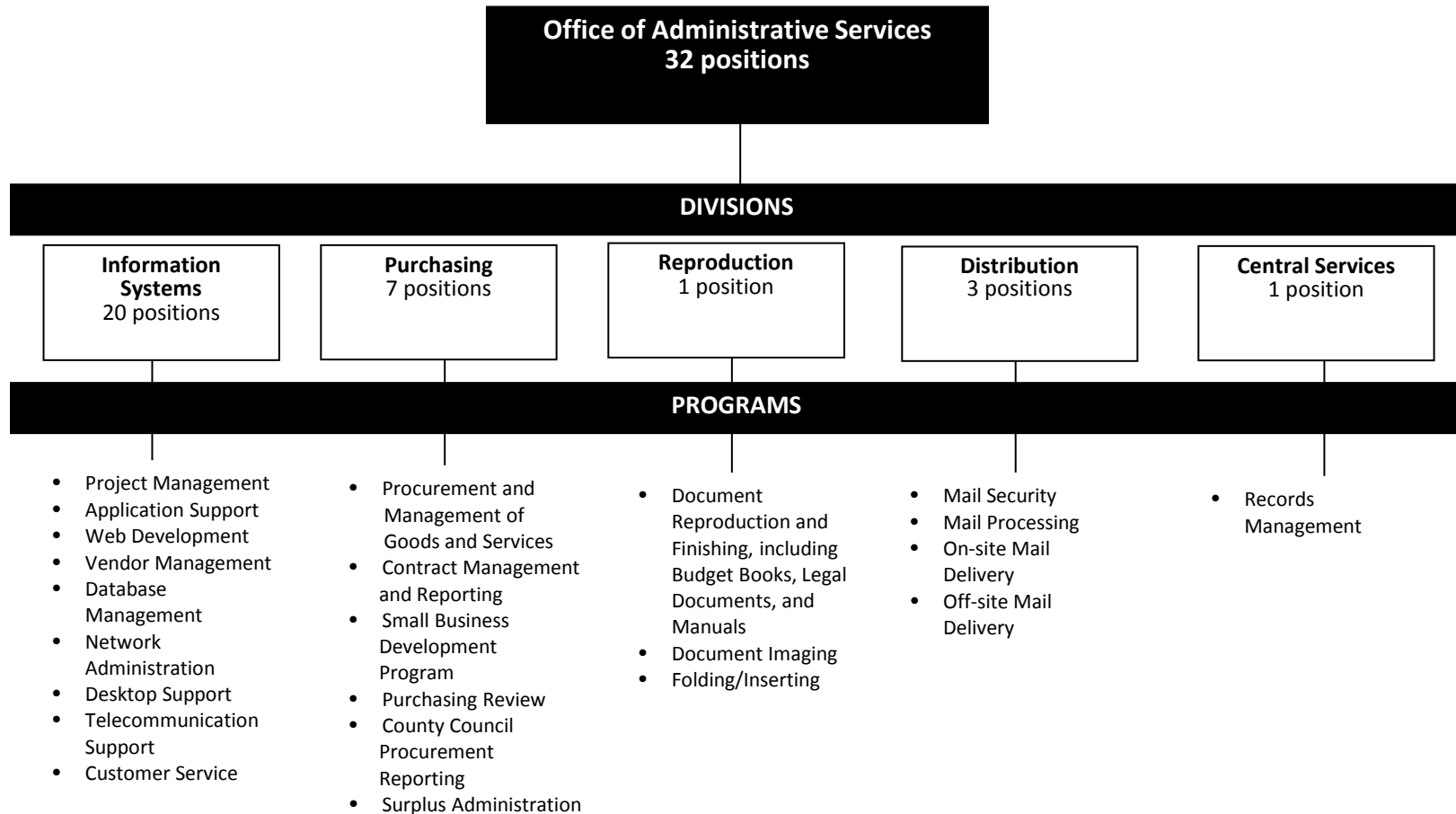
**RECOMMENDED BUDGET**

**TO COUNTY COUNCIL**

**NEW CASTLE COUNTY  
OFFICE OF TECHNOLOGY AND ADMINISTRATIVE SERVICES  
FY2019 ORGANIZATIONAL CHART**

**MISSION**

It is the mission of the Office of Technology and Administrative Services to improve workforce productivity and increase citizen's access to government services through extensive use of information technology and the internet, to further secure and enhance access to county documents and records, and to provide internal support, planning and guidance on procurement and technology matters enabling New Castle County Government to provide essential public services in an efficient and cost effective manner.





## NEW CASTLE COUNTY OFFICE OF TECHNOLOGY AND ADMINISTRATIVE SERVICES FY2018 ACCOMPLISHMENTS

### **Purchasing**

- Created a new bids.NCCDE.org website as a central repository for all procurement information and contract opportunities.
- Established a simple email notification process to allow citizens and businesses to be notified of bid opportunities.
- Worked with the Office of Finance to create a reference guide to assist other departments in understanding how to engage the Office of Procurement and our services.
- Revised our contract review and analysis procedure for renewal and bidding processes to ensure the County receives the best price for goods and services.
- Continued to support the departments in their efforts to reduce spending through identification, negotiation and management of the goods and services procured by the County.
- Expanded our use of State and Cooperative contracts to maximize savings for County departments.
- Worked diligently to expand our supplier diversity outreach efforts by participating in various events including, but not limited to, the monthly New Castle County Chamber of Commerce Open for Business event, the Procurement Technical Assistance Center events, various State of Delaware Office of Supplier Diversity programs, as well as by attending local business gathering and entrepreneurial events.
- Continue to maintain metrics on diversity and local suppliers and identify trends.
- Continue to deplete our surplus property utilizing GovDeals, our online auction service. Since inception in March 2010 through December 13, 2017, surplus has generated \$1,633,640. This is an increase of 10% over the previous fiscal year.
- Established a procedure to efficiently manage the surplus property process utilizing a sixty (60) day period to sell or dispose of surplus items, limiting the amount of excess property in our office storage facility.
- Held successful auctions for seized and abandoned property for the Department of Public Safety.
- Hosted a successful surplus property exchange for County departments to share and distribute unused surplus items

### **Reproduction and Distribution**

- Reviewed and modified the copier cross charges methodology allowing us to allocate the actual cost of services to each department based on incurred expenses.
- Designed and developed a plan to utilize network copiers to replace standalone printers throughout the County.
- Performed a detailed cost analysis of the print shop to determine the actual cost of operations. Based on the results of this analysis, we revised our pricing structure, creating a reduction in costs for reproduction services to be reflected in FY19 cross charges.
- Maintained security protocols for handling all county mail in accordance with USPS mail handling guidelines.



