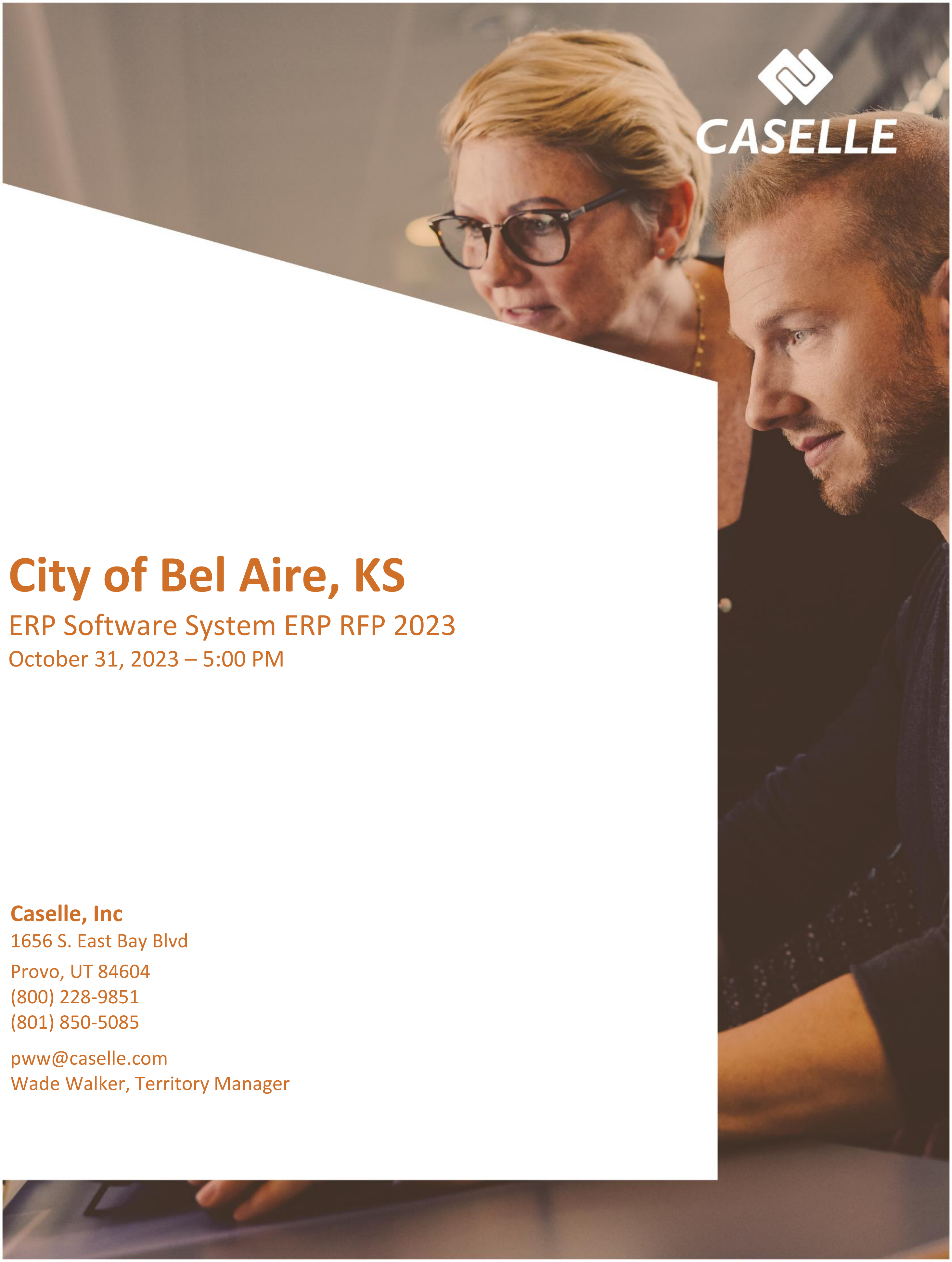

City of Bel Aire, KS

ERP Software System ERP RFP 2023

October 31, 2023 – 5:00 PM

Caselle, Inc
1656 S. East Bay Blvd
Provo, UT 84604
(800) 228-9851
(801) 850-5085
pww@caselle.com
Wade Walker, Territory Manager

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CASELLE®
Commitment to Community

October 30, 2023

City of Bel Aire
Ted Henry, Director of Finance
7651 E Central Park Ave
Bel Aire City, KS 67226

Dear Ted:

Caselle, Inc. is pleased to have the opportunity to respond to the City of Bel Aire's request for an ERP Software System. Our proposal is based on your request and our prior experience in providing these services to clients with similar needs.

Caselle is uniquely qualified to provide the City with innovative yet practical solutions to maximize resources and address the City's software needs. In addition, we have the experience and resources necessary to meet your needs and assist you with this very important project. As the City considers which firm is best able to provide the software and services, there are several factors which distinguish our team.

Full Service Firm
Caselle provides a full range of software services specifically developed for cities, counties, and special service districts to approximately 1,200 clients in 32 states. These services include total turnkey software solutions. We are committed to enabling our clients to print accounts payable checks, payroll checks, and monthly reports immediately after our training. This process eliminates the need to run parallel systems.

Experience
We understand the demands on your time and the pressures you face. This understanding comes from our continuing relationship with our customers throughout the United States. Our team includes CPAs, trainers, and developers with over thirty years of training experience, and quality help desk analysts ready and waiting to answer your every question. With our years of service we have great success in converting data from all types of legacy software and implementing it into Caselle software.

Depth of Resources
Our project team members all have extensive software experience. All team members are available at any time for consultation. Our quality products and service will provide you with information you need to make timely and accurate management decisions, while meeting the needs of your constituents.

Commitment
Caselle has a long-standing tradition and solid reputation for providing high quality services to municipal government. Our experience with software and conversion services allows us to provide a highly efficient and cost-effective transition from your legacy system.

We appreciate the opportunity to respond to your request for proposal and would welcome the opportunity to meet with you to discuss and demonstrate specific aspects of it with you. This proposal represents a valid offer for ninety days (90) days from proposal due date. I have authority to bind Caselle, however; Wade Walker will be your contact during the period of proposal evaluation.

If you have any questions or need additional information, feel free to contact either Wade Walker or myself at (800) 228-9851. We look forward to further discussing our solutions with you.

Sincerely,

Larry Hutchings

Larry Hutchings
President

Firm Name:
Caselle, Inc
1656 S. East Bay Blvd.
Ste. 100
Provo, UT 84606
www.caselle.com

Primary Contact:
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(800) 228-9851
(801) 850-5085 direct
pww@caselle.com

Secondary Contact:
Larry Hutchings, President
(800) 228-9851
(801) 850-5016 direct
lmh@caselle.com

1. COMPANY BACKGROUND

For over forty-five years Caselle has been providing software and services to local government. Our government customer base consists of over **1,200** satisfied municipalities, counties and service districts throughout the United States. Our clients have provided valuable product enhancement suggestions to us over the years. This has enabled Caselle to offer mature, feature-rich products to meet the needs of our growing and diverse clients.

All of our business (100%) is in local government. Our primary market exposure has been through direct sales, trade shows, and client referrals. Caselle appreciates the positive references and recommendations our customers give to their peers and business associates and are pleased that our customer retention, since 1983, exceeds 95%.

Caselle enjoys steady and manageable growth. This is attributed to several significant factors:

- Feature rich software
- Comprehensive training classes and materials
- Accurate data conversion
- Friendly, knowledgeable support personnel
- Sound financial and company management
- Highly skilled employees
- Continuous improvements to software

Company Headquarters
Caselle, Inc.
1656 S. East Bay Blvd. Suite 100
Provo, UT 84606

Caselle's training center, customer support and implementation services are located at the above address. This same location would serve the City of Bel Aire.

Financial Information
Caselle is a privately held company and considers financial information proprietary. Caselle has been a consistently profitable company for over 45 years. You may refer to Dun & Bradstreet for more information. D-U-N-S #: 10-688-4851.

Date & State of Incorporation
February 25, 1991
Utah

Research & Development
Our Research & Development team consists of three managers, fifteen software engineers, three product owners, five business testers and a Publications Writer. Approximately 20 – 25% of our annual revenue is invested in application development and existing software upgrades and enhancements.

Organizational Structure

Development	30
Support	25
Implementation	21
Marketing & Sales	6
Network Services	2
Accounting/Administration	6
TOTAL	**90**

Banking Contact
Auston Belka
Wells Fargo Bank
86 N. University Ave.
Provo, UT 84601
(801) 793-7203

Independent Accountant
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Gilbert & Stewart, P.C.
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P.O. Box 45385
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(801) 532-1500

Copyrights and Trademarks
Scott B. Finlinson, Attorney at Law
Ray, Quinney & Nebeker
P.O. Box 45385
Salt Lake City, UT 84145-0385
(801) 532-1500

2. PROPOSED APPLICATION SOFTWARE & COMPUTING ENVIRONMENT

The software quoted in this RFP document for the City of Bel Aire includes the following applications:

General Ledger
The Caselle General Ledger system integrates with a multitude of other Caselle applications. This allows for optimal control and balancing capability. The Chart of Accounts allows up to 25 different segments that can be defined by the organization. This is a true “fund accounting” application. It allows for journal entries, budget integration, bank reconciliation as well as recurring entries.

The General Ledger application allows for 14 distinct accounting periods in a fiscal year. It allows for prior periods to be “locked” which prevents modifying that data without proper authorization. Users can post entries to the next fiscal year while the current fiscal year is still open or in the process of being closed.

The budgeting function with General Ledger allows for budgets to be entered, reviewed and approved at multiple levels. Integration with Excel gives additional functionality of providing what-if scenarios and allowing department managers to submit budgets using a tool they are familiar with. In addition to Excel, the budget module also provides the ability to populate the new budget based on data from the current or previous fiscal years.

miExcel General Ledger
This Excel integration module provides access to the General Ledger data without the need to import from or export to an Excel worksheet.

Payroll/Direct Deposit
Caselle’s Payroll provides easy payroll processing and complete fund and departmental allocations. Printed checks, direct deposit advises and multiple deposit accounts are all supported. EFT files are available and all check programs can create a Positive Pay file.

The Payroll application utilizes pay codes to organize and report on various types of gross pay, taxes, other deductions, reimbursements, garnishments, etc. A variety of reports are available including reports that are compatible with CALPers as well as state and federal reports such as 941, Workers Comp, W2s, etc. Payroll interfaces with General Ledger, Timekeeping, Human Resources, Check on Demand and Project Accounting.

Electronic W2/1099
This module will keep you in compliance with the IRS. Electronically transfer all employee and employer W2 information eliminating manual printing and mailing to IRS.

Timekeeping
Designed for organizations like public works or police departments, Caselle Timekeeping lets you track special projects or comply with specific FLSA regulations. Easily import entries from a time clock directly to your Caselle software in order to track special shifts that cross pay periods and automatically calculate overtime based on time entries. Imported data defaults directly into the required fields so you don't have to waste time on tedious data entry. Increase your efficiency and manage your employees' complex schedules. Timekeeping interfaces to General Ledger, Payroll and Project Accounting.

