

Eastern Regional Child Support Association

Technology Committee

September 5, 2014 Demo and Committee Call Notes

Present:

Christine Jennings, Committee Chair

Lara Webb Fors

Carla West

Margot Bean

Pam Sala

Elaine Poole

Loretta Everett

Patrick Quinn (present for Courtland Consulting demo)

Tim Morrison

Courtland Consulting Demo (Michelle) 11:00 AM – 11:45 AM

- 1) Relayed that they know how to work with non-profit
- 2) Involved in child support program
- 3) Walked through different websites they support
 - a. Michigan Child Support site
 - b. Belle Michigan site (same package as what we are being offered)
 - c. Michigan Parkinson Foundation (example of completely digital)
- 4) The price they gave us includes training and design
 - a. We would upload data (even right from the beginning)
 - b. Hold kick-off meeting to review design and content
 - c. They could provide training before or after website is up
 - d. \$25/stock photo for use on site
 - e. Option for social media integration (Twitter, Facebook, LinkedIn – synch with web)
 - i. \$400 for each social media – one time
 - ii. Included in initial quote
- 5) Some features/highlights
 - a. Email blasts
 - b. Blogs
 - c. Content management system platforms
 - d. Free training
 - e. Web design – standard template
 - f. Mobile friendly
 - i. Can collapse into mobile view
 - ii. Speed of site load fast
 - g. Hosting and security
 - h. Integrated online calendar
 - i. Board meetings can be public or private
 - i. Conference information
 - i. Upload own files, speaker information, add pictures
 - ii. Members link comes up after login to get to conference materials

- iii. Integration of silent auction with payment (example, Michigan site with PayPal)
- iv. Conference attendees can pay by mobile phone to avoid registration lines

StarChapter Demo (Sarah Parker) 12:00 PM – 12:30 PM

- 1) Sarah asked questions about our needs and based on our responses she recommended that we go with the Premier option:

The graphic is a vertical card with a green header and a light gray body. The header has a dark green bar at the top with the word 'Premier' in white, and a larger green bar below it with '\$100 / month' in white. The body is light gray and contains several lines of text, some bolded and some in a lighter gray font, separated by thin horizontal lines.

Premier

\$100 / month

\$899 one-time setup fee

Secure ecommerce integration
PCI compliance and SSL cert for encryption

Choose from our professionally designed
website layout options (see [Showcase](#))
Add your logo and choose color scheme
Includes 4 stock photos
Custom header/slider graphics

4 hours of site configuration and content
conversion

2 one hour boardmember trainings

Ongoing scheduled live group trainings

2 GB of storage

Unlimited email forwarders

- 2) We could add additional storage space, as needed.
 - a. We estimate we will need additional storage over the 2G offered in the Premier package
 - b. As a comparison, Courtland's offer included 10G
- 3) Sarah led us through the registration process to demonstrate how easy it works.
- 4) Some additional features/highlights:
 - a. Google map directions
 - b. Online registration – shows who has registered

- c. Print badges
 - d. Additional information available on the StarChapter website
- 5) They could have new site up by end of October if we enter into a contract this month.

Technology Committee Call – 4:00 PM – 5:00 PM

- 1) We reviewed what we liked about both of the offerings
- 2) If we go with StarChapter we would select the Premier option and pay for additional storage. Paying for additional storage with the Premier option would be lower than the Elite option, which we previously were considering.
- 3) The price offered by StarChapter was less expensive than Courtland's proposal.
- 4) Tim relayed that the customer service support from StarChapter was a weakness based on his past experience and recommended we factor this in.
- 5) The committee was split on which option to choose. It was difficult to do this based on the different emphasis of the two demos.
- 6) We decided on requesting a BAFO from Courtland since their offering was preferred for features to see if there were any reductions they could make. Pam took this action item and provided the committee with their revised cost proposal.
- 7) We will submit our preliminary committee report without a recommendation on the vendor. We do not want to ask the entire Board to review the offerings; we agreed it was the responsibility of the Technology Committee to make a recommendation.
- 8) Carla took the action item to do a point-by-point comparison of the offerings. We will meet in person while at the Mid-Year meeting to discuss.
- 9) If we are able to arrive at a decision, we will make that recommendation during our committee report.