



City of Hartford * County of Van Buren * State of Michigan

TO: Mayor Hall and the Hartford Commission

FROM: Nicol Brown, City Manager *NB*

DATE: November 25, 2024

RE: APPROVAL OF FINANCIAL SOFTWARE

ITEM BEFORE THE COMMISSION:

The item before the Commission is to approve the BS&A Software Proposal for the financial and personnel management modules, community development modules, and tax and assessment upgrades.

DISCUSSION:

The City currently has BS&A software for taxes and assessing services. Van Buren County mandated that cities and townships have BS&A software. Most of the communities in VBC invested in BS&A for financial management. The City currently has Tyler Technologies for financial management. The system we have is an older module that has since been updated.

The City received quotes from three software companies: BS&A, Tyler Technologies, and Springbrook Software. The three software companies are switching over to a CLOUD-based data storage system. Currently, the City is not on a CLOUD system.

BS&A cost summary includes:

- Upgrade the current assessing and tax modules will be upgraded to a Cloud module - \$4,380 annual fee
- Financial Management Cloud Module will consist of general ledger, accounts payable, cash receipting, accounts receivable, and utility billing - \$7,800 annual fee
- Personnel Management Cloud Module will consist of payroll and timesheets - \$3380 annual fee
- Community Development Cloud Module will consist of building, permits & inspections, planning & zoning, and code enforcement - \$2,740 annual fee
- Data Conversion/Database Setup - \$16,630 (one-time cost)
- Upgrade Implementation - \$3,800 (one-time cost)
- New Module Project Management and Implementation Planning - \$9,750 (one-time cost)
- New Modules Implementation and Training - \$23,000 (one-time cost)

Total Proposal \$71,480

The payment schedule will consist of two fiscal year payments. The first and second payments of \$32,660 will be due in the current fiscal year. The third through fifth payments of \$38,820 will be due next fiscal year 2025/2026.

The City Treasurer worked on the BS&A financial software module at another municipality, and she highly recommends it. The software will reduce paperwork because it will be done electronically and reduce the time required to complete specific financial tasks.

The BS&A quote had the lowest annual fees and conversion costs.

RECOMMENDATION:

The City of Hartford City Commission approves the BS&A Software Proposal for \$71,480 for the financial and personnel management modules, community development modules, and tax and assessment upgrades. It authorizes the City Manager to execute the contract.

Proposal for:
City of Hartford, Van Buren County MI

November 4, 2024

Quoted by: Andrew Galvin

Software and Services for BS&A Cloud



Thank you for the opportunity to quote our software and services.

At BS&A, we are focused on delivering unparalleled service, solutions, support, and customer satisfaction. You'll see this in our literature, but it's not just a marketing strategy... it's a mindset deeply embedded in our DNA. Our goal is to provide such remarkable customer service that our customers feel compelled to remark about it.

*We are extremely proud of the many long-term customer relationships we have built. Our success is directly correlated with putting the customer first and consistently choosing to **listen**. Delivering unparalleled customer service is the foundation of our company.*

Cost Summary

Software is licensed for use only by municipality identified on the cover page. If used for additional entities or agencies, please contact BS&A for appropriate pricing. Prices subject to change if the actual count is significantly different than the estimated count. Module fees are charged annually and include unlimited support.

Upgrade - Cloud Modules – Annual Fee

Property

Assessing	\$2,320	
Tax	\$2,060	
	Subtotal	\$4,380

New Purchase - Cloud Modules – Annual Fee

Financial Management

General Ledger	\$1,705
Accounts Payable	\$1,410
Cash Receipting	\$1,530
Accounts Receivable	\$1,340
Utility Billing (approximately 1,100 utility accounts)	\$1,815

Personnel Management

Payroll	\$2,325
Timesheets	\$1,055

Community Development

Community Development	\$2,740	
	Subtotal	\$13,920

Data Conversions/Database Setup

Convert existing FundBalance data to BS&A format:

General Ledger (COA, Balances, Budget, Up to 10 Years Journal Transaction history)	\$3,000
Accounts Payable (Vendors, Up to 10 years invoices and check history)	\$2,000
Cash Receipting (Receipt items, Up to 10 years receipt history)	\$1,800
Accounts Receivable (Customers, Invoice and Receipt History, if available)	\$2,000
Payroll (Database Setup, Employee detail and YTD, Up to 10 years check history)	\$3,510
Utility Billing (Accounts, Services, Deposits, Rates, Meters; Up to 10 Years of Service, Billing & Payment History)	\$1,320