**NEW CASTLE COUNTY  
OFFICE OF TECHNOLOGY AND ADMINISTRATIVE SERVICES  
FY2018 ACCOMPLISHMENTS**

**Information Systems**

- Transitioned our core network connections between the four main sites to a Fiber-Optic backbone which doubled the speed while reducing costs.
- Replaced data archival storage solution to double capacity and increase speed for saving and retrieving files.
- Implemented new server failover technology to improve fault tolerance and disaster recovery between Public Safety and Government Center.
- Purchased new Internet security firewalls with advanced security protections.
- Implemented a new Fiber-Optic Internet solution that increased our connection speed 10 times while lowering our operating costs.
- Designed and procured a new Countywide area network solution that will create the first County wide-area network for all networked locations.
- Designing and implementing a new wireless network solution for all NCC buildings.
- Designed and procured a Unified Communications system (Phone system) to replace outdated and failing phone systems throughout the county.
- Conducted the first online benefits enrollment using our PeopleSoft application.
- Updated the County's website to improve usability and citizens access.
- Completed first-year of a phased solution to replace older outdated computers and laptops for employees. (5-year cycle)
- Implemented a strategy to review all IS contracts for support and maintenance to lower operating costs and leverage new technologies.

**Central Services**

- Continued to scan and transform old documents from various departments into our electronic archive system.
- Continued management of shredding a destruction schedules.
- Review off-site storage contracts to ensure only necessary documents are stored off-site.
- Implement a plan to utilize the State of Delaware archives facility to lower archival storage operational costs.



**NEW CASTLE COUNTY**  
**OFFICE OF TECHNOLOGY AND ADMINISTRATIVE SERVICES**  
**FY2019 GOALS**

**Purchasing**

- Create a procurement strategy that leverages more State and national contracts to increase County discounts, reduce the number of routine bid processes, and increase our supplier diversity.
- Continue to refine metrics that track savings, local suppliers, and diversity spend.
- Increase supplier diversity through increased communication and outreach events.
- Continue to reduce surplus and increase revenue by streamlining the process.
- Review our support services (mailroom, print shop) by identifying opportunity for improvement and efficiency.
- Maintain security protocols for mail room and mail handling in accordance with USPS mail handling guidelines.
- Review the intergovernmental service charges methodology on an annual basis to ensure cross charges accurately reflect services delivered and the cost of operation.

**Information Systems**

- Develop a technology plan to upgrade critical systems and infrastructures that support County operations.
- Increase the availability and reliability of technology systems while lowering long-term operating costs.
- Provide technology leadership, direction, and support in order to enable County departments to achieve their key goals and objectives.
- Become a collaborative business partner with all County departments so that they may better understand the value of information technology investments.
- Develop a plan to transition critical systems to cloud hosted solutions which will improve reliability and disaster recovery.



**NEW CASTLE COUNTY  
OFFICE OF TECHNOLOGY AND ADMINISTRATIVE SERVICES  
FY2019 CHALLENGES**

**Purchasing**

- Increase supplier diversity for goods and services contracts.
- Continue to explore additional outreach opportunities to increase vendor education on how to do business with New Castle County.
- Continue to refine metrics and track savings, local suppliers, and diversity spend.
- Continue to seek feedback from vendors to understand the vendor marketplace and the challenges therein.
- Ensure departments utilize centralized contracts for approved products and services.
- Continue to reduce surplus furniture by organizing and grouping items for favorable auction results keeping within the new established process timeline.

**Reproduction and Distribution**

- Continue to provide cross training within the Office of Administrative Services for Administrative Services Technicians.
- Maintain security protocols for mail room and mail handling in accordance with USPS mail handling guidelines.

**Information Systems**

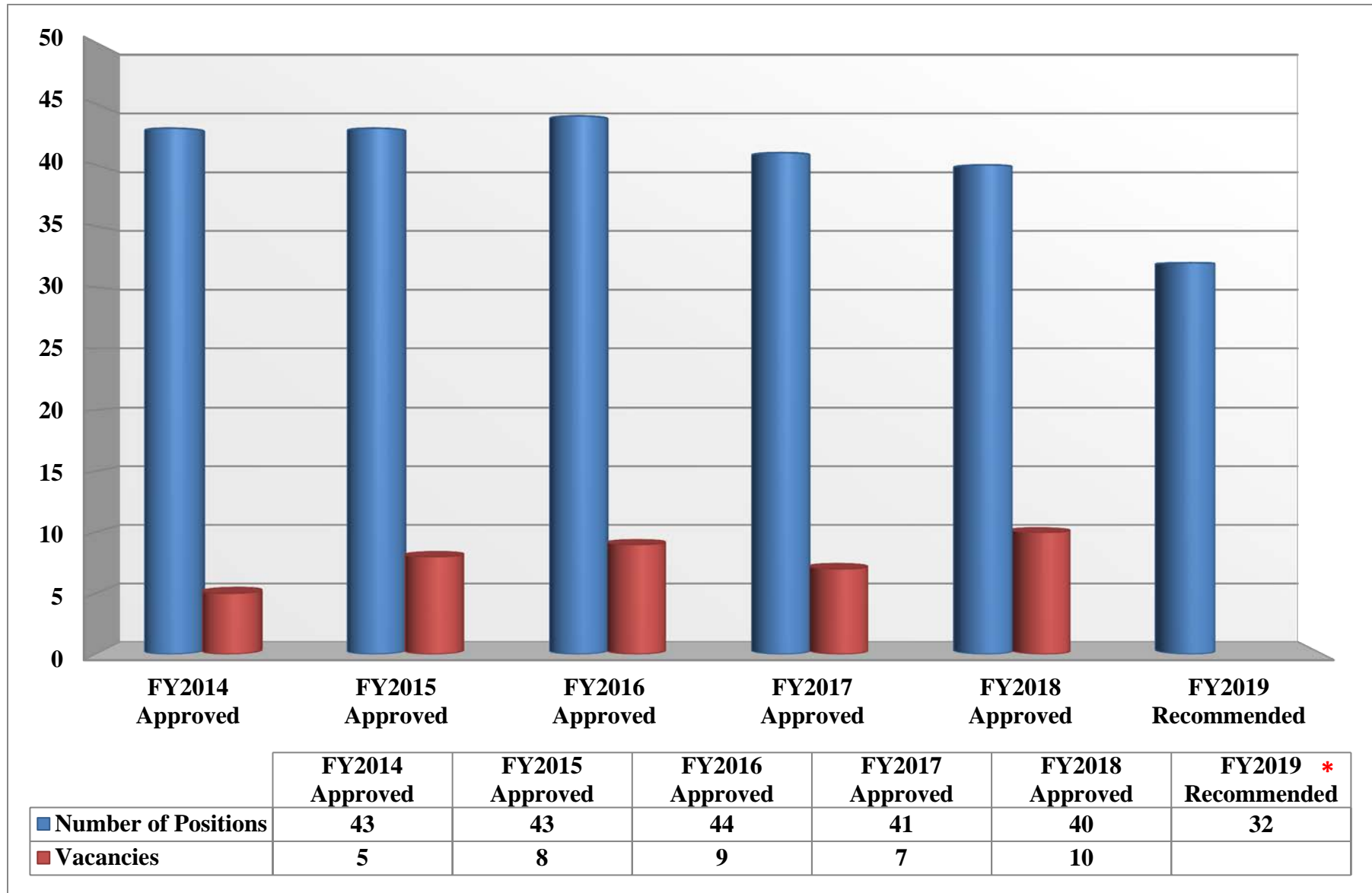
- Managing and responding to the ever-changing and increased number of cybersecurity threats.
- Implementing and configuring our new network hardware replacement systems with little to no outage of service to end users.
- Developing a plan and acquiring the resources to replace critical legacy applications (Tier, Hansen, fleet management application M4).
- Continue to replace inefficient manual processes with automated solutions.
- Continue to expand our use of existing PeopleSoft tools to increase online employee services.
- Implementing the new network and unified communications system (Phone System) before we experience a catastrophic failure.
- Minimizing disruption of County operations and citizen services during all planned major upgrades and project implementations.
- Managing the increased demand for file and email storage.
- Developing a plan and selecting an email cloud solution that minimizes operational impacts for employees and citizens.
- Providing system analysis back-up coverage for major applications used by County personnel.
- Providing 24/7 after hour technical help desk support coverage for the County.