Human Resources
Track sensitive employee information, reduce hiring costs, increase productivity, and generate on-demand reports and cost scenarios all in an electronic format. Employee events, including benefits, pay history, grievances, disciplinary action and time off can be tracked with individual task checklists. Through several user-defined fields and actions, Caselle Human Resources is scalable to fit perfectly to your organization. Human Resources interfaces with Payroll and Timekeeping.

Online Pay Stubs & W2's
Powered by NatPay, this application makes the distribution of pay stubs, W2 forms and other documents easy to accomplish. It securely stores data, and you benefit from robust reporting and search functionality.

Accounts Payable/AP Direct Pay
The Accounts Payable application provides an easy and efficient way to track invoices. Multiple invoices from a single vendor can be combined into one check or multiple checks if desired. If a remittance advice is needed, it can automatically be generated to accommodate invoice detail overflow.

Invoice entry allows invoices to be entered using existing detail from a corresponding Purchase Order. This can save the operator time by reducing duplicate entry of the details. A budget warning can prompt when budget levels are exceeded.

Attaching documents can be accomplished using the built in "attachments" function or by utilizing the Caselle Document Management application.

Vendor Maintenance has full security and management tracking for any changes or deletions. Multiple remittance addresses and emails can be stored. Vendor terms including discounts can be setup by individual vendor. The Accounts Payable application also provides for 1099 reporting. Add the AP Direct Pay application to accommodate requests from vendors for payment as an ACH transaction instead of a printed check. Accounts Payable interfaces with General Ledger, Asset Management, Materials Management, Project Accounting and Document Management.

Purchases & Requisitions
With this module, you can effectively manage the entire purchasing process from requisitions to receiving. To ensure that purchases comply with company standards, a warning message will display if a purchase exceeds the budgeted amount. You can also enter requisitions for approval before creating an actual purchase order. Once a purchase order has been approved, it can be sent directly to the vendor, and then you can keep track of both requisitions and purchase orders with easy-to-generate reports and powerful search options. Purchases & Requisitions interfaces seamlessly to the General Ledger, Accounts Payable and Materials Management.

Utility Management
This robust application is designed for any organization that deals directly with customers and needs an efficient way to keep track of billings and metered services.

Track customers, meters, and services by location and customize your billings and payment arrangements to meet the unique needs of your organization. Send out bills while reporting all the necessary information. Additional interface options like Service Orders and Backflow Management help expand your capacity to accomplish more with less effort by synchronizing work throughout your organization. Additional interfaces include Utility Tax Certification, Utility Energy Assistance and Utility Water Conservation as well as the General Ledger, Cash Receipting, Check on Demand and Maintenance Orders.

Utility Electronic Reading Interface
Designed for billing clerks and meter readers, this module simplifies meter reading by interfacing directly with software and collecting previously handwritten data electronically. Import and export customizable reading files to a vast number of software providers and use captured data to update meter information.

Utility Service Orders
You can create, print, edit, and complete service orders with information that can be easily accessed later using Customer or Service Order Inquiry. You can also make billing changes to update services and send final bills to customers. As a powerful addition to the Caselle Utility Management application, this flexible module makes it easy to meet the unique needs of your customers.

Backflow Management
Track and maintain your backflow assemblies to easily generate user-defined testing notices, forms, and follow-up letters. Personalize your settings and keep track of all assemblies by type. This application lets you maintain facility efficiencies by creating and printing multiple testing and shutoff notices. This application interfaces with Utility Management, letting you use stored addresses without having to retrieve or enter them again.

Cash Receipting
Record all payments in one central location, then print and balance deposits. Push a button, sit back, and watch payment information update to the General Ledger and other Caselle applications. Master contacts make this process more efficient by displaying outstanding charges for all applications when helping customers make payments. A miscellaneous category allows you to collect customer payments for convenience fees and other miscellaneous charges that do not apply to other Caselle applications, sending that information directly to General Ledger. This software registers and prints all receipts from individual workstations with full descriptions, distributions, change due, and account balance.

Asset Management
This software allows you to track the capitalization or depreciation of an organization's assets in an effective way that makes the year-end financial report simple and stress-free. Track assets by department and classification, and easily update information to General Ledger for seamless reporting. The Asset Management application also supports multiple depreciation methods, allowing you to tailor the software to your organization's unique needs. Give your company the power to grow through an

increased ability to monitor the strength of your assets. Asset Management interfaces with General Ledger, Payroll, Accounts Payable, Project Accounting and Document Management.

Court Management

Streamline your unique court needs with user-friendly custom options. Generate all of your letters. Print all monetary and non-monetary reports, and use the built-in automatic follow-up capabilities to make tracking defendant progress quick and painless.

Materials Management

Managing inventory is about more than just quantity levels. This program facilitates the necessary tracking, costing, and accountability involved in all aspects of managing inventory.

Project Accounting

This application is a comprehensive solution for tracking all aspects of a job from start to finish. Seamless integration with other Caselle applications allows you to accumulate all your project costs. With this software, you can not only track where all your money is going, but you can use that information to create a realistic budget and estimate the total cost of the project at hand. Project Accounting also allows for projects to cross fiscal years, keeping it easy to manage year-end information even with ongoing projects.

Caselle Document Management

Powered by eFileCabinet®, this product is an easy-to-use, affordable document management system that makes going paperless easy. Simplify the process of scanning paper documents, archiving email and managing critical files in a secure database repository.

Community Development Suite

Community Development is a robust addition to your software ecosystem with a dynamic workflow view that guides you through each step of permitting, planning and zoning, inspections and code violations, and approvals. Record and track every detail and transaction for all projects and properties, and for a cohesive experience, Community Development interfaces with General Ledger, Business License, Cash Receipting and Master Contacts.

3. ONGOING SUPPORT & MAINTENANCE

During the first 90 days following training, you are welcome to contact your classroom trainer for software support. This helps create a smooth transition, since your trainer will be aware of any unique issues discussed during training. After 90 days, our experienced customer support representatives will be able to effectively handle any and all support issues.

The Caselle Support Center prides itself on timely and accurate support. Friendly, helpful representatives facilitate prompt issue resolution so your operations are not interrupted. They can be reached during normal hours of operation at our Toll Free Number: (800) 243-8275.

Support Center Objectives

The Support Center's number one objective is responsive issue resolution. Every call is tracked and prioritized, based on urgency. Our general goal is to respond to all calls within 40 minutes or less. Through our Customer Support Portal, which is accessible via the Internet, customers can view the status of a ticket at anytime, seven days a week.

Methods for Requesting Service

You may contact the Caselle support center by phone, fax, email, or through the Caselle Incident Management System (CIMS). CIMS allows you to submit an incident, view the status of an incident or the history, and access our Knowledge Base that may enable you to resolve some issues on your own. This service is available 24 hours a day, seven days a week. You will receive an email confirmation when an incident is submitted, when the incident is assigned to an analyst, and when it is resolved. If the incident you submitted requires a more in-depth look, we have the capability to access your system using GoToMeeting or a VPN connection to remotely diagnose or troubleshoot the issue. You also have the ability to provide feedback or suggestions on the usefulness of our knowledge base.

Caselle Support Center Hours

Standard hours are Monday through Friday from 7:30 am – 5:30 pm Mountain Standard Time. However, arrangements can be made for additional support outside of the posted hours. On weekends, you may leave a voice message for processing on Monday morning.

Software Assurance

With Software Assurance, you have access to unlimited telephone and email support. Software Assurance also provides for future upgrades and product enhancements to existing software at no additional cost. This includes training and conversion! Software Assurance is "software for life" and has been included in the price quote for the Town of Parachute.

Updates

Updates (enhancements and fixes to existing applications) are issued quarterly. They are installed by downloading from our secure FTP site. Updates or enhancements are prioritized by the number of customer requests and review by the product owner. Caselle also surveys customers and hosts panels to determine specific needs.

Documentation
Electronic Operating Manuals are included with each application. They are accessed from within the application via the "Help" button.

User Groups
We are involved with a number of User Group Meetings where product owners are tasked with facilitating discussions with groups of regional Caselle users to discuss best practices and future software enhancements. We also hold an annual user conference every October in Salt Lake City, UT. Forty classes are taught by Caselle staff creating opportunities for you to achieve and grow as a professional. This meeting also allows customers to network and meet vendors that provide products that interface with Caselle to help efficiency.

4. IMPLEMENTATION METHODOLOGY

The overall focus of our implementation methodology is to segment the project into manageable pieces, developing specific deliverables and checkpoints for each phase to evaluate progress, risk and business drivers. Therefore, we have divided this project into six (6) segments. The approach is inherently iterative and incremental, where each segment builds upon the work done in the prior segment and drills deeper into the details. The six (6) segments of our proposed approach are:

1. Establish Timeline / Information Gathering
2. Data Load Tables Configuration
3. Conversion – determine which applications need mock / parallel testing
4. Deployment
5. Go Live
6. Final Acceptance

1. ESTABLISH TIMELINE / INFORMATION GATHERING

The objective of this segment is to conduct a kick-off meeting with the necessary parties to define the appropriate strategy and timeline to implement the applications purchased.

The success of any project usually depends on adequate up front planning. Software conversion is no different. From the first meeting until the last total is tested, an in-depth timeline and action plan will guide our progress.

Since planning is such a key element in the success of your conversion, an in-depth, pre-conversion working session will be held at your site, if necessary, to identify key individuals, discuss current processes and procedures, assess potential risks and establish a project timeline. The timeline established will document our process, assist with staff availability planning, and minimize your staff's duplication of effort.

Activities:

- Set project timeline.
- Identify project members and responsibilities.
- Prepare / finalize implementation plan.
- Identify phasing, if appropriate.
- Discuss unique business processes.
- Review and complete kick-off checklist.

2. DATA LOAD TABLES CONFIGURATION

This segment is used to setup all Caselle organizational files within the system. Caselle's knowledgeable staff will also work with the City, using your own data, to create the reports that you need to do your job efficiently.
Activities specific to some of the Caselle application software is provided below.

General Ledger Activities:

- Set up the control table in the General Ledger and account masks with the appropriate segments for funds, departments, revenue sources, object codes and other account classifications.
- Modify the existing chart of accounts to utilize the advanced reporting features available with Caselle, if needed.
- Format five standard financial statements: Balance Sheet with Revenue/Expenditures Compared to Budget, Allocation Reconciliation, Income Statement (all funds), Balance Sheet (all funds) and a Fund Summary Income Statement.
- Establish all necessary journals for interfaced subsystems to allow the subsystems to update transactions to the GL.
- Create a checklist to document your organizations daily, monthly and fiscal year-end steps, as well as budget procedures.

Payroll / Direct Deposit Activities:

- Set up the necessary pay codes for gross pay, deductions, taxes and benefits.
- Set up check formats for the employee payroll check and vendor remittance for applicable deductions.
- Create a checklist to document all necessary payroll procedures for pay periods and year-end.
- Set up default reports for all necessary payroll reporting, including transmittals and standard state and federal reporting.
- Set up header and batch information with the appropriate ACH/NACHA file information.
- Set up bank file with all necessary employee bank routing information.
- Format one direct deposit voucher.

Accounts Payable / Purchases & Requisitions Activities:

- Establish vendor defaults.
- Format one check form with requested stub detail.
- Create a checklist to document all accounts payable procedures, including the printing of 1099's.
- Format one purchase order form.
- Create a checklist to document purchase order procedures.

