

Florida Health Maintenance Organization Consumer Assistance Plan

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MEMORANDUM

To: HMOCAP Board of Directors

From: Bruce Platt, Plan Manager

Date: September 8, 2015

The HMOCAP's current website vendor is 3W Studios. We selected them several years ago through an RFP process. We currently pay them \$19.95 per month for hosting the HMOCAP's website and an annual \$50 fee for the domain name. We pay them \$115 per hour for updates to Drupal. We should be able to update the website as necessary. However, we recently have had problems with this, and the Drupal update charges are becoming larger than expected. We also have had concerns that some of the changes to the 3W Studios text editor are not compatible with our IT systems (see attached for more detail).

We recommend that the Board ask us to research web vendor options and bring a proposal to the Board as to whether we should initiate a search for a new website vendor.

(enclosure)

6/8/15 Contacted Melanie Presley at 3W (Kidd Group Communications) that the last update to HMOCAP website resulted in us not being able to make changes and additions to the website.

She instructed me that she would forward my email to Thadd Swerdzewski, 3W Studios Project Manager and that he would take care of the problem and contact me the following day.

6/9/15 From Thadd: Good Morning, Terri. The development team investigated the options for the issue of “in house” updates. From what I understand, you need the solution for updates in a CMS form to perform the actions “in house”. In order to change the current format (html), we’ll need to update the editor software. It appears that the text editor (FCKeditor) that you were using has been replaced with a new version (Ckeditor) in order to work with multiple browser platforms, such as Firefox, Chrome, and Internet Explorer. An update with the installation of the newest version will require updates to each of the pages affected. This will make it so that you can “type copy” instead of “write code”. It shouldn’t take more than 1.5 hours at the maintenance rate of \$115/hr. Let me know if/when this update and edits to the files is approved.

I forwarded this information to our local IT person. I contacted Thadd and told him that we were looking into the issue and would get back with him.

6/10/15 From Thadd: If it helps. My suggestion would be to do the update of the editor (estimated at approximately \$150) as it will allow you to update easily, which is your ultimate goal (especially in the short term). Then, as you discuss what will be longer term, we can address that as an option when you’re ready. I want you to be able to update your site at your convenience. Let me know if I can be of any help.

6/10/15 From Terri: That sounds great. We have decided to go ahead with your suggestion. I am out of the office until 6/17. Not sure if you need me here or not. If you have any questions please call Andrew Poole at 224-9634. Thank you.

6/11/15 From Thadd: Terri and Andrew, The cKeditor has been updated. You should be ready to go.

7/15/15 From Terri: It isn't working. I can upload but documents will not link to page. None of the buttons work.

7/15/15 From Thadd: Terri, The issue seems to have resulted within the IE browser platform. In the meantime, Can you try using Google Chrome as your browser and tell me if you get the same results? We’re looking into it on this end.

7/15/15 Andrew gives me Chrome and I update website.

This was the last communication from Thadd.

Communications with Melanie Presley regarding payments and updates:

2/26/13 Hi Bruce, To follow up our conversation this morning regarding the Drupal updates for your website: 3W Studios will continue to update the security portion of the website at no charge. Any other updates for the website will be performed on an annual basis and invoiced at this time. Andrew stipulated this should only require the most recent Drupal update. Your last update was performed in January 2013.

Hi Melanie, To confirm, if we agree to this then the HMOCAP will pay the current hosting charges (\$19.95/month) and the annual \$50 fee for the domain name. The HMOCAP will then pay for the "core" Drupal updates on an hourly basis (\$115/hour) when performed – either annually, or if we see a problem and call you to ask you to perform the update. Would you let me know if my understanding is correct?

Thank you,

Hi Bruce, This is correct. Melanie

From Bruce to Melanie: Good afternoon Melanie, The HMOCAP Board of Directors Executive Committee has reviewed your proposal, and the HMOCAP has agree to accept it. However, we would like advance notice when and if the \$115 hourly rate increases. Thank you for your assistance with this. Bruce

2/27 Good Morning Bruce, We will make sure you are notified of any increase in the hourly rate.

DATE	CK#	VENDOR	DESCRIPTION	AMOUNT
01/02/2015	1591	3W Studios	January 2015 Website and EMail Hosting: flhmocap.com; Inv. 15951	19.95
02/02/2015	1593	3W Studios	February 2015 - Website - Email Hosting: flhmocap.com; Inv. 16026	19.95
03/02/2015	1596	3W Studios	March 2015 Website and E-Mail Hosting: flhmocap.com; Invoice 16126	19.95
04/01/2015	1599	3W Studios	April 2015 Website and E-Mail Hosting: flhmocap.com; Invoice 16211	19.95
05/01/2015	1603	3W Studios	Invoice 16266 - March 28, 2015: FLHMOCAP: Upgrade Drupal Core + Modules (security releases)	57.50
05/01/2015	1604	3W Studios	Invoice 1630985; May 2015 Website and E-Mail Hosting: flhmocap.com	19.95
06/01/2015	1609	3W Studios	June 2015 Website and E-mail Hosting: flhmocap.com; invoice 16394	19.95
07/01/2015	1613	3W Studios	July 2015 Website and E-Mail Hosting: flhmocap.com; Inv. 16486	19.95
07/08/2015	1614	3W Studios	June 10, 2015: FLHMOCAP: Retire FCKeditor and install/config CKeditor - Invoice 16548	143.75
08/03/2015	1618	3W Studios	August 2015 Website and E-Mail Hosting: flhmocap.com (A); Invoice 16586	19.95
			Total paid to 3W	360.85

Notified of update on 1/27/14 and on 8/20/15 even though updates were done and invoices on 5/1/15 and 7/8/15.