MEMORANDUM

TO: MIS Citizen Advisory Committee

FROM: Lori Helle, Director of Finance and Administration

DATE: March 19, 2008

SUBJECT: MIS Citizen Advisory Committee Meeting

The MIS Citizen Advisory Committee met on Tuesday, March 18, 2008. Those in attendance included Scott Berlinger, Chuck Forgue, John Selestak, Barry Gross, Paul Fields and Council Liaison Dan Hurt. Staff in attendance included Director of Finance and Administration Lori Helle and Information Technology Manager Matt Haug. The meeting was called to order by 5:15 p.m.

Scott Berlinger began the meeting by asking everyone to introduce themselves since the City had two new employees in attendance.

Chuck Forgue asked why everyone was called to this meeting? Matt Haug stated that he had a company come in to help determine what the City needed in regards to the City's web page. The company "Captiva" stated that it would be most cost effective to bid from scratch rather than updating the existing site. They also recommended breaking the process into two phases as it was impossible to accurately bid Phase II without knowing exactly what Phase I involved. The primary objective would be to develop focus groups so that the company hired could figure out what it is that the City really needed in regards to their web page. The City wants to add a shopping cart to allow outsiders to do business via the website, allow each department to manage their own division with ease, allow the City to maintain GroupWise Calendar and Novel Quickfinder, allow all users to navigate with greater ease, allow everyday information to get out quicker to the users, among many other things.

Matt Haug stated that he published and mailed and RFP for Web Design to several vendors, and then narrowed the selection down to three for the committee to review. NexOps was the lowest bid, but was located in NY and outsourced to Pakinstan. Captiva was located in St. Louis and was the second lowest bid. Confidus Group was the third

lowest bid. All bids, however, were over the amount that was originally budgeted in FY2008 ($24,000).

John Selestak asked why we weren't looking at a ".net" like LOGOS. Matt Haug stated the city is currently utilizing a Linux, Apache, & MySQL (LAMP) and that is the current roadmap. LOGOS has an online portal product that will be going online in 2008. A .Net solution would also be more costly due to additional licensing.

John Selestak asked if there were any state statutes or City ordinances that forces the City to hire a local vendor. The answer was, "no, the City does not have to pick a local vendor".

Dan Hurt asked what originated this RFP? Matt stated that there was a need from the public and in-house (60/40% respectively).

Dan Hurt asked how specifically it was going to benefit the public? The following five things are the issues that will be addressed when updating the City's web site:

1. Finding content—navigation, answering citizen's questions
2. Provide additional things to the public
    a) Shopping Cart for Garden Tour, Incubator Plus, etc.
    b) List Server
    c) License Applications—on-line applications
    d) Job Postings
3. Decentralized content management—will allow city staff to get information out quicker—expedite content with the public
4. More efficient use of staff time
5. Interaction with citizens—such as trash information—simplify public interaction

Several expressed concerns with NexOps because of its involvement outside the country and why it was so much less than all the other vendors—will they be adding costs as the project as it progresses? Are there issues with confidential information being in the hands of those in another country? Probably not, but we don't really know.

Several advantages with going with Captiva—they're local, they won't want negative publicity because they are local, there was a warm-and-fuzzy feeling when Matt Haug met with them, etc.

Dan Hurt stated that a contingency needed to be built in—probably $40,000. The Council needed to be made aware of the situation because only $24,000 was budgeted. As citizens and committee members, the Council will respond favorably to the Committee's recommendation because they are the experts (City IT Staff are EXPERTS AS WELL).

The consensus was to break the project down into two Phases (a Discovery Phase and a Development Phase) and to use Captiva, but to get the following questions addressed before preceding with Phase I:

- How much training will be provided?
- What are the out-of-pocket costs?
- What are the costs and payment terms?
- What is the scope perspective?
- What is the warranty (include definition and terms)?
- What is the response time to questions?
- Provide a copy of the agreement with definitions?
- Do we own the document?
- Can Phase I and II be broken up?
- How many design options?

A motion was made by Scott Berlinger and seconded by Paul Fields for Matt Haug to proceed with Phase I (not to exceed $10,000) using Captiva. The motion passed unanimously.

The meeting was adjourned at 8:45 p.m.