Database Setup:

Community Development (per database)

\$3,000

Subtotal **\$16,630**

No conversion or database setup to be performed for:

Timesheets

Upgrade Implementation

Services include:

- *Management of your upgrade by our dedicated upgrade team for a smooth shift from .NET to cloud-based software, minimizing disruption*
- *Project schedule aligned with your processes and needs, ensuring a seamless transition timeline*
- *Expedited upgrade to cloud capturing existing process to minimize demands required of client teams*
- *Onboarding planned around critical process dates, ensuring your team is well-prepared for effective cloud software utilization*
- *Central contact for streamlined communication between project leaders, developers, IT staff, and conversion resources*
- *Testing and implementation of existing municipal customizations prior to go-live, preserving functionality and ensuring critical components are converted*
- *Preliminary data conversion with attachments, mirroring final conversion for a smooth transition*
- *Thorough data verification for all modules, ensuring accuracy and reliability of converted data, including automated balancing*
- *Key module validation managed by dedicated upgrade team (vs. customer in previous methodology), including testing of parallel processes*
- *Migration of key custom user-based designed reports handled out-the-box, enabling seamless access to critical insights.*
- *As needed, transition from .NET Online Payments to cloud architecture configuration for uninterrupted payment processing.*
- *Automated scaffolding of users and security roles based on your previous configurations*
- *Conversion of approval workflows based on role-based security, maintaining established processes*
- *As needed, configuration of existing hardware (barcode scanners, etc.) for seamless integration with cloud environment*
- *Documentation of our standard processes, facilitating easy access to essential information*
- *Upgrade training*
- *Prioritized response post go-live for 2 weeks from the upgrade team*
- *3 post go-live survey touch points to check-in on post-go live experience*
- *Remote go-live assistance and remote office hours for a successful transition to the cloud-based software*
- *Travel not expected, but any necessary travel would be billed at a per trip and/or per day cost*

\$3,800

Project Management and Implementation Planning

Services include:

- Analyzing customer processes to ensure all critical components are addressed.
- Creating and managing the project schedule in accordance with the customer's existing processes and needs.
- Planning and scheduling training around any planned process changes included in the project plan.
- Modifying the project schedule as needed to accommodate any changes to the scope and requirements of the project that are discovered.
- Providing a central contact between the customer's project leaders, developers, trainers, IT staff, conversion staff, and other resources required throughout the transition period.
- Installing the software and providing IT consultation for network, server, and workstation configuration and requirements.
- Reviewing and addressing the specifications for needed customizations to meet customer needs (when applicable).

\$9,750

Implementation and Training

- \$1,000/day
- Days quoted are estimates; you are billed for actual days used

Services include:

- Setting up users and user security rights for each application
- Performing final process and procedure review
- Configuring custom settings in each application to fit the needs of the customer
- Setting up application integration and workflow methods
- Onsite verification of converted data for balancing and auditing purposes
- Training and Go-Live

Software Setup	Days:	4		\$4,000
Financial Management Modules	Days:	9		\$9,000
Personnel Management Modules	Days:	7		\$7,000
Community Development Modules	Days:	3		\$3,000
	Total:	23	Subtotal	\$23,000

Cost Totals

Upgrade Modules - Annual Fee	\$4,380
New Modules - Annual Fee	\$13,920
Data Conversion/Database Setup	\$16,630
Upgrade Implementation	\$3,800
New Module Project Management and Implementation Planning	\$9,750
New Modules Implementation and Training	\$23,000
Total Proposed	\$71,480

Travel Expenses \$8,085

Travel not expected for Upgrades. Any necessary travel to be billed at a per trip and/or per day cost.

Payment Schedule

- 1st Payment: **\$28,280** to be invoiced upon execution of this agreement.
- 2nd Payment: **\$4,380** to be invoiced upon activation of customer's site for upgrade modules.
- 3rd Payment: **\$1,900** to be invoiced upon completion of upgrade implementation.
- 4th Payment: **\$13,920** to be invoiced upon activation of new modules.
- 5th Payment: **\$31,085** to be invoiced upon completion of new module training.