Accounts Receivable Activities:

- Set up the appropriate billing categories and penalty rates.
- Format standard reports for reporting and balancing of customer accounts.
- Format one statement, one invoice and one delinquent notice.
- Create a checklist to document accounts receivable procedures.

Utility Management Activities:

- Set up services, taxes, rate tables and other fees for billing.
- Format one utility bill, one delinquent notice and one shut-off notice.
- Set up default reports for billing, meter proofing and reviewing customer information.
- Create table lists to generate customer labels, reports for new connects, terminated customers with credit balances and terminated customers with a zero balance.
- Create a checklist to document daily, monthly and billing procedures.

Cash Receipting Activities:

- Set up the General Ledger accounts for bank deposits and standard receipting revenue.
- Set up category and distribution codes.
- Set up payment types such as check, cash and credit card as well as associated reports for balancing.
- Create default reports to assist in daily operation.
- Create a checklist to document procedures for daily cash receipting transactions, updates and posting of receipts.

Asset Management Activities:

- Establish the default depreciation frequency and method, with the asset number format.
- Set up departments, classifications and asset types.
- Create a checklist to document procedures including the asset creation and GL updates.

Court Management Activities:

- Use the court information you provide to structure all codes. Codes will cross-reference surcharge, state assessment and so on.
- Format up to six (6) follow-up letters. Docket information will accurately default into all correspondence.
- Set cross-reference flags for witness letters, jury letters, pre-trial hearings, failure to comply notices, change of trial dates and/or hearings, appeals, non-appearance, bench warrants, etc.
- Set up special codes to handle collections, community service, jail time, jail credits, DUI School, counseling, etc.
- Create a checklist to document daily, monthly and year-end procedures.

3. CONVERSION

This segment is used to take the data from the organizations legacy systems and convert it into our system. There are three specific steps in this process. The first step is to assist the customer with data load tables and determine the case of the legacy data. In the second step, we perform the data conversion from the data received in the load tables and then troubleshoot any errors. We also run several parallel software checks and routines to compare back to the legacy data to ensure the accuracy of the converted data. The third step involves Caselle performing a final conversion of the data.

Our approach is to create a conversion program for each and every different legacy system. Once complete, this conversion program is then utilized to take a snapshot of the data at any point in time and run it through the conversion program. This minimizes the amount of time it takes for us to retrieve a final set of data and produce an end product for the organization.

Activities:

- Determine method for obtaining raw data from the legacy system.
- Analyze data with assistance from City personnel and assist with load tables.
- Begin conversion program to map legacy data to match our data layouts.
- Perform parallel bill runs in Utilities and Payroll to compare against legacy system.
- Make appropriate changes to conversion program.
- Obtain final set of data and pass the data through the conversion program.
- Begin setup routines and process review.

4. DEPLOYMENT

The deployment segment is used to provide end user training and to deploy the accepted version of the Caselle systems into a "live" situation.

Caselle's Educational Services include individualized, hands-on instruction in our high-tech training classrooms in Provo, Utah or on-site. Our thorough, patient instructors will guide you through all the software features necessary for effective use. At completion, you will immediately be able to begin using the software.

Our structured training curriculum clearly outlines course objectives and goals to help you maximize your learning experience. We will train you on the City's actual data, to ensure that exercises are applicable to you. Group sessions and one-on-one instruction aid in the learning experience.

Activities:

- Train the client.
- Setup on-line steps checklist walking the organization through its daily, billing and monthly processes for all Caselle applications.

5. GO LIVE

The "go live" segment occurs after successful training of the client. We commit to being onsite, if needed to assist with processes for the first several days, weeks, etc. after "go live".

During the first weeks following training, you are welcome to contact your project manager or trainer for support. This helps create a smooth transition, since your trainer will be aware of any unique issues discussed during training. Our experienced customer support representatives will be able to effectively handle any and all support issues after that.

6. FINAL ACCEPTANCE

Final acceptance occurs after all outstanding issues have been resolved.

DELIVERABLES

	Description	**Completion Date**
1.	Project Plan and Timeline	
2.	Install Caselle applications and complete load tables	
3.	Initial conversion program complete using load tables	
4.	Results of processes / testing	
5.	Forms complete (i.e. Financial Statements, checks, direct deposit, utility bill, etc.)	
6.	Final conversion program complete	
7.	Training outline and agenda	
8.	Final data converted	
9.	Live version of applications running at customer site	
10.	Additional hand-off call (To introduce Customer Support Manager and team, discuss any outstanding issues and assign them to a System Consultant or support representative)	

MILESTONES

	Description	Date
1.	50% deposit payment received	
2.	Kick-off meeting complete	
3.	Project plan complete	
4.	Preliminary data received	
5.	Initial configuration approved	
6.	Forms approved	
7.	Initial conversion program complete	
8.	Hardware and applications installed	
9.	Training outline and agenda complete	
10.	Parallel testing within 99% accuracy	
11.	Final conversion program complete	
12.	Final data received	
13.	Final data converted	
14.	Training complete	
15.	Go Live	
16.	Final acceptance and remaining 50% balance invoiced	

PROJECT ASSUMPTIONS

1. The City has a project manager to help coordinate required tasks and provide resources.
2. Project management staff from Caselle and the City will work directly with each other and make a good faith effort such that the customer needs are met.
3. Once this project begins, changes in scope may be necessary. The project managers from Caselle and the City will maintain adequate control over project scope.
4. Resources from the City will be available to help Caselle define and formulate business processes.
5. The City and Caselle need to prepare the schedules of all stakeholders and the user community to devote the necessary time and energy into appropriate training of all applications.

PROJECT CONSTRAINTS

1. Absences by team members, whether planned or unplanned, whether from Caselle or the City team, may impact the project timing.
2. The servers for the project need to be purchased, received and configured prior to the software being installed.
3. Successful completion and replication of load tables.

PROJECT ORGANIZATION

1. Project Lead: The person or group providing financial resources for the project.
2. Account Executive: Individuals responsible for the project scope (Sales Rep.)
3. System Consultant: Individuals with expertise about the system being implemented.
4. Project Manager: The person managing the project and its successful, on-time completion.

5. Technical Consultant: Individuals who will assist the organization in successful data gathering and give instruction regarding load tables.
6. Stakeholders: Individuals and organizations actively involved in the project, or whose interests may be affected as a result of project execution or project completion.
7. Subject Matter Experts: Individuals with expertise about systems or processes required to complete the project and / or make it successful.

COMMUNICATION

1. *Day to Day Communications* on non-urgent items that affect the project should be by email, with all team members on the distribution list, including Caselle team members. If an item is identified as an issue, it will be entered on the Issue Log for the project.
2. **Note:** Email is *NOT* to be used for messages of any urgency. Critical or time-sensitive items must be communicated immediately by telephone, followed by a summation email to keep everyone apprised.
3. *Weekly Status Call* will occur on a regular basis on ___________________ at ___:___ AM/PM MST with appropriate team members in attendance, either in person or by telephone. This meeting will recap the week's activities, with each team member reporting on their own progress and issues, including schedule variance and explanations, and activities scheduled for the next reporting period.
4. *Project Status Reports* serve two functions. They provide feedback to the project organization and they serve as a historical record of the project progress, decisions, success, achievements, and shortcomings. Project Status Reports are accomplished through a bottom-up approach. Team members will report to their Project Manager on a weekly basis in the Project Team Meetings. Information gathered during the Project Team Meetings will be incorporated into a Project Status Report that will be distributed to all team members and to the Steering Committee.

RISK AND ASSET MANAGEMENT

Risk is an uncertain event or condition that, if it occurs, may have a positive or negative effect on a project's objectives.

Risk management endeavors to optimize the likelihood of meeting project objectives and maximize the opportunities representing "positive" risk. Risk management also endeavors to minimize the occurrence of threatening conditions and events, and the impacts to project objectives that result. Identification of risks up front reduces the amount of surprises, crisis management, disappointment, workarounds, re-work and waste.

Project risks will be categorized as follows:

1. *Scope, Technical or Quality Risks*
   Project changes or additions, required customizations, technical design issues
2. *Management Risks*
   Lack of proper management, resource issues, sponsorship

3. *Organizational Risks*
   Slow decision-making, interruption of funding, changes in corporate goals or strategy, labor issues, end-user buy-in
4. *External Risks*
   Delivery of equipment, environment issues

When project risks are identified, project management will discuss ways to mitigate the risk, agree on a contingency plan and decide the trigger points for action.

ISSUES / CHANGE MANAGEMENT

An issue is a concern that may impede the progress of the project if not resolved. Issues require a decision and a resolution. The resolution may require concurrence from many people.

Issue resolution may drive changes to the project's scope. As stakeholders identify an issue, the project managers will identify the issue as a show-stopper, work-around, or nice-to-have. To ensure the health of the project, all issues and changes must be documented to their conclusion.

Issue definitions:

1. *Show-stopper*: This type of issue is mission critical to the project and the user community cannot move forward unless the project team resolves it.
2. *Work-around*: This issue is a feature of function of the Caselle application "out of the box" that does not fit the model of how the user visualizes the product should be. It can also be a malfunction of the product that needs to be addressed (a bug). Work can continue forward with either adjustment on the part of the end user or minor changes in the application design.
3. *Nice-to-have*: This issue is a special request for Caselle to provide to the customer. This issue helps drive new features and functions of the product.
4. *The Change Process*:
   a. The City's project lead contacts the Caselle project manager to discuss how the change will be handled.
   b. The project managers from the City and Caselle agree on how the change impacts the scope of work. They agree if the change can be incorporated as part of a release, handled as part of the original project scope or may require additional cost.
   c. The City and Caselle project managers will then work together to establish a technical specification if they agree it is needed.
   d. Caselle project manager will work with their internal development group to understand the requirement.
   e. Caselle project manager will then report back to the City's project lead of what the change requires for implementation.
   f. A change order form is used to communicate the required change, if necessary, and adapted into the project plan.

<u>Note:</u> Any change in scope will require approval and formal signoff by all parties.

Significant changes in scope will be subject to the City's formal change management process. Any modifications resulting in the delay of project completion or addition of resources (money, people, hardware, software, etc.) will be subject to additional approval by the City.

PROJECT DECISIONS

During the course of the project when technical, procedural, or operational decisions are made they will be documented in the weekly status report prepared by Caselle. The Weekly Status Report is a document maintained by the Caselle Project Manager.