**Central Services**

- Investing in transforming paper records to electronic documents and support electronic archiving solutions.
- Reduce the amount of paper records kept on-site and with our off-site storage vendor, thus reducing operational costs to store long-term physical documents off-site.
- The amount of physical records stored throughout the county is greater than the physical on-site storage capacity of centralized services.
- There is not a comprehensive strategic plan for enterprise document management.

## **POSITION OVERVIEW**

**NEW CASTLE COUNTY  
OFFICE OF TECHNOLOGY AND ADMINSTRATIVE SERVICES  
POSITION HISTORY**



\*Reflects transfer of 5 positions (GIS) to Land Use and 1 position (Purchasing Agent) to Public Works



**NEW CASTLE COUNTY  
OFFICE OF TECHNOLOGY AND ADMINISTRATIVE SERVICES  
FY2019 POSITION ADJUSTMENTS**

<b>INCREASE</b>	
<b>#</b>	<b>Position Title</b>
<b>0</b>	<b>TOTAL INCREASE</b>

<b>DECREASE</b>	
<b>#</b>	<b>Position Title</b>
1	Programmer Analyst (Recommended for deletion)
1	Information Systems Specialist (Recommended for deletion)
1	Purchasing Agent (Transfer to Public Works)
1	Geographic Information Systems Analyst (Transfer to Land Use)
1	Geographic Information Systems Coordinator (Transfer to Land Use)
2	Geographic Information Systems Technician (Transfer to Land Use)
1	Geographic Information System Specialist (Transfer to Land Use)
<b>8</b>	<b>TOTAL DECREASE</b>



**NEW CASTLE COUNTY  
OFFICE OF TECHNOLOGY AND ADMINISTRATIVE SERVICES  
CURRENT VACANCIES AS OF FEBRUARY 28, 2018**

<b>Position Title</b>	<b>Date Vacated</b>	<b>Fund Source</b>	<b>Comments</b>
<b>Information Services</b>			
Customer Services Specialist	11/3/2017	General	
Information Systems Specialist	9/2/2017	General	
Senior Office Assistant	8/12/2017	General	
Systems Analyst	7/12/2014	General	
Systems Analyst	12/31/2016	General	
Systems Analyst	1/2/2017	General	
Systems Analyst	1/2/2017	General	
Programmer Analyst	1/1/2011	General	Recommended for Deletion
Information Systems Specialist	6/30/2015	General	Recommended for Deletion
<b>Section</b>			
Geographic Information Systems Analyst	12/8/2017	General	
<b>Total Vacancies:</b>	<b>10</b>		
<b>Vacancy Rate:</b>	<b>25%</b>		

**NEW CASTLE COUNTY  
OFFICE OF TECHNOLOGY AND ADMINISTRATIVE SERVICES  
DIVERSITY SUMMARY FOR CY2017**

JOB CATEGORIES	NUMBER OF EMPLOYEES															Totals
	MALE							FEMALE								
	Hispanic or Latino	White (Non Hispanic or Latino)	Black or African American (Non Hispanic or Latino)	Asian (Non Hispanic or Latino)	Native Hawaiian or Other Pacific Islander (Non Hispanic or Latino)	American Indian or Alaska Native (Non Hispanic or Latino)	Two or More Races (Non Hispanic or Latino)	Hispanic or Latino	White (Non Hispanic or Latino)	Black or African American (Non Hispanic or Latino)	Asian (Non Hispanic or Latino)	Native Hawaiian or Other Pacific Islander (Non Hispanic or Latino)	American Indian or Alaska Native (Non Hispanic or Latino)	Two or More Races (Non Hispanic or Latino)		
Officials and Administrators																0
Professionals		8	1				1		3		1					14
Technicians		4	1						1							6
Paraprofessionals										2						2
Administrative Support									3	3						6
Skilled Craft Workers																0
Service-Maintenance																0
Certain Elected/Appointed Officials		1														1
<b>TOTAL</b>	<b>0</b>	<b>13</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>7</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>29</b>	

State and Local Government Information (EEO-4) Report Format: In advance of the September 30, 2017 deadline for filing the FY2017 EEO-4 Report, the Office of Human Resources implemented changes in ethnic group coding required by the Equal Employment Opportunity Commission (EEOC). In addition, job categories were reviewed on a county-wide basis, resulting in job category changes to approximately fifty (50) position titles.