Additional Information

Program Customization

BS&A strives to provide a flexible solution that can be tailored to each municipality's needs. However, in some cases, custom work may be required. Typical examples include:

- custom payment import/lock box import
- custom OCR scan-line
- custom journal export to an outside accounting system
- custom reports

If you require any custom work, please let us know so that we can better understand the scope of your request and include that in a separate proposal.

Cash Receiving Hardware

		Quantity		Cost
Epson THM-6000V Series Receipt Printer*	\$1,100	x	_____	= \$_____
APG Series 100Cash Drawer**	\$275	x	_____	= \$_____
Honeywell Hyperion 1300g Linear-Imaging Scanner	\$275	x	_____	= \$_____

This will add \$_____ to the Total Proposed.

**IMPORTANT. The receipt printer must be plugged into the USB port on one workstation (not your server). This printer is not to be shared with other workstations. If more than one workstation will be used for receipting, please consider purchasing more than one receipt printer.*

Please provide the number of cash drawers that will be hooked up to the printer_____

Note: The availability, model numbers, and pricing for all third party hardware listed above is subject to availability from the manufacturers. In the event that the listed hardware is no longer available at the time of purchase, a comparable replacement will be available, at the then current cost. Returns require pre-approval, and all purchased equipment must be shipped back to BS&A in its original packaging. Returns are subject to a re-stocking fee of \$50.00.

BS&A Online

Connection Requirements

BS&A Cloud modules require a high-speed internet connection (cable modem or DSL).



Leadership Presentation

ERP Software Designed for Local Government

bsasoftware.com

Thank you for your commitment to BS&A Software...

We wouldn't be what we are today without our customers. Because of you, we are able to develop powerful and long-lasting solutions for municipalities in the State of Michigan and beyond.



Andrew Galvin

Account Manager

agalvin@bsasoftware.com



[galvinandrew](#)

- Nearly 8 years of experience at BS&A Software
- Background in IT Support and Account Management
- Expertise with: Microsoft SQL, Cybersecurity, Server Hardware, Networks
- Active MTA and MMTA member

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About Us

BS&A Background



Technology

Technology Overview



Benefits

The Benefits of BS&A Cloud



Timeline

The Future of BS&A

About BS&A Software

- BS&A Software is the leading provider of Financial Management, Tax and Assessing, Utilities Management, and HRMS software for the Public Sector in the State of Michigan.
- BS&A has been providing our software solutions to the Public Sector in the State of Michigan for over 30 years.
- 99% of municipalities in Michigan use at least one of our modules.
- BS&A has a 99%+ client retention rate, meaning once a municipality chooses to move forward with BS&A, they want to remain a client in perpetuity.





BS&A's Software Platforms

What You Have Today



.NET / Desktop

.NET is an on-premise, client-server solution. This platform was released in 2008, making it a 16-year-old product.

What We Recommend



Cloud

Cloud is the platform of the future. BS&A released Cloud in 2021, and it offers significant technological and security enhancements creating a more advantageous environment.

Why Cloud?



Access

Work from anywhere with an Internet connection across a range of devices.



Security

Secure Cloud environment with 99.99% up time and Multi Factor Authentication.



Disaster Recovery

Geo-redundant backups occur automatically at regular intervals to two different regions in the United States



Future-Proof

Inherit future versions of BS&A Cloud, included in your annual subscription



Reduce Liability

Eliminate, or reduce, physical servers and we'll handle securing BS&A in cooperation with Microsoft Azure.



Cohesion

With a single BS&A database, our customers can achieve a deeper level of integration than ever before.

Let's Compare the Differences

Platforms	.NET	Cloud	Comments
Comprehensive Access	✗	✓	<ul style="list-style-type: none">.NET requires a VPN or Remote Connection to Access the system from off-site.Cloud Only Requires a Web-Browser
Robust Security	✗	✓	<ul style="list-style-type: none">.NET offers limited security settings by user.Cloud supports record and field level security, and record restrictions by role.
Disaster Recovery	✗	✓	<ul style="list-style-type: none">.NET does not offer disaster recovery, this would be an additional purchase outside of BS&A.Cloud has disaster recovery included
Hardware Requirements	✓	✗	<ul style="list-style-type: none">.NET Requires hardware like a Windows PC, SQL Server, and routine maintenance.Cloud does not require our clients to maintain a server, and all server upgrades are included
Automatic Updates	✗	✓	<ul style="list-style-type: none">.NET requires the user to install updates manually on each workstation for each moduleCloud supports automatic updates

Let's Compare the Differences Continued...

