

ElderSource (Area Agency on Aging)  
Board of Directors  
Ad Hoc IT Committee Conference call  
July 12, 2021, at 3:00 PM

**Minutes**

**Present:**

Joseph Zimmerman  
Dr. Vanessa Jones- Briscoe  
Grady Williams

**Absent:**

Elizabeth Gunn- Exc  
Dr. Lauri Wright-Exc

**Staff:**

Linda Levin, Chief Executive Officer  
James Lee, Chief Financial Officer  
Tameka G. Holly, Chief Operations Officer  
Jessica Del Rio, Executive Administrative Assistant

**Call to Order:**

Joseph Zimmerman opened the meeting of the Ad Hoc IT Committee at 3:05 PM.

**IT Company Bid Review**

Tameka G Holly, Chief Operations Officer, explained that we sent out our Request For Proposal (RFP) in June, and we received six total proposals. After staff reviewed all the proposals, the top three were presented to the Committee for consideration. The top three bidders are:

- IVenture
  - Opportunities
    - Headquartered in Jacksonville
    - Has an all-inclusive option (i.e. no additional project costs)
    - Approximately 146 employees
    - Range of services
    - Recommended by our current web designer and volunteer database developer
  - Challenges
    - Needs to expand on DEI
- Novus
  - Opportunities
    - One office in Jacksonville
    - Focused on nonprofits
    - Currently provides IT services to several nonprofits in Jacksonville
  - Challenges
    - Utilize subcontractors for non-business hours helpdesk support
    - Pricing
- Xerox
  - Opportunities
    - Field location in Jacksonville
    - 400+ IT clients

- Over 200 technical and support staff
- Our current vendor for printers and scanners with the ability to leverage pricing
- Document storage and electronic process development
- Challenges
  - Physical help desks out of the area
  - May use subcontractors
  - Special projects require additional project plan and costs

There was discussion about the security of IT companies using subcontractors.. The Committee agreed they would prefer to work with a company that uses 100% of their own staff and no subcontractors.

James Lee, Chief Financial Officer, reviewed the IT Proposal versus ElderSource Budget spreadsheet provided to Committee members via email. He stated that all three recommendations are over the budget for 2021; we may be able to negotiate on the price based on us wanting to use a cloud for document storage instead of using a server. James noted that we have the funding to support the increase for the IT company. He also shared that our current IT provider also submitted a bid with an increase greater than the top three presented.

Joseph recommended that in the interview, we ask the IT companies if they can create a procedure on incident responses at ElderSource. The Committee agreed.

The Committee will send staff any recommendations or questions that we would like to ask during the interviews.

The committee selected IVenture and Xerox to interview.

#### **Other Business**

The Committee will meet again to interview the IT companies IVenture and Xerox on Friday, July 16, 2021, from 11:30 AM-1:30 PM

#### **Adjournment:**

Having no further business, the meeting adjourned at 3:45 PM.

Ms. Jessica Del Rio, ElderSource Executive Administrative Assistant, prepared the minutes.