Category	Males	Females	Total
# Total	16	13	29
% Total	55%	45%	100%
# Non White	3	6	9
% Non White	19%	46%	31%

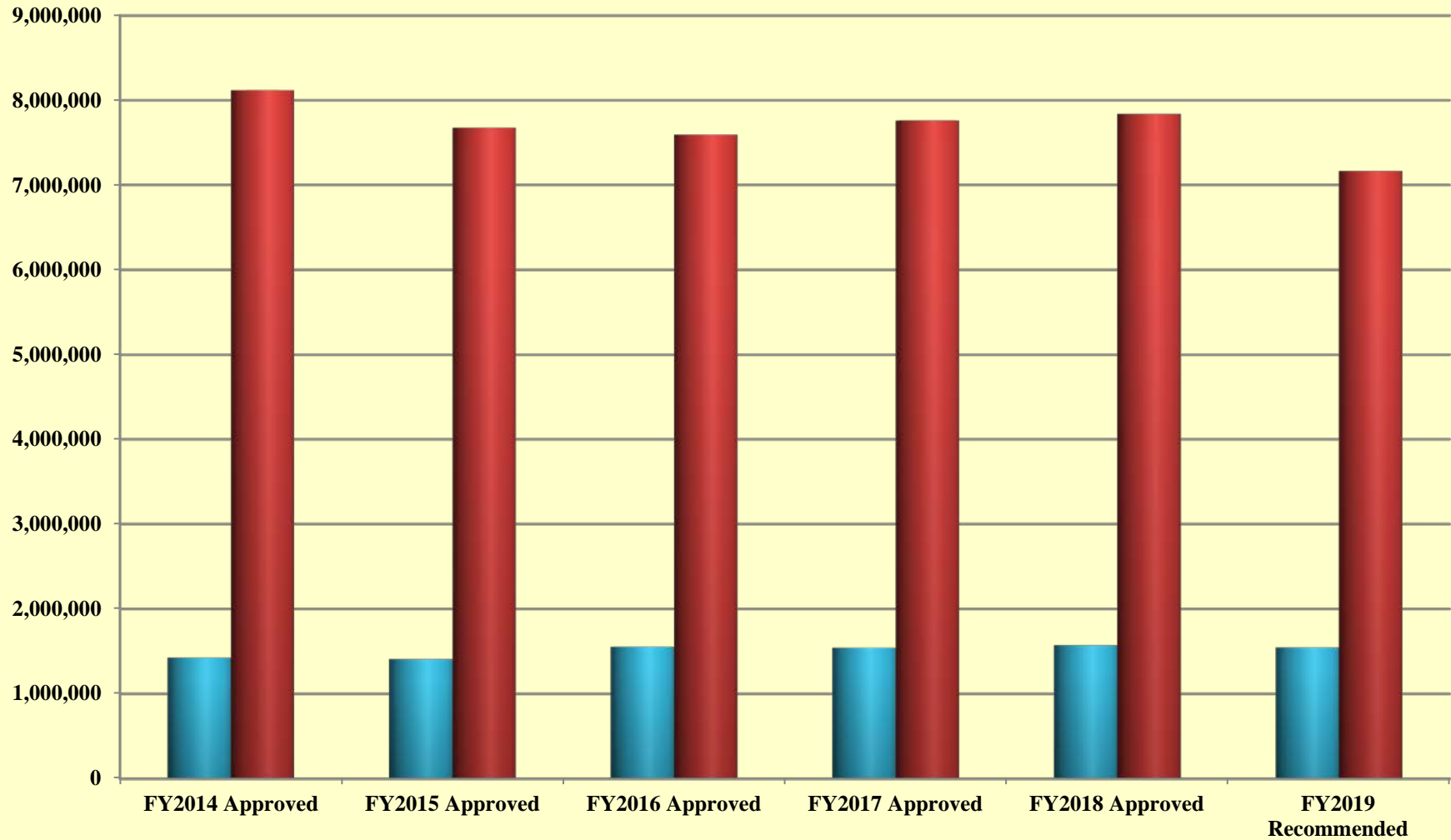
**NEW CASTLE COUNTY  
OFFICE OF TECHNOLOGY AND ADMINISTRATIVE SERVICES  
DIVERSITY SUMMARY FOR 2016-2014**

JOB CATEGORIES		NUMBER OF EMPLOYEES										
		Overall Totals (Sum of Col. B-K)	MALE					FEMALE				
			White (Not of Hispanic Origin)	Black (Not of Hispanic Origin)	Hispanic	Asian or Pacific Islander	American Indian or Alaskan Native	White (Not of Hispanic Origin)	Black (Not of Hispanic Origin)	Hispanic	Asian or Pacific Islander	American Indian or Alaskan Native
			A	B	C	D	E	F	G	H	I	J
Officials and Administrators	2016	0										
	2015	0										
	2014	0										
Professionals	2016	19	11	3	1			4				
	2015	18	10	3	1			4				
	2014	19	10	2	1			6				
Technicians	2016	4	1	1				1	1			
	2015	4	1	1				1	1			
	2014	5	2	1				1	1			
Paraprofessionals	2016	4						1	3			
	2015	4						1	3			
	2014	4						1	3			
Administrative Support	2016	5						2	3			
	2015	5						2	3			
	2014	4						2	2			
Skilled Craft Workers	2016	0										
	2015	0										
	2014	0										
Service-Maintenance	2016	0										
	2015	0										
	2014	0										
Certain Elected/Appointed Officials	2016	1		1								
	2015	1		1								
	2014	2	1	1								
TOTAL	2016	33	12	5	1	0	0	8	7	0	0	0
	2015	32	11	5	1	0	0	8	7	0	0	0
	2014	34	13	4	1	0	0	10	6	0	0	0

