

CITY OF BURTON
COUNCIL OF THE WHOLE WORKSHOP MINUTES
JULY 1, 2013 AT 6:00 P.M., COUNCIL CHAMBERS
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Council President Tom Martinbianco called the Council Workshop to order at 6:00 p.m.

MEMBERS PRESENT: Martinbianco, Haskins, O'Keefe, Ellenburg, Wells, Smith and Heffner.

MEMBERS ABSENT: None.

OTHERS PRESENT: S. Warren, Human Resource / Labor Relations, and J. Adams, City Clerk.

PURPOSE OF THE WORKSHOP: Presentation and discussion regarding I.T. services.

PRESENTATION:

Mr. Smith said we currently have our I.T. under contract but that doesn't stop us from looking into other options for the future. He spoke to Dan Egleston of I.T. Right, who gave him a synopsis of what they are capable of doing. They service more than 400 municipalities and work with BS&A as a specialty, as well as websites. He said we also have Jeff Allen from C.T.I. to discuss how we can move forward with our I.T. services.

Mr. Martinbianco asked if they are looking for guidance regarding putting together an RFQ or RFP or just looking at what these companies can do.

Mr. Smith said we are trying to figure out if we would be better off to bring in a company as opposed to an individual to help the I.T. Department.

Randy Allen, of I.T. Right, said they have been in business for 14 years. They are a full service network consulting firm. They keep their focus on local and county government and don't get involved with private firms or at the State level. The Network Support and Service plan is the unlimited support plan and the most popular plan they offer. They give 24/7, 365 days a year support at a set price. We offer an hourly rate at \$135 an hour and have black hours that could be purchased. The unlimited plan covers everything but Network expansion. This moves the City from a reactive environment to a proactive one. They return service requests within 20 minutes of an email or phone call. They are very comfortable in the Clerk's and Treasurer's office and not only do they know when to be there, but when not to be there.

Joel Herring, 5479 Lapeer Rd., of C.T.I. said they are a full telecommunications and I.T. support company. They offer 24/7 technical support from ground zero up. They offer onsite, hands-on support with the customer as well as remote support. They offer telecommunications built into the I.T. side. They support multiple companies throughout the Burton area, as well as Michigan.

Jeff Allen of C.T.I. said they offer 24/7 network monitoring, device monitoring and support. They have partnered with Atomic 8 Ball, which is a company out of San Diego, for webhosting. They do offsite data backup.

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COUNCIL DISCUSSION:

Mr. Martinbianco said he is more concerned about the software than the hardware.

Mrs. Ellenburg asked about their security.

Randy Allen said they come in with the best suggestions, but the customer has the final say.

Joel Herring said there is a fine line between security and accessibility, but the ultimate choice is left to the customer.

Mr. Smith asked C.T.I. if they work with BS&A.

Jeff Allen said they currently work with Fenton and have worked with Imlay City, Holly and Davison. As far as BS&A is concerned, he is not sure how much experience they have had.

Mr. Smith asked the companies to explain how they are different from each other.

Randy Allen said the key difference is they focus on government which has kept them on top of what is going on. They just picked up Montrose and Davison and other jurisdictions in this corridor. The service plan structure is cost effective.

Jeff Allen said they were a telecommunications company that got into the I.T. world 6 years ago or so. Since Burton is looking to incorporate a new IT/Voice telecommunications system, that would ride right on the back of the IT infrastructure. He said they are not sure if they are as qualified with BS&A and do not focus solely on government. They are locally owned and operated and have done municipalities.

Mr. Wells asked Mr. Allen if BS&A is the best software.

Jeff Allen said BS&A has 80% of the share in Michigan. New World Systems is their competitor and has heard there are some issues. People who do not have BS&A yet, are leaning towards going with them.

Mr. Smith said we got all new computers and those computers sat for a year and doesn't want to see that happen again.

Mr. O'Keefe said it was very important to have this meeting. It is all about making the City more efficient. When there is only one person it is difficult to keep up. Having either one of these companies makes sense.

Mr. Heffner said I.T. Right designed the troubleshooting for BS&A.

Jeff Allen said they are experts at the user access level, but when there are software problems they would have to go through BS&A.

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Mr. Smith said they would be familiar with the software and they would be dealing with BS&A, not our I.T. guy.

Mr. Heffner said they just remote in to fix the problems.

Jeff Allen said they work closely with BS&A.

Mr. Wells said we hemorrhaged money with absolutely no accountability. What we should be looking for is some accountability for our residents. We are the second largest City in Genesee County and you can't get anyone on the phone without sitting on a line of static for five minutes.

Meeting adjourned at 7:02 p.m.

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