Platforms	.NET	Cloud	Comments
Background Reporting/Processing	✗	✓	<ul style="list-style-type: none">.NET requires that the module pauses while a report or process runs, locking up the system.Cloud runs reports/processes in the background allowing you to continuously use the system
Unlimited Storage	✗	✓	<ul style="list-style-type: none">.NET's storage limits are purchased and determined by the municipality, separately from BS&A.Cloud includes unlimited storage on MS Azure
User Defined Workflows	✗	✓	<ul style="list-style-type: none">.NET offers limited workflow functionsCloud allows for workflows and automation
User Defined Dashboards	✗	✓	<ul style="list-style-type: none">.NET does not offer any dashboardsCloud supports unlimited role-based dashboards

What are the Benefits?

Peace of Mind

- Ransomware Resistance
- Disaster Recovery
- Regular, Automatic Backups
- Reduce Liability



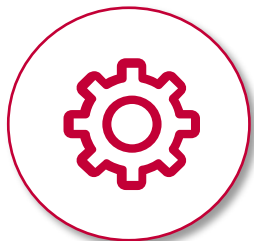
Enhanced Productivity

- Less downtime
- Run heavy processes in the background
- Customize dashboards, workflows, workspaces and more.



Flexibility

- Easy access from anywhere
- Access to real-time data from multiple locations
- No need to maintain a physical server



BS&A's Platform History

DOS

Jim Bellefeuil releases DOS, the first iteration of what we know as BS&A Software today.