<u>Report Development</u>

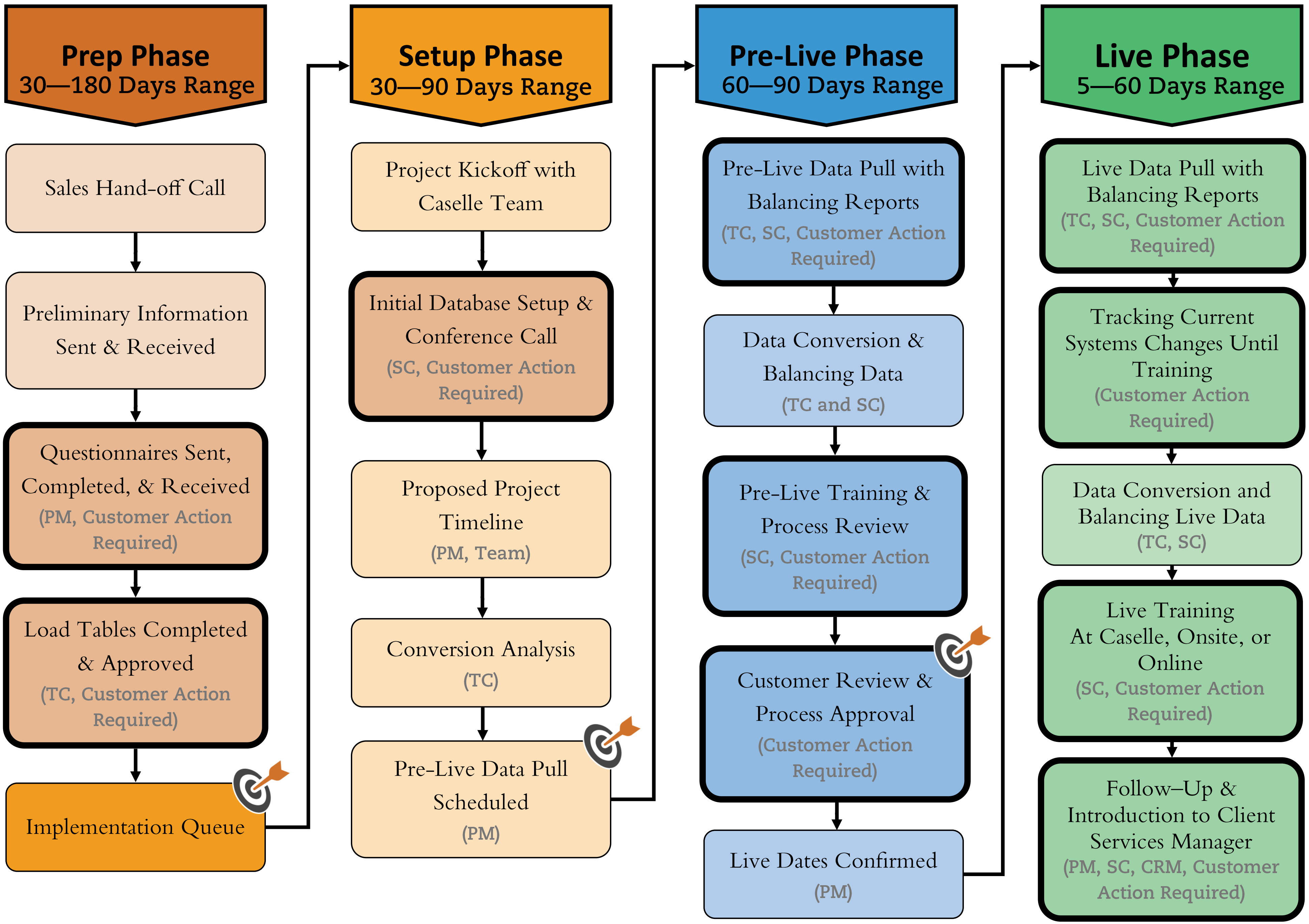
During the conversion, training and on-site assistance phases of your project, Caselle's implementation staff will work with the City employees, using your own data, to create the reports that you need to do your job efficiently. As part of the report training, Caselle's staff will also make recommendations for new reports that will help make your staff more efficient.

Users truly have access to all data contained in the system. The system has a report writer with numerous "canned reports" contained within each module. These reports can all be altered by the user adding or selecting selection criteria and report order of fields within the database (including user-defined fields). If there is an instance where the user needs a report that is not already available, they have the ability to create a table list (report, mail merge, labels or export file). The table list report writer gives access to every table and its subsequent data within the system. The user needs to identify which table columns and fields to pull out on the report and then save it so it does not have to be recreated. All reports can be printed to a file, network printer, PDF, etc. The only additional costs associated with this feature would be if the City requested our staff to generate such a custom report rather than performing the duties themselves. If so, Caselle would bill the City on a time-and-materials basis.

<u>Integrations and Interfaces</u>

It is expected that information would be entered once into the system. Modules within the system should be integrated in real-time with each other such that batch processes are not required to transfer information from one area of the system to another, unless that is the preference of the municipality. Caselle is expected to assist the City with required integrations and interfaces.

CASELLE® Implementation Process



CASELLE® Connect—Network

Network System Requirements

Important! Using servers or workstations that DO NOT meet the specified network system requirements may result in unsatisfactory performance and response times. This document lists the minimum hardware and software requirements for installing Connect.

Network Server Operating System	Microsoft® Windows Server 2016 (64-bit), 2012 (64-bit), 2012 R2 (64-bit)
Network Server Equipment	Intel® Xeon® Dual-Core Processor 2.0 Ghz or higher | 16 GB of available RAM | 30 GB of available disk space for Caselle Connect applications (180 MB) and data | Enterprise SSD | Color SVGA .28 Monitor | 1 GB Ethernet Network Card | 1 GB Ethernet Switch | DVD-RW Drive All hardware must be Microsoft® certified (request printed certification documents). Intel® Core™ i3, Intel® Celeron®, AMD Sempron™, and Intel® Pentium processsors are not recommended.
Database Server Equipment and Operating System	• Use the Recommended Network Server. For better performance, increase memory on network server or, use as a separate Database Server (same specifications as the Network Server). • Networks with more than ten workstations may require faster processors and/or more memory than recommended.
Database Software	Microsoft® SQL Server® 2012 (64-bit), 2014 (64-bit), or 2016 (64-bit)
Network Server and Database Server Power Protection	True Online UPS, 600 Voltamps minimum with UPS Monitoring card, cable, and software.
Workstation Computer	Intel® Core™ 2 Duo, i5, i7 (or higher) | 8 GB of available RAM | 30 GB available disk space for Caselle Connect applications (180 MB) and data | Color SVGA .28 Monitor | DVD-RW Drive All hardware must be Microsoft® certified (request printed certification documents). Intel® Core™ i3, Intel® Celeron®, AMD Sempron™, and Intel® Pentium processsors are not recommended.
Workstation Operating System	Microsoft® Windows 10 Professional™ (32–bit or 64–bit)
Workstation Power Protection	UPS/Battery backup unit
Backup System	Network quality system to back up file server hard drive on removable media and provide verification. Make sure the backup system supports backing up MS-SQL Databases. Example: Backup Exec with SQL Agent.
Printer	HP Laser Printer or Canon Copiers with PCL or Postscript Drivers
Receipt Printer	Ithaca 9000 Series and 1500 Series | Star TSP100 | Epson TM-U325 | Epson TM-U675 | Epson TM-H6000IV

CASELLE® Connect—Network

Internet Access	10 Mbps minimum available connection speed Explanation: Caselle® Applications require Internet access to download program updates, use Connect Online, and use web services.
Email	Email that is compatible with Microsoft® Windows
Network Installer	Microsoft® Authorized and Certified
Supported Internet Browsers	Google Chrome, Microsoft Edge, Mozilla Firefox 4 or later, and Apple Safari

CASELLE® Connect Hosted Solution

Version: Connect

Date: 19Mar2018

Frequently Asked Questions

Contents

Data Center and Security

What is a hosted solution?

Hosted applications are stored on a remote data center server and you can access them using the Internet.

Where is your data center and how safe is it?

The location of the data centers and servers where your company's information will be stored are as important as online security. The data center is hosted by Microsoft Azure. It is located in the US West2 data center with geographic redundancy, also known as georedundancy, to alternate data centers.

What is your disaster recovery plan?

Our disaster recovery plan allows us to use Microsoft Azure to access and recover your data in the event of an emergency. We use both Zone Redundant Storage (ZRS) within the US West 2 data center and Geo-Redundant Storage (GRS) to an alternate Microsoft Azure data center.

Here is how Zone Redundant Storage (ZRS) and Geo-Redundant Storage (GRS) work together:

- ZRS allows multiple faults within a particular hardware domain in Microsoft Azure. ZRS allows migration while running to an alternate Zone in the same data center.
- GRS to an alternate data center ensures the same coverage to an alternate data center in the event of a disaster. In addition, an alternate non-Microsoft backup solution also ensures data continuity outside of the Microsoft infrastructure.

What is your Recovery Time Objective (RTO)?

Our provider's replication strategy ensures a level of twelve to sixteen "9s", see Table 1: Replication Strategy. The "9s" refers to the number of positions after the decimal point and quantifies the durability of a redundant storage system over 365 days.

Microsoft is currently working to implement a point in time adjustable RTO at the account level. Until this occurs, we rely on our external non-Microsoft solution to set the RTO in the event of a disaster at one hour. The Recovery Point Objective (RPO) in the event of data loss is 15 minutes.

Table 1: Replication Strategy

	LRS (Location Redundant Storage)	ZRS (Zone Redundant Storage)	GRS (Geo-Redundant Storage)
Data is replicated across multiple data centers.	No	Yes	Yes
Data can be read from a secondary location.	No	No	No
Designed to provide durability of objects over a given year.	At least 99.999999999% (eleven 9s)	At least 99.9999999999% (twelve 9s)	At least 99.99999999999999% (sixteen 9s)

Do you test your disaster recovery plan on a regular basis?

Yes, our disaster recovery plan is tested twice a year.

How is my data protected from natural disasters, including fire, flood, earthquake, and storm?

Your data is protected through storage redundancy, replication, and backups. When possible, Microsoft Azure prefers at least 300 miles of separation between data centers in a regional pair, although this isn't practical or possible in all geographies. Physical data center separation reduces the likelihood of natural disasters, civil unrest, power outages, or physical network outages affecting both regions at once. Isolation is subject to the constraints within the geography (geography size, power/network infrastructure availability, regulations, etc.).

How is my sensitive data protected from thieves?

Our provider protects sensitive data by employing standard best practices in terms of security from an at rest, transit, encryption, and firewall perspective.

What is the backup and retention procedure?

For backup procedures, our provider uses Microsoft Azure managed disks; Microsoft Azure backup; and a third-party external, non-Microsoft cloud backup solution. For retention procedures, our provider uses Microsoft Azure Backup daily; runs a third party solution three times a day; and a performs a 15-minute recovery point objective on replication.

Is my data encrypted in transit?

Yes, data is encrypted in transit.

Is my cloud provider certified SSAE 16 Type 2 or SAS70 Type 2?

Yes, our cloud provider is certified with both SSAE 16 Type 2 and SAS70 Type 2. .

Is the cloud infrastructure built with N+1 configuration?

N+1 configuration, also known as parallel redundancy, is a safeguard to ensure that an uninterrupted power supply (UPS) system is always available. Our provider uses N+1 configuration.

What type of firewalls, anti-virus detection, multifactor user authentication, data encryption, and routine security audits are provided by your provider?

Our provider uses Microsoft Azure, Sophos, MFA (authentication to infrastructure first and secondary authentication to Caselle Application), AES 256 and RSA 2048 bit; and performs routine penetration tests (also known as a routine pen test), and internal security audits.

Will Caselle compensate me for losses?

The provider's software as a service (SAAS) contract addresses compensation for losses as such: "In the event of any "Service Failure," as defined in SAAS agreement, Provider will issue Recipient a credit.

Has your provider experienced issues resulting from customer data loss?

No, our provider has not experienced issues resulting from customer data loss.

Cloud Capacity and Licensing

What are the cloud storage limits? What is the cost to increase if needed in the future?