State and Local Government Information (EEO-4) Report Format

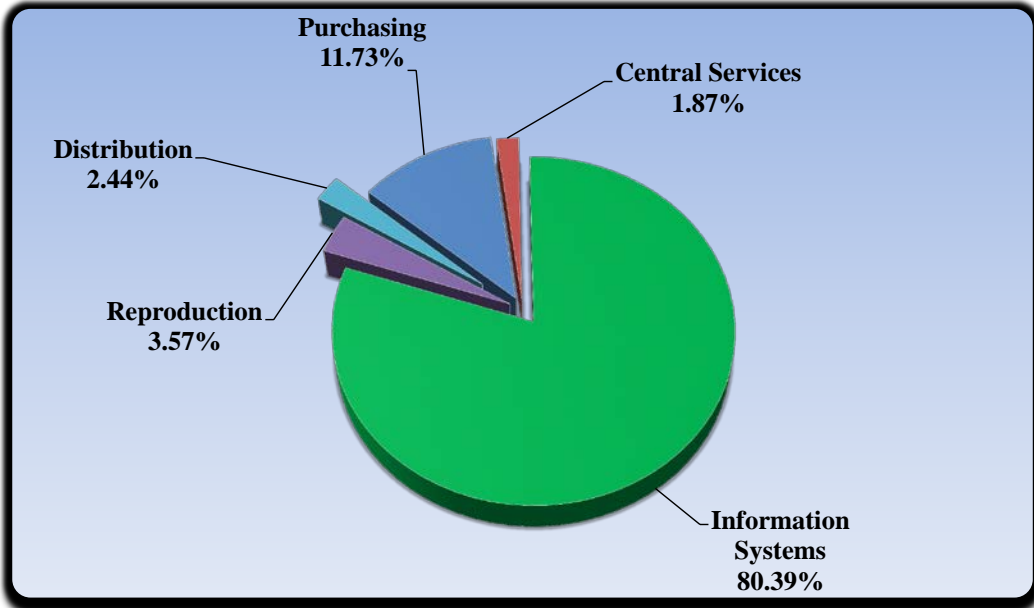
## **BUDGET OVERVIEW**

**NEW CASTLE COUNTY  
OFFICE OF TECHNOLOGY AND ADMINSTRATIVE SERVICES  
BUDGET HISTORY**



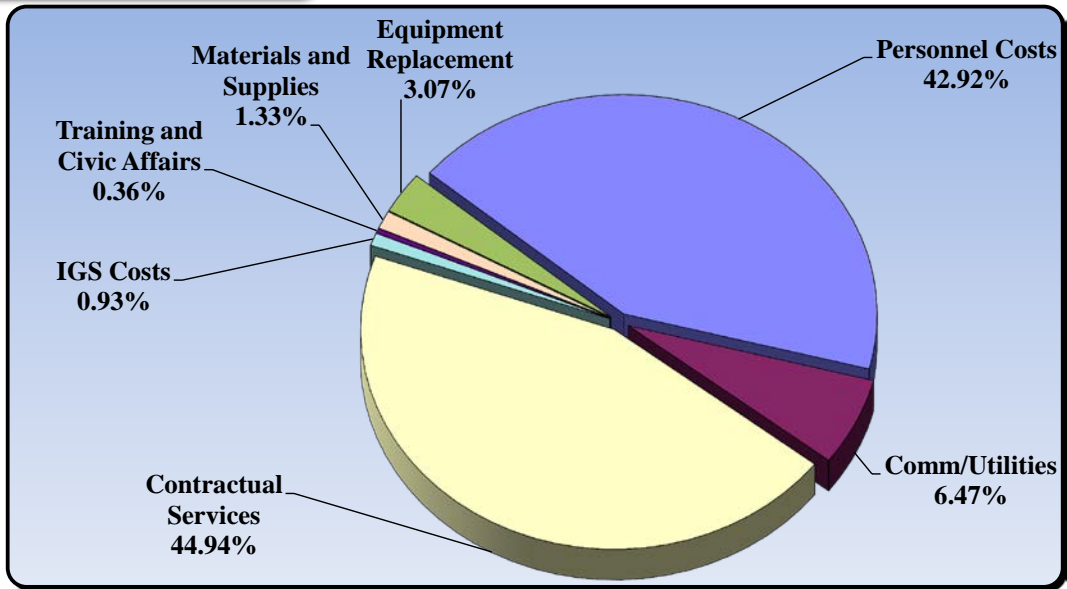
	FY2014 Approved	FY2015 Approved	FY2016 Approved	FY2017 Approved	FY2018 Approved	FY2019 Recommended *
Administrative Services	1,425,676	1,409,850	1,556,003	1,544,015	1,573,020	1,545,530
Technology	8,118,466	7,673,777	7,595,426	7,760,355	7,840,185	7,166,200

**NEW CASTLE COUNTY  
OFFICE OF TECHNOLOGY AND ADMINISTRATIVE SERVICES  
BUDGET OVERVIEW**



<u>Division</u>	<u>FY2019 Recommended</u>
Purchasing	\$ 1,022,112
Reproduction	\$ 310,711
Distribution	\$ 212,707
Information Systems	\$ 7,003,152
Central Services	\$ 163,048
<b>Total Budget:</b>	<b>\$8,711,730</b>
Less IGS Credits	\$ (7,293,059)
<b>Total Recommended Budget</b>	<b>\$1,418,671</b>

<u>Object Level</u>	<u>FY2019 Recommended</u>
Personnel Costs	\$ 3,738,715
Comm/Utilities	\$ 563,470
Contractual Services	\$ 3,914,774
IGS Costs	\$ 80,661
Training and Civic Affairs	\$ 31,060
Materials and Supplies	\$ 115,550
Equipment Replacement	\$ 267,500
<b>Total Budget:</b>	<b>\$8,711,730</b>
Less IGS Credits	\$ (7,293,059)
<b>Total Recommended Budget</b>	<b>\$1,418,671</b>



**NEW CASTLE COUNTY  
OFFICE OF TECHNOLOGY AND ADMINISTRATIVE SERVICES  
BUDGET SUMMARY**

	<b>FY2018 Approved</b>	<b>FY2019 Recommended</b>	<b>FY2018 Approved vs. FY2019 Recommended</b>	<b>% Increase/ (Decrease) over FY2018 Approved</b>
Salaries and Wages	\$2,820,507	\$2,347,834	(\$472,673)	-16.76%
Employee Benefits	\$1,585,275	\$1,390,881	(\$194,394)	-12.26%
Training and Civic Affairs	\$31,500	\$31,060	(\$440)	-1.40%
Communications/Utilities	\$658,900	\$563,470	(\$95,430)	-14.48%
Materials and Supplies	\$118,950	\$115,550	(\$3,400)	-2.86%
Contractual Services	\$3,887,674	\$3,914,774	\$27,100	0.70%
Equipment Replacement	\$220,000	\$267,500	\$47,500	21.59%
Intergovernmental Service Charges	\$90,399	\$80,661	(\$9,738)	-10.77%
<b>Subtotal:</b>	<b>\$9,413,205</b>	<b>\$8,711,730</b>	<b>(\$701,475)</b>	<b>-7.45%</b>
Intragovernmental Service Credits	(\$8,015,674)	(\$7,293,059)	\$722,615	-9.02%
<b>Total:</b>	<b>\$1,397,531</b>	<b>\$1,418,671</b>	<b>\$21,140</b>	<b>1.51%</b>



