STAFF REPORT

TO: **Honorable Mayor and Town Council**

FROM: **Brenda Brasher, Town Clerk**

DATE: **April 11, 2017**

RE: **Consideration and Approval of Purchase of Black Mountain Cloud Hosting Module**

This report is requesting the Town Council authorize the purchase of the Black Mountain Cloud Module in the amount of $1,735.00

This expenditure would be split 50% General Fund and 50% Utility Fund as both funds will utilize the module.

General Fund $867.50
Utility Fund $867.50

This software module will help prevent communication problems between the software and the server as well as take the large amount of data off of the server.

I have made contact with several other municipalities that utilize this module and they are with the performance of the module.

I have attached information from Black Mountain on this module.

CLOUD HOSTING

Black Mountain Software offers the BMS Cloud, a cloud hosting solution. This service houses software for your entity and offers many additional benefits. Accessing applications in the cloud uses a continuous internet connection that needs to be stable and reliable; today's average connections are typically more than sufficient.

Benefits of Cloud Hosting

- Software Installation - Eliminated
- Downtime Issues - Guaranteed uptime of 98%
- Need for IT Staff & Resources - Greatly reduced
- Nightly Data Backups - Automatically done for you Monday through Friday
- Accessibility - Anytime, anywhere with internet connectivity using a properly configured secure Remote Application Connection to the Cloud Server
- Use By Staff In Other Buildings - Easy login from their computers
- Disaster Recovery - Improved ability to meet regulatory requirements
- Security Concerns - Meets or exceeds your current security
- Number of Users - Unlimited
- Software Updates - Done for you

Security

- Exhaustive research has led us to Amazon's computing cloud
- Black Mountain Software is not wholly dependent upon Amazon; we have built in our own redundancies and backups
- Black Mountain Software has over 10 years of experience in hosting applications for our customers
- Due to safety and security concerns for our clients, we have chosen terminal services as our hosting model
- For more detailed information about the security processes and infrastructure employed at Amazon, please contact us directly, or see: http://aws.amazon.com/security/

Support

- Support is available for BMS Cloud during normal business hours: 7:00 a.m. to 5:30 p.m. Mountain Standard Time (MST), Monday through Friday

Annual Maintenance Fees must be current on all products hosted on the BMS Cloud. Fees are higher when the following products are owned: Remote Requisitions and/or Daily Time Cards.

1-800-353-8829

sales@blackmountainsoftware.com

Black Mountain
Software

CL 12-14

Cloud and Terminal Services Hosting Security

Reflecting our clients' desires to be proficient stewards of their data, the topics of security, safety, and dependability come up frequently when clients are considering moving to Black Mountain Software's cloud-based hosting services.

We take the safety and security of our clients' information very seriously. One aspect of our commitment is the choice of using Terminal Services as a hosting model. Terminal Services uses strong encryption methods by default. Terminal Services also has an architectural advantage in that it sends screen information and not application data across the Internet. The end result is that you will have a very safe and secure way to access your BMS applications from just about anywhere.

Black Mountain Software has over ten years of experience in hosting applications for our customers. In that time, we have worked to continually improve our knowledge of the underlying technologies and all aspects of our hosted application experience for clients.

Understandably, dependability questions also arise concerning the computing infrastructure that will be hosting your BMS applications. Even though we have been building and managing our own hosting resources for years, we realize that organizations that specialize in providing computing resources bring experience and knowledge that helps us all.

Exhaustive research has led us to Amazon Web Services' cloud computing service. Amazon's list of certifications relating to electronic and physical security speaks for itself. The redundancy of systems (power, cpu, disk, network, internet, geography, etc.) within each of Amazon's eight globe-spanning computing centers provides a high level of reliability.

Even with the world-class computing resources that Amazon represents, it is important to realize that Black Mountain Software's systems are not wholly dependent upon Amazon. We have built in our own redundancies and backups. If needed, we can recover client applications from the cloud, or our data backup systems, at any time. And, we can move client applications to your local network at any time.

For more detailed information about the security processes and infrastructure employed at Amazon, please contact us directly, or see: http://aws.amazon.com/security/.

Cloud FAQ

Black Mountain
Software

1. **What is the "BMS Cloud?"**
   a. The BMS Cloud is a place to store your BMS products and data, which users will access via the internet.

2. **Is this "web-based" software?**
   a. No. The apps are accessed via the internet, but the apps are not web-based.
   b. The BMS Cloud hosts the same products and applications installed on local machines and servers.

3. **Are the Cloud costs in addition to my current Annual Maintenance (AM) fees or do they replace some of them?**
   a. The BMS Cloud Annual Fees are in addition to the current Annual Maintenance paid for the individual products owned.
   b. Product AM fees cover telephone, email, and internet support, error correction, software updates current with all changes in applicable law and equivalent to the products sold to new customers, related data file changes, unlimited online feature and use training, and all but "custom" software enhancements.