The cloud storage limit and cost to increase cloud storage depends on your storage type. Storage accounts have a 500 TiB limit (one tebibyte is approximately equal to 1.1 terabyte (TB)). However, our provider has the ability to scale cloud storage to database requirements. Cost for cloud storage varies based on demand and location. Cloud storage typically costs $0.03 to $0.06 per GB.

What if I need to increase the number of users? What will it cost?

To increase the number of users, you'll need to contact Caselle at (800) 228-9851. The cost is $75 per user per month.

What multitenancy platform does your cloud solution use?

Our cloud solution uses RDS (Remote Desktop Services) to manage tenants. Microsoft Azure is on the backend.

Deployment

How are the applications deployed?

The applications are deployed using an agent on the desktop to manage printing. Access to the applications is controlled by Remote Desktop Services (RDS).

Does the software run native over the Internet or does it require a delivery mechanism such as Citrix?

The software uses Remote Desktop Services (RDS) to run the application. It does not run native over the Internet and it does not require a delivery mechanism such as Citrix.

Are there any limitations with this type of deployment, for example, with reporting or display?

There are no known limitations with this type of deployment.

Operational Transparency

Does your provider provide a complete log of downtime history?
Yes, our provider can provide you with a complete log of downtime history.

Does your provider provide a way to monitor operational management, performance management, change management, usage management, and problem management?
Yes, you can use our provider's Digital Armor monitoring solution to perform these tasks.

6. DATA CONVERSION

History conversion is conditional upon the data being provided into the DATA LOAD TABLES. With conversion of history the customer is responsible to provide supporting reports for any historical data to be used to verify the accuracy of the conversion of historical data. **Additional costs will apply if third party resources are required.**

History conversions can be completed, however all history that is converted is unique and it does not look like it was generated in Caselle. It will not have linking records for normal Inquiry functions and reports that are normally generated in Caselle. *All of these considerations are discussed with you as well as reasonable expectations, depending upon the accuracy of the data provided in the Load Tables.* **Every effort is made for the history to be accurate and useful, but there are limitations.** Costs quoted below are negotiable once we understand the true scope of the project and if data can be provided as requested above.

Utility Billing History Conversion
Current active customer information is converted. Normally only inactive or final billed accounts with balances are recommended to keep in the system. Too many zero balance accounts may cause system performance issues. Service location information is converted for active accounts. Historical information for service address, account changes, service orders or meter changes will not be converted.

Meter information includes readings and usage for the specified number of periods. Meter change outs from property to property are not converted.

If transactions are identifiable and provided in the load tables, billings, adjustments and payments will be converted. If payment allocation detail is not available, payments will be allocated between the billed services based upon an order of allocation specified by the customer or applied to first service. Routines within Caselle will be used to balance or apply payments and credits. (These allocations may not match the original allocation when the payment was made.) Historical conversions require a previous balance transaction to be calculated to bring account into appropriate aged balance and will be in the history of the account.

History conversion on a bid basis

History for other utility related applications such as Service Orders is not provided.

TRAINING

After installation, Caselle's trainers will train the Department staff including IT, supervisors/system administrators, and users on proper usage and administration of the software system. Our implementation staff will also be available during the go-live phase to help minimize questions and problems, increase user confidence, and relieve the stress that may come with using a new system for the first time.

Our trainers have extensive software and industry knowledge and will help you apply it to your community. Several of our senior trainers have over twenty years of municipal software training experience. Their knowledge of municipal issues provides a strong foundation to help you with budgeting, utility billing and other community operations.

Approach
Caselle's Educational Services include individualized, hands-on instruction. Our thorough, patient instructors guide you through all the software features necessary for effective use. At completion, you will immediately be able to begin using the software.

Our structured training curriculum clearly outlines course objectives and goals to help you maximize your learning experience. We will train you on your actual data, to ensure that exercises are applicable to you. Group sessions and one-on-one instruction aid in the learning experience. Individual online training and review may also be provided, as needed. We expect to train each end user, but we can also make arrangements for a train-the-trainer approach.

Post Training Assistance
During the first 90 days following training, you are welcome to contact your classroom trainer for software support. This helps create a smooth transition, since your trainer will be aware of any unique issues discussed during training. After 90 days, our experienced customer support representatives will be able to effectively handle any and all support issues.

Documentation
Electronic Operating Manuals are included with each application. They are accessed from within the application via the "Help" button.

On-going Training
Refresher training is conducted on a regular basis via webinars or at Caselle's location. Webinars are recorded and accessible through our customer portal. There are no associated costs for this type of training.

TESTING

Caselle applications are developed and tested in-house using a variety of testing procedures including unit tests, black-box testing, functional testing, etc. We also have several customer sites who receive updated versions of the applications prior to general release. These sites install and run the applications in a "live" environment for a specified period of time before the applications are released to our other customer sites.

REPORTING

Caselle software has a built-in user-friendly report writer. Users can easily customize existing reports or create new ones. Thousands of pre-defined reports are available, giving the user the power to select any date range, print order, paging and totaling control. Columns on the report can be removed or adjusted and new fields can be added to any existing report. Page settings, layouts and fonts are very easy to modify. All reports can be printed, previewed, saved as a PDF or exported to Excel.

Some of the Standard Reports include:

- Financial Statement
- Trial Balance
- Detail Ledger
- Invoice Register
- Check Register
- Open Encumbrance
- Payment Approval
- Payroll Register
- Benefits Register
- Retirement
- Federal
- State
- Depreciation Schedules
- Aging Report
- Receivable Reports
- Deposit Register
- Payment Register

7. BACKUP SERVICES

The system provides a very basic routine for creating and restoring a SQL database backup. We strongly recommend that a third-party backup process be used by the IT group to schedule regular frequent backups. An off-site backup option can be added which allows the backup created to be uploaded to a secure site for storage and retention.

Caselle provides backup services in partnership with Q90 Corporation. Q90 Corporation collocates it's servers in geographically diverse Tier 4 datacenters connected by fiber optic cable. These Class A, Tier 4 datacenters are SAS 70 compliant, carrier neutral facilities, with redundant power, biometric security, and 24-hour video surveillance. Additionally, our datacenters are 100% compliant with the Payment Card Industry (PCI) Security Standards Council's Data Security Standard (PCI DSS). Because we store patient health information (PHI) information for some of our clients, we are also compliant under HIPAA as a data partner.

Backups are done nightly from the File Exchange system over to the backup server. Backups are held for 6 months and can be downloaded by clicking on the link next to the backup file. All systems are backed up to redundant servers on either a 4 hour or daily basis, depending on the nature of the data.

DISASTER RECOVERY

Disaster Recovery Plan for Cloud (Hosted) Clients
Caselle Cloud (hosted solution) is hosted on servers that are co-located in geographically diverse Tier 4 datacenters connected by fiber optic cable. These Class A, Tier 4 datacenters are SAS 70 compliant, carrier neutral facilities, with redundant power, biometric security, and 24 hour video surveillance.

Additionally, our datacenters are 100% compliant with the Payment Card Industry (PCI) Security Standards Council's Data Security Standard (PCI DSS). All systems are backed up to redundant servers on either a 4 hour or daily basis, depending on the nature of the data.

8. REFERENCES

Agency Name:	McPherson, KS
Population:	14,000
Contact Name & Title:	Daniela Rivas, Finance Director
Contact Address:	400 E Kansas Ave McPherson, KS 67460
Contact Phone Number:	(620) 245-2535
Contact Email Address:	danielar@mcpcity.com
Project Description:	*Connect Version – 15 Concurrent User Licenses* AP, AR, Advantage (Position Based Budgeting), Asset Management, Business License, CR, Online Electronic Payment Xpress Bill Pay, Community Development Suite w/Approvals, Code Violations, Permitting, Planning & Zoning, Document Management, Electronic w2/1099, miExcel GL & AP, GL, Online Paystubs/W2s, Online Maps, Payroll, Payroll Direct Deposit, HR, Timekeeping, Project Accounting.

Agency Name:	Phillipsburg, KS
Population:	2,300
Contact Name & Title:	Tiffini Gross, City Clerk
Contact Address:	945 2nd St. Phillipsburg, KS 67661
Contact Phone Number:	(785) 543-5234
Contact Email Address:	cityclerk@cityofphillipsburg.com
Project Description:	*Connect Version – 3 Concurrent User Licenses* AP, CR, Cemetery, Court, Document Management, Electronic w2/1099, miExcel GL, GL, Payroll, Payroll Direct Deposit, Timekeeping, Utility Management, Utility Electronic Read

Agency Name:	Sabetha, KS
Population:	2,519
Contact Name & Title:	Steve Compo, City Clerk
Contact Address:	50 Nelson St. Cartersville, GA 30120
Contact Phone Number:	(785) 284-2158 ext 209
Contact Email Address:	scompo@cityofsabetha.com
Project Description:	*Connect Version – 5 Concurrent User Licenses* AP, PO/Req, CR, Online Electronic Payments Xpress Bill Pay, miExcel GL, GL, Payroll, Payroll Direct Deposit, Utility Management, Utility Management Direct Pay, Utility Management Electronic Read.

Client Name:	City of Montrose, CO (We have 150+ sites in CO)
Population:	20,291
Contact Name & Title:	Shani Wittenberg, Finance Director
Contact Address:	400 E Main St. Montrose, CO 81401
Contact Phone Number:	(970) 240-1462
Contact Email Address:	swittenberg@ci.montrose.co.us
Project Description:	*Connect Version – 18 Concurrent User Licenses* GL, miExcel GL, Payroll, Direct Deposit, Electronic W2/1099, Timekeeping, Human Resources, Online Pay Stubs/W2's, miExcel PR, Accounts Payable, AP Direct Pay, Purchases & Requisitions, miExcel AP, Accounts Receivable, Utility Management, Electronic Reading Interface, Utility Direct Pay, Utility Service Orders, Utility Tax Certification, Utility Backflow Management, miExcel UM, Cash Receipting, Online/Electronic Payments (Xpress Bill Pay), Check Endorsement, Asset Management, Business License, Cemetery Management, Property Improvements, Materials Management, Project Accounting.

Client Name:	City of Moberly, MO
Population:	13,904
Contact Name & Title:	Matt Douglas, Assistant Finance Director
Contact Address:	101 W Reed St, Moberly, MO 65270
Contact Phone Number:	(660) 269-7601
Contact Email Address:	mattd@cityofmoberly.com
Project Description:	*Connect Hosted Version – 16 Concurrent User Licenses* AP, PO/Req, AR, Business License, CR, Online Electronic Payments, Check on Demand, Community Development Permitting, Document Management, MiExcel GL & UM, GL, Online Maps, Project Accounting, Utility Management, Backflow, Utility Electronic Read, Utility Mobile Service Orders, Web Services for CR and UM.

