



Finance Advisory & Audit Committee Meeting
Monday, October 27, 2014 at **6:00 p.m.**
Palms West Chamber of Commerce, 13901 Southern Boulevard

MINUTES

1. OPENING

a. Call to Order & Roll Call

Chair Standish called the meeting to order at 6:15 P.M. Present were **Chair Virginia Standish, Vice Chair Cheryl Miller, and Committee Members Lung Chiu, and Anita Kane. Member Johnson was absent from the meeting.** Also present were Town Manager Bill Underwood, and Perla Underwood, UMSG.

b. Approval of Agenda

Town Manager Underwood recommended the Committee postpone Item 4. a. through 4.d.

Motion: Vice Chair Miller Moved, Seconded by Member Kane **to approve** the Agenda as recommended. The vote on the motion was unanimous, 4/0.

2. CONSENT AGENDA

a. Minutes – 09/22/2014

Motion: Vice Chair Miller Moved, Seconded by Kane **to approve** September 22, 2014 Minutes. The vote on the motion was approved unanimously, 4/0.

3. PRESENTATION – Municipal Financial System Software as a Service (SaaS)

a. Blackbaud – Matthew Flynn – 6:15 pm

Matthew Flynn representing Blackbaud made a presentation on its Financial Edge software and the Company's service program to the FAAC that including the following topics:

- Style of reports generated and flexibility in the type of reports provided by the software
- Customer Service - 97% customer retention rate
- Company has 2600 employees
- Single source vendor that sales, implements, and supports it software product.
- Implementation: Start to finish working with the staff to cater to town's needs and will grow with the Town.
- Training: 150 recorded training classes on levels of detail. Live on line classes. Specific questions to our trainers.
- Support: Answer calls live to help set up reports and how to correct issues immediately. 8:30 to 8:00 pm eastern standard time. Telephone support at all times.

Committee members asked several questions regarding implementation costs, support services, security, local Florida experience, and audit report SaaS 117 for security and confidentiality for hosting centers.

b. Springbrook – Jay Grewe – 7:00 pm

Jay Grewe representing Springbrook made the presentation to the FAAC on behalf of his company that included the following topics:

- Springbrook provides software services only to local government
- Company located in Portland, Oregon and has 3 Florida employees
- Company has a 74% client satisfaction rating
- Company is the only true Cloud solution, that provides faster recovery
- A dedicated Project Manager to the Town during implementation
- Support center open from Monday – Thursday 8am – 9 pm, and Fridays from 8am-8pm
- Company been serving local governments for more than 30 years
- Implementation will take about 6 months with a level 2 service on site
- Provided a software overview of “Dashboard”

Committee members asked several questions regarding implementation costs, support services, security, local Florida experience, and audit report SaaS 117 for security and confidentiality for hosting centers.

c. Tyler Technologies – Jim Ash – 7:45 pm

Jim Ash representing Tyler Technologies made his presentation to the FAAC on behalf of his company's software system "Incode" that included the following topics:

- Provided an overview of Incode with a demonstration and explanation of reports generated by their system.
- Tyler has been selling software for 30 years
- Tyler headquarters is Texas
- Employees 3000
- Support Center is open from 7am – 7pm CST
- Data centers is owned and operated by Tyler and located in Texas and Maine.
- Implementation is estimated to include 60 hours including training. 2 to 4 days.
- Small local governments in Florida include North Bay Village, Clewiston, Barton, Estero, St Pete Beach

Committee members asked several questions regarding implementation costs, support services, security, local Florida experience, and audit report SaaS 117 for security and confidentiality for hosting centers.

Following the presentations, the FAAC requested that staff obtain the identified SaaS 117 Audit reports on controls and risks at service organization (hosting centers), and request that each of the firms provide a listing of Florida local governments that they serve. Additionally, it was requested that staff review information, presentation and contact information for company references, and provide the FAAC with their recommendations at the next meeting.

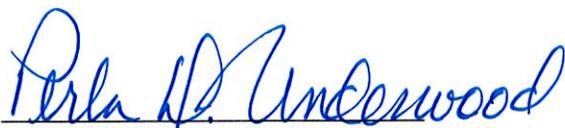
4. NEW BUSINESS

The Committee reviewed and accepted all Planning & Zoning and reimbursements invoices for the period of July through September 2014.

5. ADJOURNMENT

Vice Chair Miller Moved, Seconded Member Kane **to adjourn** meeting at 8:45pm. The vote on the motion was unanimous, 4/0.

The next FAAC meeting is Monday, November 24, 2014



Perla D. Underwood, UMSG



Virginia Standish, Chair