1986

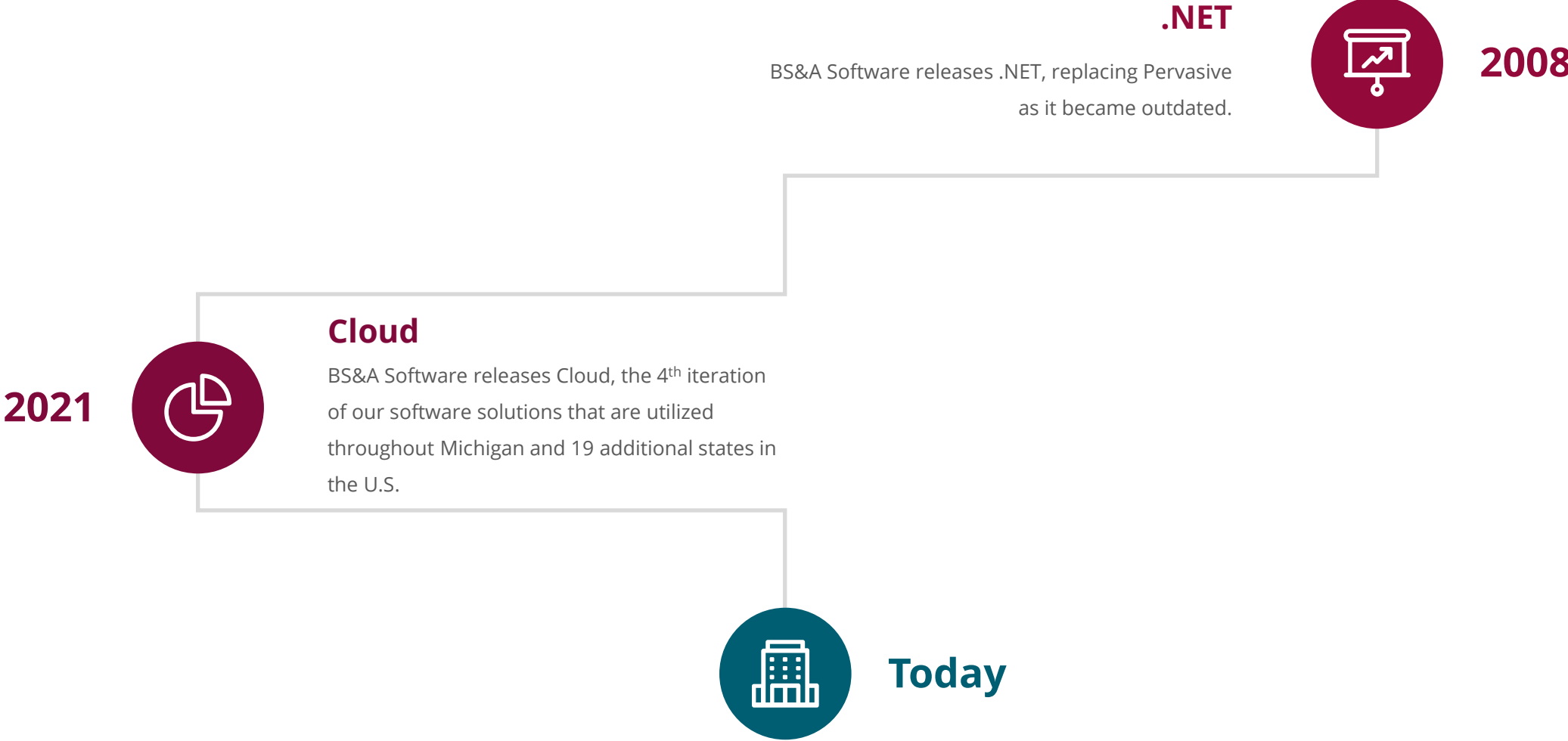
1995-2001



Pervasive

BS&A Software releases a new platform, moving from DOS to Windows using the Pervasive database engine.

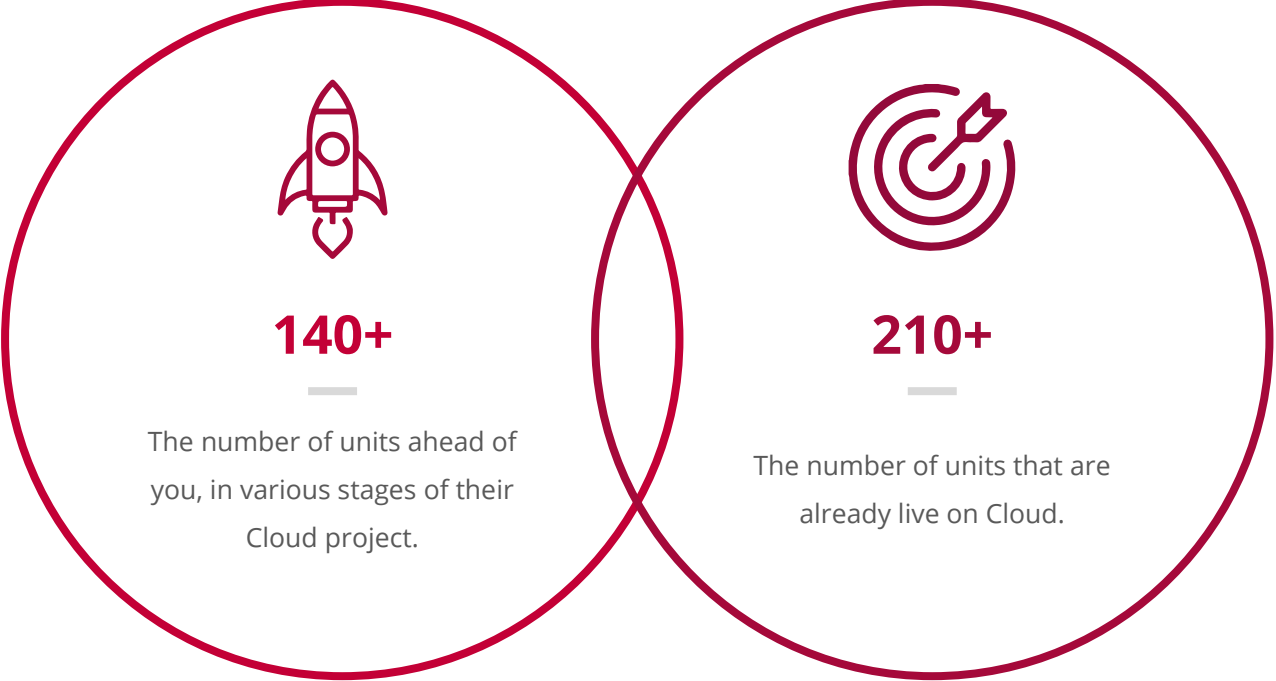
BS&A's Platform History



BS&A Cloud and You

We recommend considering an upgrade to Cloud to keep up with technology and security enhancements as we continue to create a more advantageous environment for our clients.

Cloud Adoption Statistics





THANK YOU