Agency Name:	City of Sallisaw, OK
Population:	8,489
Contact Name & Title:	Keith Skellton, Finance Director
Contact Address:	115 E Choctaw Sallisaw, OK 74955
Contact Phone Number:	(918) 775-6241 X306
Contact Email Address:	kskelton@sallisawok.org
Project Description:	*Connect Version – 12 Concurrent References* General Ledger, miExcel GL, Payroll, Direct Deposit, Timekeeping, Electronic Pay Stubs, Human Resources, Accounts Payable, Purchases & Requisitions, Utility Management, Electronic Reading Interface, Utility Direct Pay, Utility Service Orders, Maintenance Orders, Cash Receipting, Online/Electronic Payments, Animal License, Asset Mgt., Advantage, Cemetery Mgt., Permitting & Code Enforcement, Electronic W2s

Agency Name:	Beatrice, NE
Population:	12,209
Contact Name & Title:	Hannah Bell, Finance Director
Contact Address:	400 Ella St. Beatrice, NE 68310
Contact Phone Number:	(402) 228-5225
Contact Email Address:	hbell@beatrice.ne.gov
Project Description:	*Connect Version – 16 Concurrent User Licenses* AP, AP Direct Pay, PO/Req, AR, Animal License, Asset Management, CR, Online Electronic Payments Xpress Bill Pay, Document Management, Electronic W2/1099, miExcel GL & Payroll, GL, Materials Management, Online Paystubs/W2s, Payroll, Payroll Direct Deposit, HR, Timekeeping, Project Accounting, Utility Management, Backflow, Utility Electronic Read, Utility Service Orders, Web Services for CR, Utility Management.

Software	Cost
Onboarding Fees	
Accounting	
Accounting Data Conversion	
General Ledger	$2,950
General Ledger Conversion w/bank reconciliation	4,300
miExcel GL	1,000
Accounts Payable	1,050
Accounts Payable Data Conversion	2,200
AP Direct Pay, Purchases & Requisitions	550
Payroll and Payroll Direct Deposit	5,125
Payroll Data Conversion	1,275
Electronic W2/1099, Timekeeping, HR, Online Paystubs, web services	5,150
Employee Self-Service	Included in cost, Connect Online
Employee Expense Reimbursement	
Applicant Tracking	Cost is based on number of applicants
Work Orders, Fleet and Facilities Management	
Fleet Data Conversion	
Reporting Services	
Court	4,875
Court Data Conversion	*Cost will be quoted after a review of existing legacy data
Court Citation Import	-
Materials Management	1,625
Materials Management Data Conversion	500
Project Accounting	2,750
Document Management/ Zonal OCR	5,000
Code Enforcement	1,050
Code Enforcement Data Conversion	Included with Permitting conversion cost
Planing & Zoning, Approvals & Notifications	3,175
Utility Billing	4,875
Utility Billing Data Conversion	7,600
Utility Electronic Read, Service Orders, and Online Mapping	1,300
Cash Receipting, Payment Import with Web Services	2,050
Asset Management	1,050
Asset Management Data Conversion	500
Vendor Licensing	$132,550
Vendor Licensing Data Conversion	

Building Permits	2,125
Building Permits Data Conversion	8,600
Backflow Management	2,250
Backflow Data Conversion	1,340
Recreation	
Recreation Data Conversion	
Reporting Software for Public Facing Reports/Letters	
Interface for State Court System	Need more information to quote
Interface for Digiticket System	Need more information to quote
Interface for Sensus	N/A – Currently available
Customer Fees for Using ACH payment	3rd Party fees TBD
Customer Fees for using Debit Card payment	3rd Party fees TBD
Customer fees for using Credit Card payment	3rd Party fees TBD
Data Conversion (Total)	$26,315 *Court Management conversion is not included in this amount.
On-Site Training	On-Site training is not included in this quote. Cost typically doubles for On-Site
Online Training	A Hybrid approach can be negotiated
Total Cost	**$206,815**

Software	Cost
Onboarding Fees	
Accounting	
Accounting Data Conversion	
General Ledger	$2,950
General Ledger Conversion w/bank reconciliation	4,300
miExcel GL	1,000
Accounts Payable	1,050
Accounts Payable Data Conversion	2,200
AP Direct Pay, Purchases & Requisitions	550
Payroll and Payroll Direct Deposit	5,125
Payroll Data Conversion	1,275
Electronic W2/1099, Timekeeping, HR, Online Paystubs, web services	5,150
Employee Self-Service	Included in cost, Connect Online
Employee Expense Reimbursement	
Applicant Tracking	Cost is based on number of applicants
Work Orders, Fleet and Facilities Management	
Fleet Data Conversion	
Reporting Services	
Court	4,875
Court Data Conversion	*Cost will be quoted after a review of existing legacy data
Court Citation Import	-
Materials Management	1,625
Materials Management Data Conversion	500
Project Accounting	2,750
Document Management/ Zonal OCR	5,000
Code Enforcement	1,050
Code Enforcement Data Conversion	Included with Permitting conversion cost
Planing & Zoning, Approvals & Notifications	3,175
Utility Billing	4,875
Utility Billing Data Conversion	7,600
Utility Electronic Read, Service Orders, and Online Mapping	1,300
Cash Receipting, Payment Import with Web Services	2,050
Asset Management	1,050
Asset Management Data Conversion	500
Vendor Licensing	Hosted
Vendor Licensing Data Conversion	

Building Permits	2,125
Building Permits Data Conversion	8,600
Backflow Management	2,250
Backflow Data Conversion	1,340
Recreation	
Recreation Data Conversion	
Reporting Software for Public Facing Reports/Letters	
Interface for State Court System	Need more information to quote
Interface for Digiticket System	Need more information to quote
Interface for Sensus	N/A – Currently available
Customer Fees for Using ACH payment	3rd Party fees TBD
Customer Fees for using Debit Card payment	3rd Party fees TBD
Customer fees for using Credit Card payment	3rd Party fees TBD
Data Conversion (Total)	$26,315 *Court Management conversion is not included in this amount.
On-Site Training	On-Site training is not included in this quote. Cost typically doubles for On-Site
Online Training	A Hybrid approach can be negotiated
Total Cost	**$74,265**

Caselle® Software & Services Proposal

City of Bel Aire, KS

October 31, 2023

(Valid for 90 days)

From:

Wade Walker, Territory Manager
pww@caselle.com

Proposal Summary

Total Software License	$132,550
Total Training	27,250
Total Setup	20,700
Total Conversion	26,315
Total Investment	**$206,815**

A deposit of 50% of the total proposal price is required with order. The remaining balance will be due upon completion of training.

Monthly Software Assurance will be $3,709.

I have read and agree to all terms & conditions proposed herein. I understand if the City of Bel Aire is unable to provide data to Caselle in the requested format, additional fees will apply.

Signature

Printed Name & Title

Date

Proposal Detail

Caselle® Application Software	License Fees	Training	Setup	Conversion	Total
General Ledger	$5,500	$2,250	$700	$2,800	$11,250
Budgeting	Incl. w/GL	Included	-	-	-
Bank Reconciliation	Incl. w/GL	Included	-	1,500	1,500
miExcel GL	1,000	Included	1,000	-	2,000
Payroll/Direct Deposit	9,200	3,375	1,750	1,275	15,600
Electronic W2/1099	1,700	Included	-	-	1,700
Timekeeping	2,700	1,100	500	-	4,300
Human Resources	4,500	550	-	-	5,050
Online Pay Stubs/W2's	-	-	3,000	-	3,000
Payroll Web Services	1,250	-	-	-	1,250
Accounts Payable	5,500	550	500	2,200	8,750
AP Direct Pay	2,700	Included	-	-	2,700
Purchases & Requisitions	2,700	550	-	-	3,250
Utility Management	5,500	3,375	1,500	7,600	17,975
Utility Electronic Reading Interface	2,700	Included	250	-	2,950
Utility Service Orders	2,700	550	500	-	3,750
Online Mapping	-	-	-	-	-
Utility Backflow Management	4,500	750	1,500	1,340	8,090
Cash Receipting	4,500	550	500	-	5,550
Payment Import	2,500	Included	1,000	-	3,500
Cash Receipting Web Services	-	-	-	-	-
Utility/Service Orders Web Services	-	-	-	-	-
Asset Management	3,300	550	500	500	4,850
Court Management	6,500	3,375	1,500	*Per Bid	11,375
Court Citation Import	1,600	Included	-	-	1,600
Materials Management	4,500	1,125	500	500	6,625
Project Accounting	4,500	2,250	500	-	7,250
Document Management/ Zonal OCR	-	3,000	2,000	-	5,000
Permitting	8,000	1,125	1,000	8,600	18,725
Planning & Zoning	5,000	1,125	1,000	-	7,125
Approvals & Notifications	3,000	550	500	-	4,050
Code Enforcement	3,000	550	500	-	4,050
Three (3) Concurrent User Licenses	Included	-	-	-	Included
Seventeen (17) Additional Concurrent User Licenses (**20 Total**)	34,000	-	-	-	34,000
Grand Total	**$132,550**	**$27,250**	**$20,700**	**$26,315**	**$206,815**

Notes:

1. Training will take place at Caselle. We offer several options for training: at our location in Provo Utah, Onsite and Online. We offer a significant discount to come to our location for training and have found that taking you out of your environment helps avoid interruptions and can be the most beneficial. Some sites request a combination of all three. We encourage training at Caselle but are more than happy to do what works best for you and your staff.
2. Online Paystubs includes 75 employees paid bi-weekly and annual W2's. Software Assurance will be adjusted if the number of employees exceeds this estimate.
3. The subscription based Caselle Document Management includes: Full Text Search, Encryption, Drag and Drop, Role-Based Security, Versioning, Document Retention, Audit Trail, OCR (10,000 pages/month), three (3) Concurrent User Licenses, three (3) Advanced Workflow Licenses and the Caselle Integration.
4. Applicant Tracking fees are billed separately by ApplicantPro on a subscription basis based on number of applicants.
5. If during the Implementation the Pre-Live and Go-Live needs to be re-scheduled you may be subject to additional charges up to $10,000. depending on frequency and reason.

   Caselle allocates resources and staffing to accomplish your implementation in a timely manner. When hard dates are set and missed it affects multiple projects and requires more time and resources.
6. History Conversion is available on a per bid basis. Additional fees may apply upon review of existing legacy data.

General Information

In order to further define and clarify the various products and services offered in this proposal, the following notes will apply based on the software applications and/or services quoted:

Hardware, Network, & Database Software Requirements	It is the responsibility of the customer to meet the attached Caselle System Requirements. Prior to the implementation, your SQL Server installation must be complete. Customers requesting additional assistance with Microsoft SQL Server installations are asked to contact Executech, Caselle's authorized contractor at (801) 253-4541. Charges will be billed at the rate of $105 per hour upon approval by the customer. You will be invoiced by Caselle for these services.
Source Code	Source code is held in escrow with InnovaSafe, Inc. Technology Protection Services and requires a beneficiary enrollment form, available upon request. An annual fee of $200 will apply.
Software License Fees	The price quoted is based on the number of concurrent users listed in the proposal. Additional concurrent user licenses are $2,000 each.
Training	Unless otherwise quoted, training will take place at Caselle's Education Center, located in Provo, Utah. Your staff will be trained on your data. Approximately one half of the training time will be spent reviewing and validating your converted data files. Training hours are from 8:30 a.m. to 4:30 p.m., Monday through Friday.
On-site Implementation Assistance	If on-site implementation assistance is quoted, this may include a pre-implementation customer process evaluation meeting. We will review your current processes and determine what is required to make a smooth transition to the Caselle software system. Additional on-site assistance days may be quoted to assist during and after the implementation. This ensures that you are utilizing the Caselle application features to the full benefit of your organization.
Travel Expenses	If on-site training or implementation assistance is quoted, travel expenses will be estimated based on the number of days and trips required. Actual expenses will be invoiced when implementation is complete.