4. **What do the fees for the BMS Cloud cover?**
   a. BMS will "host" your data on one of our servers to be accessed via the internet.
   b. BMS automates and monitors nightly backups Monday through Friday.
   c. BMS automates and monitors updating all applications.
   d. Ability to access data from anywhere with internet connectivity using a properly configured secure Remote Application Connection to the Cloud Server.

5. **How frequently will updates be applied?**
   a. Updates will be applied as needed on a per application basis.
   b. Critical updates required for error correction will be applied as needed.

6. **When is support available on the BMS Cloud?**
   a. Support is available during normal business hours, which are Monday through Friday, 7:00 a.m. to 5:30 p.m. Mountain Standard Time (MST).

7. **Can we move "some" of our BMS products but not all?**
   a. All products with the exception of Student Accounts must reside in the same location.

8. **Do we still have the ability to make backups on our own?**
   a. Yes! You can easily do your own backups in the form of a ZIP file.
   b. Manual backup files can be copied down from the Cloud to the local workstation.

9. **Bandwidth/Internet Connection/Connection Speed –**
   What do I need to know?
   a. Accessing apps in the cloud uses a continuous internet connection that needs to be stable and reliable.
   b. The connection speed requirement is fairly low. Today's average connections are typically more than sufficient.
   c. There is a continuous open connection that has peaks and valleys in bandwidth usage depending what the user is doing.
   d. The bandwidth that the session needs while active ranges from 0 to whatever the client's internet will support depending upon the infrastructure needs of the moment.
   e. There is no exact answer for how intensive the connection/bandwidth needed is because it depends on several factors, but a good range to expect is 28-100 kbps.

10. **What if I don't pay Annual Maintenance on a program/product?**
    a. Annual Maintenance (AM) must be current on all products hosted on the BMS Cloud.
    b. If you discontinue AM on a product that is hosted on the BMS Cloud, it will be removed from the BMS Cloud and may be relocated to your local workstation/server.

11. **When can I access my data on the BMS Cloud?**
    a. Data can be accessed 24/7 outside of the designated weekly maintenance window from 11pm Saturday to 1am on Sunday (MST).
    b. Any other unexpected down times will be communicated via email as needed.

Quote

03/30/2017

Town of Howey-In-The-Hills

Brenda Brasher

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Black Mountain
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Melissa Chowning
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Product Description	Purchase Price	Annual Fees	One-Time Conversion	Total
Cloud Hosting		1,735.00		1,735.00
Subtotals:	*$ 0.00*	*$ 1,735.00*		
Grand Total:				*$ 1,735.00*

Terms

1) Black Mountain Software (BMS) has made every effort to ensure the information contained within this quote is complete and accurate. However, in the off chance that a mistake has been made, we reserve the right to correct any error or omission related to price, product description or availability. Please remember that to completely understand this quote, you must consider, in addition to product and prices, the terms and conditions that follow either on this or separate pages.

2) Prices quoted herein do not reflect sale or use taxes imposed by any state or local government, or any unit or subdivision thereof; such taxes are the responsibility of the buyer. Buyer agrees to be responsible for the documentation relating to the payment of such taxes to the maximum extent legally permitted. Black Mountain will be responsible for the collection of such taxes and/or the documentation related thereto, only to the extent required by law.

3) Training is included with installation of each software product. Unless specifically arranged, initial training will be conducted on-line. After initial training, free on-line training is always available for you and your staff as part of the annual service and support fee. Advanced scheduling is required. Except for initial training, hourly charges apply for training physically provided On-site (your offices) or In-house (our offices).

4) All costs are based on prices in effect for 60 days from the date of this bid.

5) Annual service and support includes software updates and support via toll free telephone numbers. The price shown is for the first year, is billed annually, and is subject to change in subsequent years.

6) If travel is required, actual expenses are billed as follows: When flying, charges include airfare, travel time at $35 per hour per person, meals at $42 per day, lodging at local rates, and rental car. When driving, charges include mileage at 53.5 cents per mile, travel time at 45 cents per mile per person, meals at $42 per day, and lodging at local rates. Alaska and North Dakota may have higher rates.

7) Cloud Hosting services are sold in one-year non-refundable increments. The service is automatically renewed each year. Future annual fees are subject to increase. Fees are higher when the following products are owned: Remote Requisitions and/or Daily Time Cards.

BMS Cloud Hosting service provides automatic database maintenance including reindexing and software updates, nightly data backups Monday through Friday, and the ability to access data from anywhere with internet connectivity using a properly configured secure Remote Application Connection to the Cloud Server.

8) Normal billing procedures for new clients or stand alone applications for current clients is 25% down payment billed at commitment and 75% final payment billed upon completion of installation and initial training of the core products, i.e., Finance, Payroll or Utility Billing. Add on applications for current clients are billed for full purchase price only at commitment and maintenance begins upon completion of installation and/or training. All billing will commence in full for all products after 1 year from commitment unless other arrangements have been made.

9) All of our software products are multi-user, with an unlimited number of licenses (seats). In addition, 'Read Only' access is available to limit data changes for specified users, while still providing lookup and printing capabilities.