**NEW CASTLE COUNTY  
OFFICE OF TECHNOLOGY AND ADMINISTRATIVE SERVICES  
BUDGET DETAILS**

Object Level	FY2018 Approved	FY2019 Recommended	\$ Change	% Change
<b>Salaries and Wages:</b>	<b>\$2,820,507</b>	<b>\$2,347,834</b>	<b>(\$472,673)</b>	<b>-16.76%</b>
<ul style="list-style-type: none"> <li>• (\$472,673) decrease represents the reallocation of 1 Purchasing Agent to Public Works, 5 Geographic Information Systems employees to Land Use and the reduction of 2 full-time positions (Programmer Analyst and Information Systems Specialist) in Information Systems Section.</li> </ul>				
<b>Employee Benefits:</b>	<b>\$1,585,275</b>	<b>\$1,390,881</b>	<b>(\$194,394)</b>	<b>-12.26%</b>
<ul style="list-style-type: none"> <li>• Calculated based on employee benefit rates: 60.111% Full-Time; 10.922% Part-Time</li> </ul>				
<b>Training and Civic Affairs:</b>	<b>\$31,500</b>	<b>\$31,060</b>	<b>(\$440)</b>	<b>-1.40%</b>
<ul style="list-style-type: none"> <li>• (\$440) decrease is the reallocation of GIS to Land Use</li> <li>• Budget Includes: <ul style="list-style-type: none"> <li>○ Travel, Parking, Tolls, Tips, Meals \$2,380</li> <li>○ Conference, seminar fees and community events \$12,330</li> <li>○ Membership fees \$1,350</li> <li>○ Technical Training IS Staff \$15,000</li> </ul> </li> </ul>				
<b>Communication and Utilities:</b>	<b>\$658,900</b>	<b>\$563,470</b>	<b>(\$95,430)</b>	<b>-14.48%</b>
<ul style="list-style-type: none"> <li>• (\$95,430) decrease is a reallocation of funds to Contractual Services (\$47,500) and Equipment Replacement (\$47,500)</li> <li>• Budget Includes: <ul style="list-style-type: none"> <li>○ Telephone, Cellular, data circuits, air cards, internet services and Department-Wide data services \$555,670</li> <li>○ Postage and overnight express \$7,800</li> </ul> </li> </ul>				
<b>Materials and Supplies:</b>	<b>\$118,950</b>	<b>\$115,550</b>	<b>(\$3,400)</b>	<b>-2.86%</b>
<ul style="list-style-type: none"> <li>• (\$3,400) decrease is the reallocation of GIS to Land Use</li> <li>• Budget Includes: <ul style="list-style-type: none"> <li>○ Books, office supplies, photographic supplies \$16,130</li> <li>○ Clothing and Uniforms \$500</li> <li>○ Computer Supplies \$39,120</li> <li>○ Duplicating and Reproduction \$49,800</li> <li>○ Electrical Supplies \$10,000</li> </ul> </li> </ul>				

**NEW CASTLE COUNTY  
OFFICE OF TECHNOLOGY AND ADMINISTRATIVE SERVICES  
BUDGET DETAILS**

Object Level	FY2018 Approved	FY2019 Recommended	\$ Change	% Change
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<b>Contractual Services:</b>	<b>\$3,887,674</b>	<b>\$3,914,774</b>	<b>\$27,100</b>	<b>0.70%</b>
<ul style="list-style-type: none"> <li>• \$27,100 increase is the reallocation of funds from Communications and Utilities and the reallocation of GIS to Land Use.</li> <li>• Budget Includes: <ul style="list-style-type: none"> <li>○ Equipment Repairs \$15,150</li> <li>○ Radio &amp; Communications \$40,000</li> <li>○ Telephone Equipment \$167,000</li> <li>○ Service Contracts \$88,600</li> <li>○ Printing and related costs \$3,000</li> <li>○ Other Professional Services \$84,000</li> <li>○ Information technology Support Services \$1,161,764</li> <li>○ Duplicating and Reproduction \$178,000</li> <li>○ Other Equipment \$1,560</li> <li>○ Records Storage \$48,000</li> <li>○ Computer Software \$2,104,500</li> <li>○ Fire and Security \$15,000</li> <li>○ Car Wash Service \$100</li> <li>○ Advertising Services \$8,000</li> <li>○ Food Services \$100</li> </ul> </li> </ul>				

<b>Equipment Replacement:</b>	<b>\$220,000</b>	<b>\$267,500</b>	<b>\$47,500</b>	<b>21.59%</b>
<ul style="list-style-type: none"> <li>• \$47,500 increase is the reallocation of funds for Personal Computers (Previously purchased out of Capital)</li> <li>• Budget Includes: <ul style="list-style-type: none"> <li>○ Purchase of printers, servers, (&lt;\$5K each), computer software, and office equipment <ul style="list-style-type: none"> <li>- Computer Printers \$5,000</li> <li>- Computer Servers \$10,000</li> <li>- Computer Software \$80,000</li> <li>- Office Equipment \$5,000</li> <li>- Personal Computers \$167,500</li> </ul> </li> </ul> </li> </ul>				

<b>Intergovernmental Service Charges:</b>	<b>\$90,399</b>	<b>\$80,661</b>	<b>(\$9,738)</b>	<b>-10.77%</b>
<ul style="list-style-type: none"> <li>Information Systems - \$64,044 (decrease of \$8,742)</li> <li>Photocopies - \$9,681 (increase of \$4,681)</li> <li>Printing - \$2,600 (no change)</li> <li>Fleet - \$4,336 (decrease of \$5,677)</li> <li>**Reallocation of GIS Cross charges to Land Use contributes to savings**</li> </ul>				