Implementation Services

Data conversion is an involved, sometimes complicated procedure that must be completed with a high level of accuracy and precision. To make this process run smoothly, Caselle requires your assistance in providing the required materials for preliminary data conversion, offering clarification as needed during the conversion process, and supplying updated materials for the final data conversion. ***Please read the following information carefully.***

Gathering Preliminary Data

Assemble the following information and send it to Caselle.

- Complete the **Information Worksheets** during each phase of the conversion.
- Provide **data to be converted**.
  - You may need to clarify the data, as needed, during the conversion process.
  - Caselle will not convert the prior period detail during data conversion unless optional history conversion is specified in the contract.
- Send **printed or PDF reports** to verify account balances at the time data is sent to Caselle for preliminary conversion and again for final data conversion.

Submitting Conversion Data

You will be provided a file layout for each application that will have data conversion. The file layout details the required and/or optional fields that Caselle will need to provide the conversion. The cost of conversion quoted in this proposal is based on your submission of the necessary data in the requested formats. If data cannot be supplied in this format, additional costs will be billed to get your existing data into the desired formats ready for conversion, and could delay any proposed timeline. We may also need file layouts or descriptions of tables and where all of the necessary information is located within your existing data to complete the conversion.

Data Conversion Timeline

The timeline begins when the requested data and all required preliminary information has been received by Caselle. The timeline to complete an accurate data conversion can range from 120 – 180 days. This is dependent upon the condition of the data and the client's willingness to review the preliminary information for accuracy, including information requested in the discovery phase of the conversion.

Scheduling Training

Important! Training will only be scheduled after Caselle has completed the mock conversion and the customer has reviewed and approved the conversion.

After training is scheduled, a representative from the Implementation team will review the remaining steps to ensure a successful implementation, prior to going Live on Caselle.

Software Setup & Data Conversion

This section contains the items, per directory, that will be setup and converted in each module. Since estimating the exact quantity may be difficult, we will adjust the calculated conversion cost if the actual number of items converted is greater than or less than 25% of the original estimate.

Data conversion requires that data be submitted in the required format. It is the responsibility of the customer to provide data to Caselle. Conversion services to retrieve or modify your data to the required formats are available at an additional cost. These services will be billed at Caselle's current hourly rate and are not included in this proposal.

General Ledger Setup

- Set up the control table in the General Ledger and Account Masks with the appropriate segments for funds, departments, revenue sources, object codes, and other account classifications.
- Modify the existing chart of accounts to utilize the advanced reporting features available with Caselle, if needed.
- Format five standard financial statements:
  - Balance Sheet with Revenue/Expenditures compared to budget
  - Allocation Reconciliation
  - Income Statement (All Funds)
  - Balance Sheet (All Funds)
  - Fund Summary Income Statement

  Note: Additional fees may be required to set up additional financial statements.
- Establish all necessary journals for interfaced subsystems to allow the subsystems to update transactions to the General Ledger.
- Create a custom Checklist to document your organization's daily, monthly, and fiscal year-end steps; as well as budget procedures.

Data Conversion

- The current year-to-date trial balance and budget will be entered and balanced to your existing system. Caselle will provide supporting reports that document the balance sheet accounts, revenues, and expenditure balance for auditing purposes. A trial balance period will be established and all periods from that period forward will contain detail transaction information, if provided.

  1,400 accounts are included

Bank Reconciliation Data Conversion

- Bank reconciliation for the desired cash accounts with outstanding deposits and checks will be established. A bank reconciliation will be completed and balanced to cash for the appropriate beginning period.

  3 bank accounts are included

Payroll/Direct Deposit Setup

- Set up necessary pay codes for gross pay, deductions, taxes, and benefits.
- Set up check formats for the Employee Payroll Check and Vendor Remittance for applicable deductions.
- Create a custom Checklist to document all necessary payroll procedures for pay periods and year-end.
- Set up default reports for all necessary payroll reporting, including:
  - Transmittals
  - Standard State/Federal Reporting
- Set up header and batch information with the appropriate ACH/NACHA file information.
- Set up bank file with all necessary employee bank routing information.
- Format one direct deposit voucher and one transmittal voucher.
- Additional form set up, such as timesheets will be billed at the rate of $100 per form. Forms that have multiple pages will be billed $100 for each additional page included in the form.

Data Conversion

- Each employee's information will be converted. This information includes the employee name, address, Social Security number, exemptions, and worker's compensation status.
- Each employee's wage distribution for salary and benefits will be established.
- Employee pay codes for all wages, deductions, taxes, benefits, and reimbursements will be converted.
- Payroll YTD information will be entered and reviewed to ensure W-2 information is accurate at year-end.
- Payroll processing to verify data conversion is accurate will be completed.
- Payroll YTD totals, leave time, hours, and benefits will be balanced to the existing system if supporting reports are provided.
- Caselle will provide reports of the converted data for auditing purposes.
- Each employee file will be set up with the employee's bank routing account information for full ACH compatibility. A pre-notification test file will be generated and verified to ensure accuracy.

75 employees are included

Timekeeping Setup

- Establish activity codes and appropriate payroll overrides.
- Set up and define task codes, including descriptions and General Ledger override accounts, if necessary.
- Set up employee defaults for tasks, activities, and shifts.
- Set up applicable FLSA shifts.

Accounts Payable Setup

- Establish vendor defaults.
- Format one check form with requested stub detail.
- Create a Checklist to document Accounts Payable procedures, including the printing of 1099's.

Data Conversion

- Each vendor's information will be converted. This information includes the vendor name, street address, mailing address, remittance addresses, city, state, zip code, and 1099 status.
  - Exception: 1099 balances can be established, if provided.

1,100 vendors are included

AP Direct Pay Setup

- Set up header and batch information with the appropriate ACH/NACHA file information.
- Set up vendors with necessary routing and account numbers.
- Format one direct pay voucher.

Purchases & Requisitions Setup

- Format one purchase order form.
- Create a Checklist to document Purchase Order procedures.
- Additional custom purchase order form set up will be billed at the rate of $100 per form. Forms that have multiple pages will be billed $100 for each additional page included in the form.

Utility Management Setup

- Set up services, taxes, rate tables, and other fees for billing.
- Format one form for each of the following: utility bills, delinquent notices, and shut-off notices.
- Set up default reports for billing, meter proofing, and reviewing customer information.
- Create table lists to generate customer labels, reports for new connects, terminated customers with credit balances, and terminated customers with a zero balance.
- Create a Checklist to document daily, monthly, and billing procedures.
- Additional forms will be billed at the rate of $100 per form. Forms that have multiple pages will be billed $100 for each additional page included in the form.

Data Conversion

- Each customer's information will be entered and verified. This information depends on what is provided. Information will be converted as is and normally includes the customer number, name, service address, mailing address, city, state, zip code, telephone numbers, meter number, location, balances, and previous reads.
- All appropriate transactions for balancing the billing will be converted.
- Balancing totals, billing totals, receivable by service totals, if provided, will be balanced to the existing system using supporting reports.
- Caselle will provide reports of the converted data for auditing purposes.

3,800 meters or customers are included

Utility Electronic Reading Interface Setup

- Create the appropriate import/export formats and test with the interfaced meter reading equipment.

Service Orders Setup

- Set up the Service Order options (including user, department, and actions).
- Customize Service Order data entry screens.
- Format three Service Order form layouts.
- Set up the Utility Management interface.
- Additional form layouts will be billed at the rate of $100 per form. Forms that have multiple pages will be billed $100 for each additional page included in the form.

Backflow Management Setup

- Assembly types, approved assembly models, action codes, notification cycles, organization, testers, and a maximum of eight forms will be set up. Forms include:
  - Testers Certification Notice
  - Testing Renewal Notifications
  - Assembly Install Notifications
  - Assembly Failure Notices

Data Conversion

- All active backflow assemblies will be attached to the utility location table including all applicable information to start the tracking process.

  1,340 assemblies are included

  No historical assembly information will be included.

Cash Receipting Setup

- Set up the General Ledger accounts for bank deposits and standard receipting revenue.
- Set up category and distribution codes.
- Set up payment types, for example, check, cash, and credit card, and associated reports for balancing.
- Create default reports to assist in daily operation.
- Create a Checklist to document procedures for daily cash receipting transactions, updates, and posting of receipts.

Asset Management Setup

- Establish the default depreciation frequency and method, with the asset number format.
- Set up departments, classifications, and asset types.
- Create a Checklist to document procedures, including the asset creation and General Ledger updates.

Data Conversion

- Asset number, description, department, classification, and type will be converted. The depreciation start date, life, and method of depreciation will be converted for each asset, if provided.
- Accumulated depreciation can be converted to ensure an accurate beginning balance.

Court Management Setup

- Use the court information you provide to structure all codes. Codes will cross-reference surcharge, state assessment, and so on.
- Format up to six Follow-up letters. Docket information will accurately default into all correspondence.
- Set cross-reference flags for witness letters, jury letters, pre-trial hearings, failure to comply notices, change of trial dates and/or hearings, appeals, non-appearance, bench warrants, etc.
- Set up special codes to handle collections, community service, jail time, jail credits, DUI School, counseling, etc.
- Create a Checklist to document daily, monthly, and year-end procedures.
- Additional Follow-up letters will be billed at the rate of $100 per letter. Letters that have multiple pages will be billed $100 for each additional page included in the form.

Materials Management Setup

- Create the inventory number mask.
- Set up the Department, Category, and Location files.
- Establish inventory levels, turnover, and valuation reports.
- Create a Checklist to document daily, monthly, and inventory procedures.

Data Conversion

- Inventory items will be converted. This includes the inventory number, description, location, category, quantity, and unit cost for each item. Inventory valuation will be balanced if available.

Project Accounting Setup

- Set up organization settings and all system defaults.
- Determine job number mask with segments and values for all projects.
- Determine and set up General Ledger accounts for WIP, depreciation, accumulated depreciation, and clearing accounts for labor and purchases.
- Interface all applicable Caselle applications.
- Set up the Crew Rate, Departments, and Jobs for creation, approval, and completion procedures.

Community Development Setup

- Setup services will assist customers in initial software configuration such as codes, rates, permit types, fees, etc. A representative will provide consulting and software setup via telephone and email prior to product shipping. All parcel data and current owner information will be entered when submitted in the requested format. Property Parcel Data does not include data export from any other system or custom conversion. Property information will need to be entered into the Caselle Load Table by the customer.
- If customer completes the Caselle Load Tables for Property and Owner, Contractor and open Permits, there will be no conversion charges.
- If Caselle Load Tables are not used and data is submitted in another format, there will be a $2.00 charge per property, contractor, open permit record, and historical record in addition to the setup fee.

Data Conversion

- All property and owner parcel data will be entered when submitted in the requested format.
- All Open Permits will be entered when submitted in the requested format.
- Contractor information will be entered when submitted in the requested format.
- If historical data needs to be converted, data will be loaded into a Caselle Archive History Table as read only and can be exported or viewed in Property Inquiry and Table List reports. Historical data from existing system will not be converted as Caselle transactions.
- Caselle Load Tables will need to be populated by the customer.
- All needed forms will be billed at the rate of $100 per form. Forms that have multiple pages will be billed $100 for each additional page included in the form.

