

COMMITTEE ON ADMINISTRATION/INFORMATION SYSTEMS

May 17, 2022 at 5:45 PM

In the absence of the Chairman, Matthew Normand, City Clerk, called the meeting to order.

*On motion of **Alderman Fajardo**, duly seconded by **Alderman Sharonov**, it was voted to elect Alderman Stewart as Chairman Pro Tem.*

The Clerk called the roll.

Present: Aldermen Stewart, Sharonov, Fajardo, Burkush

Absent: Alderman T. Sapienza

Messrs.: J. Fortier

1. Communication from Jean Fortier, Information Services Director, requesting authorization to enter into a Memorandum of Understanding with the City of Nashua to acquire case management software for the Welfare Department at a cost of \$13,500.

Alderman Sharonov stated I have a few questions. Have you shopped around for this case management software or is this the only offer that we found?

Jean Fortier, Information Systems Director, responded this has been a real arduous process. It has probably been about a year and a half that we have been looking at case management software. It really came down to three options. There are not a ton of options for software vendors for state specific things and none were really able to meet the city's cyber security and liability requirements. Another problem is that they were vastly more expensive and had an ongoing cost. This software has a one-time cost and there are no ongoing costs which is very unusual in today's market.

Alderman Sharonov stated the reason I am asking is because \$27,000 is a steep price tag in my opinion for what is essentially case management software for social work. I did a quick search before this meeting as I am sure you did for subscription based services and the price was like \$60-80 per month. I don't know if it would meet the requirements for the City of Manchester but the general price that I found online is about \$1,000 a year. Even if we get it for 50% off and \$13,500, that is still 13 years before we would get to this amount if we went with a monthly subscription based service for something that is just an organizer. I don't know how difficult this software is.

Mr. Fortier responded the real issue too is the other vendors couldn't meet cyber liability and those kind of issues. It was about \$1,500 a year but it obviously exposes the city to substantial costs if client data was compromised. We were looking for cyber liability. We looked at vendors that could work with the state of NH laws and within cyber liability requirements.

Alderman Sharonov asked in terms of support for the software, is your department going to provide it.

Mr. Fortier answered yes.

Alderman Burkush moved to approve. **Alderman Fajardo** duly seconded the motion. Chairman Stewart called for a vote. The motion carried with Alderman Sharonov being duly recorded in opposition.

There being no further business, on motion of **Alderman Fajardo**, duly seconded by **Alderman Sharonov**, it was voted to adjourn.

A True Record. Attest.

A handwritten signature in black ink, appearing to read "Matthew Normand". The signature is fluid and cursive, with a long horizontal stroke at the end.

Clerk of Committee