**BUDGET BY OBJECT LEVEL 3**

NEW CASTLE COUNTY  
OFFICE OF TECHNOLOGY AND ADMINISTRATIVE SERVICES  
BUDGET BY OBJECT LEVEL 3

Object Level 1	Object Level 3	Administrative Services			Technology		FY2019 Recommended
		Purchasing	Reproduction	Distribution	Information Systems	Central Services	
11 Salaries & Wages	1001 Salaries & Wages-Permanent	\$ 554,941	\$ 43,646	\$ 120,206	\$ 1,514,405	\$ 67,714	\$2,300,912
	1002 Salaries & Wages-Part-Time	\$ 20,514	\$ -	\$ -	\$ -	\$ -	\$20,514
	1004 Salaries & Wages-Temporary	\$ -	\$ -	\$ -	\$ 21,008	\$ -	\$21,008
	1008 Salaries & Wages-Overtime	\$ 400	\$ -	\$ -	\$ 5,000	\$ -	\$5,400
<b>11 Salaries &amp; Wages Total</b>		<b>\$ 575,855</b>	<b>\$ 43,646</b>	<b>\$ 120,206</b>	<b>\$ 1,540,413</b>	<b>\$ 67,714</b>	<b>\$2,347,834</b>
15 Employee Benefits	1500 Emp. Bene.-Regular Overhead	\$ 333,581	\$ 26,236	\$ 72,257	\$ 910,324	\$ 40,703	\$1,383,101
	1510 Emp. Bene.-Premium Overhead	\$ 240	\$ -	\$ -	\$ 3,005	\$ -	\$3,245
	1520 Emp. Bene.-Part time	\$ 2,240	\$ -	\$ -	\$ 2,295	\$ -	\$4,535
<b>15 Employee Benefits Total</b>		<b>\$ 336,061</b>	<b>\$ 26,236</b>	<b>\$ 72,257</b>	<b>\$ 915,624</b>	<b>\$ 40,703</b>	<b>\$1,390,881</b>
22 Training/Civic Affairs	2004 Mileage Reimbursements	\$ 360	\$ -	\$ -	\$ 320	\$ -	\$680
	2005 Tolls	\$ 100	\$ -	\$ -	\$ 50	\$ -	\$150
	2006 Parking Fees	\$ 300	\$ -	\$ -	\$ 350	\$ -	\$650
	2007 Tips, ATM charges, misc. expense	\$ 50	\$ -	\$ -	\$ -	\$ -	\$50
	2020 Meals	\$ 650	\$ -	\$ -	\$ 200	\$ -	\$850
	2101 Conference Fees	\$ 600	\$ -	\$ -	\$ 2,230	\$ -	\$2,830
	2102 Seminar Fees	\$ 500	\$ -	\$ -	\$ 6,000	\$ -	\$6,500
	2103 Trainers Fees	\$ -	\$ -	\$ -	\$ 15,000	\$ -	\$15,000
	2301 Membership Dues	\$ 1,200	\$ -	\$ -	\$ -	\$ 150	\$1,350
	2315 Community Event	\$ 3,000	\$ -	\$ -	\$ -	\$ -	\$3,000
	<b>22 Training/Civic Affairs Total</b>		<b>\$ 6,760</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 24,150</b>	<b>\$ 150</b>
23 Comm/Utilities	3100 Postage	\$ 6,050	\$ -	\$ -	\$ 300	\$ -	\$6,350
	3110 Overnight Express	\$ 250	\$ -	\$ -	\$ 1,200	\$ -	\$1,450
	3200 Telephone Service	\$ 1,743	\$ -	\$ -	\$ 10,000	\$ 127	\$11,870
	3204 Telephone - Local Data Services	\$ -	\$ -	\$ -	\$ 117,000	\$ -	\$117,000
	3210 Cellular Telephone Service	\$ 1,850	\$ -	\$ -	\$ 9,500	\$ -	\$11,350
	3211 Cellular/Wireless Data Svc - Police	\$ -	\$ -	\$ -	\$ 274,000	\$ -	\$274,000
	3212 Cellular/Wireless Data Svc - Dept.-wide	\$ 1,450	\$ -	\$ -	\$ 54,000	\$ -	\$55,450
	3220 Data Circuits - Internet	\$ -	\$ -	\$ -	\$ 86,000	\$ -	\$86,000
<b>23 Communication/Utilities Total</b>		<b>\$ 11,343</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 552,000</b>	<b>\$ 127</b>	<b>\$563,470</b>
24 Materials/Supplies	4000 Books and Subscriptions	\$ 500	\$ -	\$ -	\$ -	\$ -	\$500
	4001 Clothing and Uniforms	\$ -	\$ 125	\$ 275	\$ -	\$ 100	\$500
	4101 Office Supplies	\$ 1,930	\$ 2,500	\$ 5,000	\$ 4,500	\$ 200	\$14,130
	4102 Photographic Supplies	\$ -	\$ -	\$ -	\$ 1,500	\$ -	\$1,500
	4103 Duplicating & Reproduction Supplies	\$ -	\$ 49,500	\$ -	\$ -	\$ 300	\$49,800
	4104 Computer Supplies	\$ -	\$ -	\$ -	\$ 39,000	\$ 120	\$39,120
	4221 Electrical Supplies	\$ -	\$ -	\$ -	\$ 10,000	\$ -	\$10,000
<b>24 Materials/Supplies Total</b>		<b>\$ 2,430</b>	<b>\$ 52,125</b>	<b>\$ 5,275</b>	<b>\$ 55,000</b>	<b>\$ 720</b>	<b>\$115,550</b>
25 Contractual Services	5101 Equipment Repairs	\$ 700	\$ 5,000	\$ 1,450	\$ 8,000	\$ -	\$15,150
	5102 Radio & Communications Repairs	\$ -	\$ -	\$ -	\$ 40,000	\$ -	\$40,000
	5103 Telephone Equipment Repairs	\$ -	\$ -	\$ -	\$ 167,000	\$ -	\$167,000
	5200 Service Contracts-Other	\$ -	\$ 2,600	\$ -	\$ -	\$ -	\$2,600
	5201 Service Contracts-Computers	\$ -	\$ -	\$ -	\$ 86,000	\$ -	\$86,000
	5300 Printing & Related Costs	\$ 3,000	\$ -	\$ -	\$ -	\$ -	\$3,000
	5406 Other Professional Services	\$ 24,000	\$ -	\$ -	\$ 60,000	\$ -	\$84,000
	5409 Info System Support Services/Fees	\$ -	\$ -	\$ -	\$ 1,161,764	\$ -	\$1,161,764
	5502 Dupl. & Reprod. Equip. Rental	\$ -	\$ 178,000	\$ -	\$ -	\$ -	\$178,000
	5504 Other Equipment & Property Rental	\$ -	\$ -	\$ 1,560	\$ -	\$ -	\$1,560
	5505 Records Storage	\$ -	\$ -	\$ -	\$ -	\$ 48,000	\$48,000
	5710 Computer Software Maint. Contracts	\$ -	\$ -	\$ -	\$ 2,104,500	\$ -	\$2,104,500
	5736 Fire and Security Services	\$ -	\$ -	\$ -	\$ 15,000	\$ -	\$15,000
	5740 Car Wash Service	\$ -	\$ -	\$ 100	\$ -	\$ -	\$100
5800 Advertising Services	\$ 8,000	\$ -	\$ -	\$ -	\$ -	\$8,000	
5810 Food Services	\$ -	\$ -	\$ -	\$ 100	\$ -	\$100	
<b>25 Contractual Services Total</b>		<b>\$ 35,700</b>	<b>\$ 185,600</b>	<b>\$ 3,110</b>	<b>\$ 3,642,364</b>	<b>\$ 48,000</b>	<b>\$3,914,774</b>
26 Equipment	6100 Personal Computers	\$ -	\$ -	\$ -	\$ 167,500	\$ -	\$167,500
	6101 Computer Printers <\$5,000	\$ -	\$ -	\$ -	\$ 5,000	\$ -	\$5,000
	6102 Computer Servers <\$5,000	\$ -	\$ -	\$ -	\$ 10,000	\$ -	\$10,000
	6108 Computer Software	\$ -	\$ -	\$ -	\$ 80,000	\$ -	\$80,000
	6160 Office Equipment <\$5,000	\$ -	\$ -	\$ -	\$ 5,000	\$ -	\$5,000
<b>26 Equipment Total</b>		<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 267,500</b>	<b>\$ -</b>	<b>\$267,500</b>
30 IGS Charges	5900IS Contract-Data Processing	\$ 48,524	\$ 3,104	\$ 9,312	\$ -	\$ 3,104	\$64,044
	5901IS Contract-Photocopies	\$ 3,989	\$ -	\$ -	\$ 3,312	\$ 2,380	\$9,681
	5902IS Contract-Printing & Dupl.	\$ 1,450	\$ -	\$ -	\$ 1,000	\$ 150	\$2,600
	5904IS Fleet	\$ -	\$ -	\$ 2,547	\$ 1,789	\$ -	\$4,336
<b>30 IGS Charges Total</b>		<b>\$53,963</b>	<b>\$3,104</b>	<b>\$11,859</b>	<b>\$6,101</b>	<b>\$5,634</b>	<b>\$80,661</b>
<b>32 IGS Credits Total</b>		<b>\$0</b>	<b>(\$265,960)</b>	<b>\$0</b>	<b>(\$7,027,099)</b>	<b>\$0</b>	<b>(7,293,059)</b>
<b>Grand Total</b>		<b>\$1,022,112</b>	<b>\$44,751</b>	<b>\$212,707</b>	<b>(\$23,947)</b>	<b>\$163,048</b>	<b>\$1,418,671</b>