4,300 properties are included

Caselle® Hosted Software & Services Proposal

City of Bel Aire, KS

October 31, 2023

(Valid for 90 days)

From:

Wade Walker, Territory Manager
pww@caselle.com

Proposal Summary

License Type	Hosted
Total Training	$27,250
Total Setup	20,700
Total Conversion	26,315
Total Investment	**$74,265**

A deposit of 50% of the total proposal price is required with order. The remaining balance will be due upon completion of training.

Monthly Hosted Maintenance & Support will be $5,601.

I have read and agree to all terms & conditions proposed herein. I understand if the City of Bel Aire is unable to provide data to Caselle in the requested format, additional fees will apply.

Signature

Printed Name & Title

Date

Proposal Detail

Caselle® Application Software	License Type	Training	Setup	Conversion	Total
General Ledger	Hosted	$2,250	$700	$2,800	$5,750
Budgeting	Hosted	Included	-	-	-
Bank Reconciliation	Hosted	Included	-	1,500	1,500
miExcel GL	Hosted	Included	1,000	-	1,000
Payroll/Direct Deposit	Hosted	3,375	1,750	1,275	6,400
Electronic W2/1099	Hosted	Included	-	-	-
Timekeeping	Hosted	1,100	500	-	1,600
Human Resources	Hosted	550	-	-	550
Online Pay Stubs/W2's	Hosted	-	3,000	-	3,000
Payroll Web Services	Hosted	-	-	-	-
Accounts Payable	Hosted	550	500	2,200	3,250
AP Direct Pay	Hosted	Included	-	-	-
Purchases & Requisitions	Hosted	550	-	-	550
Utility Management	Hosted	3,375	1,500	7,600	12,475
Utility Electronic Reading Interface	Hosted	Included	250	-	250
Utility Service Orders	Hosted	550	500	-	1,050
Online Mapping	Hosted	-	-	-	-
Utility Backflow Management	Hosted	750	1,500	1,340	3,590
Cash Receipting	Hosted	550	500	-	1,050
Payment Import	Hosted	Included	1,000	-	1,000
Cash Receipting Web Services	Hosted	-	-	-	-
Utility/Service Orders Web Services	Hosted	-	-	-	-
Asset Management	Hosted	550	500	500	1,550
Court Management	Hosted	3,375	1,500	*Per Bid	4,875
Court Citation Import	Hosted	Included	-	-	-
Materials Management	Hosted	1,125	500	500	2,125
Project Accounting	Hosted	2,250	500	-	2,750
Document Management/ Zonal OCR	Hosted	3,000	2,000	-	5,000
Permitting	Hosted	1,125	1,000	8,600	10,725
Planning & Zoning	Hosted	1,125	1,000	-	2,125
Approvals & Notifications	Hosted	550	500	-	1,050
Code Enforcement	Hosted	550	500	-	1,050
Twenty (20) Concurrent User Licenses	Hosted	-	-	-	Included
Grand Total	**Hosted**	**$27,250**	**$20,700**	**$26,315**	**$74,265**

Notes:

1. Training will take place at Caselle. We offer several options for training: at our location in Provo Utah, Onsite and Online. We offer a significant discount to come to our location for training and have found that taking you out of your environment helps avoid interruptions and can be the most beneficial. Some sites request a combination of all three. We encourage training at Caselle but are more than happy to do what works best for you and your staff.
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General Ledger Setup

- Set up the control table in the General Ledger and Account Masks with the appropriate segments for funds, departments, revenue sources, object codes, and other account classifications.
- Modify the existing chart of accounts to utilize the advanced reporting features available with Caselle, if needed.
- Format five standard financial statements:
  - Balance Sheet with Revenue/Expenditures compared to budget
  - Allocation Reconciliation
  - Income Statement (All Funds)
  - Balance Sheet (All Funds)
  - Fund Summary Income Statement

  Note: Additional fees may be required to set up additional financial statements.
- Establish all necessary journals for interfaced subsystems to allow the subsystems to update transactions to the General Ledger.
- Create a custom Checklist to document your organization's daily, monthly, and fiscal year-end steps; as well as budget procedures.

Data Conversion

- The current year-to-date trial balance and budget will be entered and balanced to your existing system. Caselle will provide supporting reports that document the balance sheet accounts, revenues, and expenditure balance for auditing purposes. A trial balance period will be established and all periods from that period forward will contain detail transaction information, if provided.

  1,400 accounts are included

Bank Reconciliation Data Conversion

- Bank reconciliation for the desired cash accounts with outstanding deposits and checks will be established. A bank reconciliation will be completed and balanced to cash for the appropriate beginning period.

  3 bank accounts are included

Payroll/Direct Deposit Setup

- Set up necessary pay codes for gross pay, deductions, taxes, and benefits.
- Set up check formats for the Employee Payroll Check and Vendor Remittance for applicable deductions.
- Create a custom Checklist to document all necessary payroll procedures for pay periods and year-end.
- Set up default reports for all necessary payroll reporting, including:
  - Transmittals
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- Set up header and batch information with the appropriate ACH/NACHA file information.
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- Format one direct deposit voucher and one transmittal voucher.
- Additional form set up, such as timesheets will be billed at the rate of $100 per form. Forms that have multiple pages will be billed $100 for each additional page included in the form.

Data Conversion

- Each employee's information will be converted. This information includes the employee name, address, Social Security number, exemptions, and worker's compensation status.
- Each employee's wage distribution for salary and benefits will be established.
- Employee pay codes for all wages, deductions, taxes, benefits, and reimbursements will be converted.
- Payroll YTD information will be entered and reviewed to ensure W-2 information is accurate at year-end.
- Payroll processing to verify data conversion is accurate will be completed.
- Payroll YTD totals, leave time, hours, and benefits will be balanced to the existing system if supporting reports are provided.
- Caselle will provide reports of the converted data for auditing purposes.
- Each employee file will be set up with the employee's bank routing account information for full ACH compatibility. A pre-notification test file will be generated and verified to ensure accuracy.

75 employees are included

Timekeeping Setup

- Establish activity codes and appropriate payroll overrides.
- Set up and define task codes, including descriptions and General Ledger override accounts, if necessary.
- Set up employee defaults for tasks, activities, and shifts.
- Set up applicable FLSA shifts.

Accounts Payable Setup

- Establish vendor defaults.
- Format one check form with requested stub detail.
- Create a Checklist to document Accounts Payable procedures, including the printing of 1099's.

Data Conversion

- Each vendor's information will be converted. This information includes the vendor name, street address, mailing address, remittance addresses, city, state, zip code, and 1099 status.
  - Exception: 1099 balances can be established, if provided.

1,100 vendors are included

AP Direct Pay Setup

- Set up header and batch information with the appropriate ACH/NACHA file information.
- Set up vendors with necessary routing and account numbers.
- Format one direct pay voucher.

Purchases & Requisitions Setup

- Format one purchase order form.
- Create a Checklist to document Purchase Order procedures.
- Additional custom purchase order form set up will be billed at the rate of $100 per form. Forms that have multiple pages will be billed $100 for each additional page included in the form.

Utility Management Setup

- Set up services, taxes, rate tables, and other fees for billing.
- Format one form for each of the following: utility bills, delinquent notices, and shut-off notices.
- Set up default reports for billing, meter proofing, and reviewing customer information.
- Create table lists to generate customer labels, reports for new connects, terminated customers with credit balances, and terminated customers with a zero balance.
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- Caselle will provide reports of the converted data for auditing purposes.

3,800 meters or customers are included

Utility Electronic Reading Interface Setup

- Create the appropriate import/export formats and test with the interfaced meter reading equipment.

Service Orders Setup

- Set up the Service Order options (including user, department, and actions).
- Customize Service Order data entry screens.
- Format three Service Order form layouts.
- Set up the Utility Management interface.
- Additional form layouts will be billed at the rate of $100 per form. Forms that have multiple pages will be billed $100 for each additional page included in the form.

Backflow Management Setup

- Assembly types, approved assembly models, action codes, notification cycles, organization, testers, and a maximum of eight forms will be set up. Forms include:
  - Testers Certification Notice
  - Testing Renewal Notifications
  - Assembly Install Notifications
  - Assembly Failure Notices

Data Conversion

- All active backflow assemblies will be attached to the utility location table including all applicable information to start the tracking process.

  1,340 assemblies are included

  No historical assembly information will be included.

Cash Receipting Setup

- Set up the General Ledger accounts for bank deposits and standard receipting revenue.
- Set up category and distribution codes.
- Set up payment types, for example, check, cash, and credit card, and associated reports for balancing.
- Create default reports to assist in daily operation.
- Create a Checklist to document procedures for daily cash receipting transactions, updates, and posting of receipts.

Asset Management Setup

- Establish the default depreciation frequency and method, with the asset number format.
- Set up departments, classifications, and asset types.
- Create a Checklist to document procedures, including the asset creation and General Ledger updates.

Data Conversion

- Asset number, description, department, classification, and type will be converted. The depreciation start date, life, and method of depreciation will be converted for each asset, if provided.
- Accumulated depreciation can be converted to ensure an accurate beginning balance.

Court Management Setup

- Use the court information you provide to structure all codes. Codes will cross-reference surcharge, state assessment, and so on.
- Format up to six Follow-up letters. Docket information will accurately default into all correspondence.
- Set cross-reference flags for witness letters, jury letters, pre-trial hearings, failure to comply notices, change of trial dates and/or hearings, appeals, non-appearance, bench warrants, etc.
- Set up special codes to handle collections, community service, jail time, jail credits, DUI School, counseling, etc.
- Create a Checklist to document daily, monthly, and year-end procedures.
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Materials Management Setup

- Create the inventory number mask.
- Set up the Department, Category, and Location files.
- Establish inventory levels, turnover, and valuation reports.
- Create a Checklist to document daily, monthly, and inventory procedures.

Data Conversion

- Inventory items will be converted. This includes the inventory number, description, location, category, quantity, and unit cost for each item. Inventory valuation will be balanced if available.

Project Accounting Setup

- Set up organization settings and all system defaults.
- Determine job number mask with segments and values for all projects.
- Determine and set up General Ledger accounts for WIP, depreciation, accumulated depreciation, and clearing accounts for labor and purchases.
- Interface all applicable Caselle applications.
- Set up the Crew Rate, Departments, and Jobs for creation, approval, and completion procedures.

Community Development Setup

- Setup services will assist customers in initial software configuration such as codes, rates, permit types, fees, etc. A representative will provide consulting and software setup via telephone and email prior to product shipping. All parcel data and current owner information will be entered when submitted in the requested format. Property Parcel Data does not include data export from any other system or custom conversion. Property information will need to be entered into the Caselle Load Table by the customer.
- If customer completes the Caselle Load Tables for Property and Owner, Contractor and open Permits, there will be no conversion charges.
- If Caselle Load Tables are not used and data is submitted in another format, there will be a $2.00 charge per property, contractor, open permit record, and historical record in addition to the setup fee.

Data Conversion

- All property and owner parcel data will be entered when submitted in the requested format.
- All Open Permits will be entered when submitted in the requested format.
- Contractor information will be entered when submitted in the requested format.
- If historical data needs to be converted, data will be loaded into a Caselle Archive History Table as read only and can be exported or viewed in Property Inquiry and Table List reports. Historical data from existing system will not be converted as Caselle transactions.
- Caselle Load Tables will need to be populated by the customer.
- All needed forms will be billed at the rate of $100 per form. Forms that have multiple pages will be billed $100 for each additional page included in the form.

4,300 properties are included