**CONTRACTUAL SERVICES DETAIL**

**NEW CASTLE COUNTY  
OFFICE OF TECHNOLOGY AND ADMINISTRATIVE SERVICES  
CONTRACTUAL SERVICES DETAIL**

OCA	OCA Title	Object Level	Object Level 3 Title	FY2019 Recommended Budget	Explanation
<b>Purchasing</b>					
030401	Purchasing	5101	Equipment Repairs	\$ 700	Fax repairs
		5300	Printing and Related Costs	\$ 3,000	Printing of envelopes, business cards, etc.
		5406	Other Professional Services	\$ 24,000	Government Center café subsidy
		5800	Advertising	\$ 8,000	Advertise bids in News Journal
			<b>Total</b>	<b>\$35,700</b>	
<b>Central Services</b>					
030402	Central Services	5505	Records Storage	\$ 48,000	Offsite storage at Iron Mountain
			<b>Total</b>	<b>\$48,000</b>	
<b>Information Systems</b>					
030404	Information Systems	5101	Equipment Repairs	\$ 8,000	Equipment repairs
		5102	Radio & Communications Repairs	\$ 40,000	Police radio maintenance
		5103	Telephone Equipment	\$ 167,000	Telephone system maintenance
		5201	Service Contract	\$ 86,000	Scanner/Printer maintenance
		5406	Other Professional Services	\$ 60,000	Wireless support services
		5409	IS Support Services/Fees	\$ 1,161,764	Contractor Services
		5710	Software Maintenance	\$ 207,014	Info Public Sector (Hansen)
				\$ 209,653	Cogsdale (TIER)
				\$ 53,000	Document Technology Systems (Recorder of Deeds Software)
				\$ 62,500	Environmental Systems Research Institute (ARCGIS)
				\$ 36,750	N Harris Corporation (I Novah/Cashiering Software)
				\$ 32,247	AssetWorks (Fleet Focus M4 special Services)
				\$ 1,503,336	Other Software Maint. Contracts
		5736	Fire and Security Services	\$ 15,000	
		5810	Food Services	\$ 100	
			<b>Total</b>	<b>\$ 3,642,364</b>	
<b>Reproduction</b>					
030420	Reproduction	5101	Equipment Repairs	\$ 5,000	Equipment repairs for machinery in print shop
		5200	Service Contracts - Other	\$ 2,600	Service contracts for folding machine maint.
		5502	Dupl. & Reprod. Equip. Rental	\$ 178,000	Lease of copiers County-wide
			<b>Total</b>	<b>\$185,600</b>	
<b>Distribution</b>					
030422	Distribution	5101	Equipment Repairs	\$ 1,450	Repairs to mail machine not covered by contract
		5504	Other Equip & Prop Rental	\$ 1,560	Mail meter rental
		5740	Car Wash Service	\$ 100	Mail truck
			<b>Total</b>	<b>\$3,110</b>	
<b>Total Contractual Services</b>				<b>\$3,914,774</b>	

## **FEE SCHEDULE**

**NEW CASTLE COUNTY  
OFFICE OF TECHNOLOGY AND ADMINISTRATIVE SERVICES  
FEE SCHEDULE**

Item	Object Code	Revenue Source	Current Fee	Proposed Fee	Last Increase MM/YY	FY2018 Projected Revenue	FY2019 Projected Revenue	Comparable Fees	Comments
1	242	Photocopies	.50 per page	\$0.51	July 2008	\$ 3,500.00	\$ 5,000.00		030401 - Copies made in the Recorder of Deeds Research Library. Cost set by Recorder of Deeds.
2	970	Sale of Assets				\$ 5,000.00	\$ 20,000.00		030401 - GovDeals sales for items such as office furniture, office supplies and other items.
3	970	Sale of Assets				\$ 15,503.00	\$ 5,000.00		030404 - GovDeals sales for items such as PC's, printers, monitors and other parts.
4									
5									
6									
7									
8									
9									
10									
11									
12									