INTER OFFICE MEMO

July 11, 2024

Dear Board members,

The staff (BS&A) users and I recently had a meeting with BS&A to discuss their Cloud based solution. Attached is the presentation they presented and a quote for the Board to consider transitioning our BS&A services from .NET, which is an on-premises client server solution, to the Cloud based solution. BS&A released the Cloud based solution in 2021 and no longer offers the .NET solution to customers. They will also no longer offer updates for the .NET solution modules that we are using but they will support it for a few more years. We do not know the exact timeline, but I was told 5 years or less is realistic.

We are currently using the BS&A .NET modules for **financial management** which includes **general ledger, accounts payable, cash receipting, and utility billing**, and we use their **community development – building department** module.

Through Oakland County, we are using the BS&A **property module**, which includes **Assessing and Tax.** These modules would need to be decentralized from Oakland County's Citrix environment. There has been a desire from both the Assessing and Treasury departments to leave the County for some time. We cannot do this without going to the Cloud environment because as I mentioned above, they will not offer .NET any longer as an option.

Additionally, BS&A has told us that the County has conveyed to them that once they switch to the Cloud based solution, the County will no long offer these modules to Townships and Cities. Meaning, we will most likely need to set these property module services up with BS&A ourselves to continue using them. This poses some unknows for us which the County will not answer presently when we asked and they are; when will the County decide to transition to BS&A Cloud and will their timing be good for us?

Also included in this quote are a couple of modules that we do not currently have; **fixed assets** which is a financial module, and **special assessments** which is a property module.

> Elaine Homeister explained that our current accounting fixed asset method is a completely manual process. The fixed asset module would integrate with the other financial modules to capture new assets as they occur, and the module would allow fixed assets to automatically update every year, thus eliminating much of the potential for human error and save time. Elaine also said there are other features in this module that would provide greater information to our department heads and the Board.

Dave Hieber said the special assessment module would automate the SAD process by calculating principal/interest and pay off amounts and will provide petitions for residents attempting to create new special assessments. This would be a time saver for the assessing department as we currently have 81 special assessments with more requests coming in on a regular basis.

Currently, we pay approximately $19,200 annually for the modules we are using with the County and .NET. We pay extra when training is needed.

To summarize the quote, the annual cost for all modules is $77,945.00 (this includes the two new modules that we don't currently have, fixed assets and special assessments).

The upgrade and implementation cost would be approximately $80,740 depending on the number of days needed for the training. The total quote amount is $158,685.00 and they have offered a payment schedule.

With some of the unknowns that I have mentioned and the substantial cost increase to our business, we thought it would be wise to have a discussion with the Board regarding our Cloud transition sooner rather than later.

Please let me know if you have any questions and I look forward to discussing this with you at the July 16th meeting.

Trish Pergament
Deputy Supervisor

BS&A SOFTWARE®

Leadership Presentation

ERP Software Designed for Local Government

bsasoftware.com

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About Us

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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*.
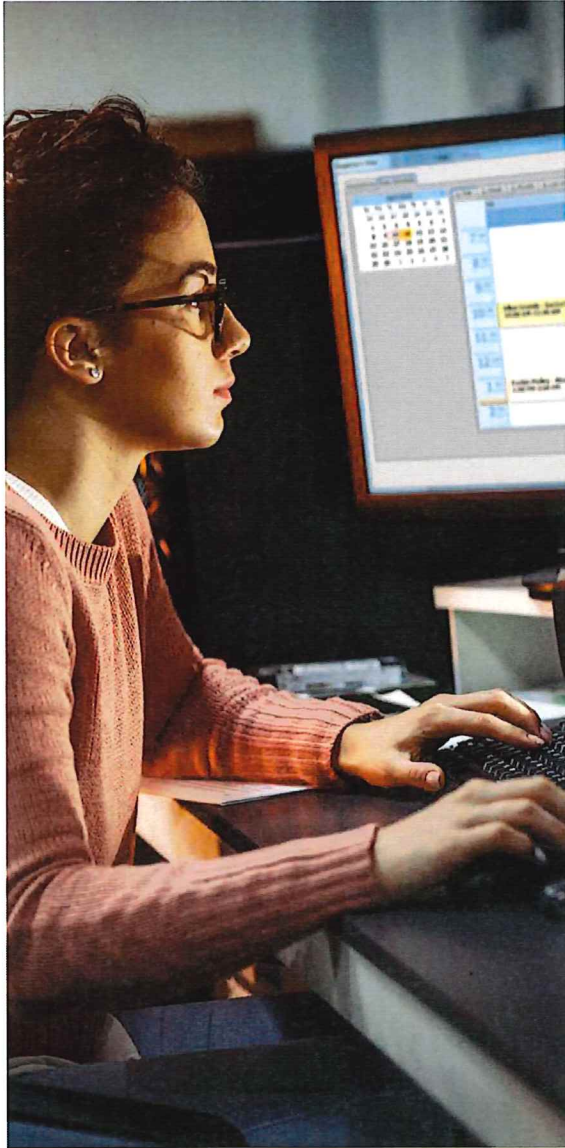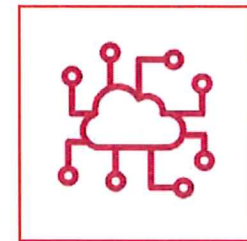
BS&A's Software Platforms

What You Have Today
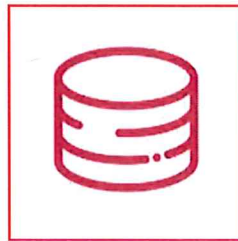
.NET / Desktop

.NET is an on-premise, client-server solution. This platform was released in 2008, making it a *16-year-old product that we no longer sell*.

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.

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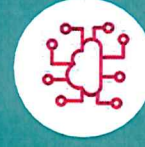Inherit future versions of BS&A Cloud, included in your annual subscription

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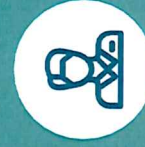Secure Cloud environment with 99.99% up time and Multi Factor Authentication.

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

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

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	✖	✔	• .NET requires a VPN or Remote Connection to Access the system from off-site. • Cloud Only Requires a Web-Browser
Robust Security	✖	✔	• .NET offers limited security settings by user. • Cloud supports record and field level security, and record restrictions by role.
Disaster Recovery	✖	✔	• .NET does not offer disaster recovery, this would be an additional purchase outside of BS&A. • Cloud has disaster recovery included
Hardware Requirements	✔	✖	• .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	✖	✔	• .NET requires the user to install updates manually on each workstation for each module • Cloud supports automatic updates

Let's Compare the Differences Continued...

Platforms	.NET	Cloud	Comments
Background Reporting/Processing	✖	✔	• .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	✖	✔	• .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	✖	✔	• .NET offers limited workflow functions • Cloud allows for workflows and automation
User Defined Dashboards	✖	✔	• .NET does not offer any dashboards • Cloud 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 home
- 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

Pervasive

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

1995-2001

BS&A's Platform History

.NET

BS&A Software releases .NET, replacing Pervasive as it became outdated.

2008

Cloud

2021

BS&A Software releases Cloud, the 4th iteration of our software solutions that are utilized throughout Michigan and 19 additional states in the U.S.

Today

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

320+

The number of units ahead of you, in various stages of their Cloud project.

185+

The number of units that are already live on Cloud.

THANK YOU

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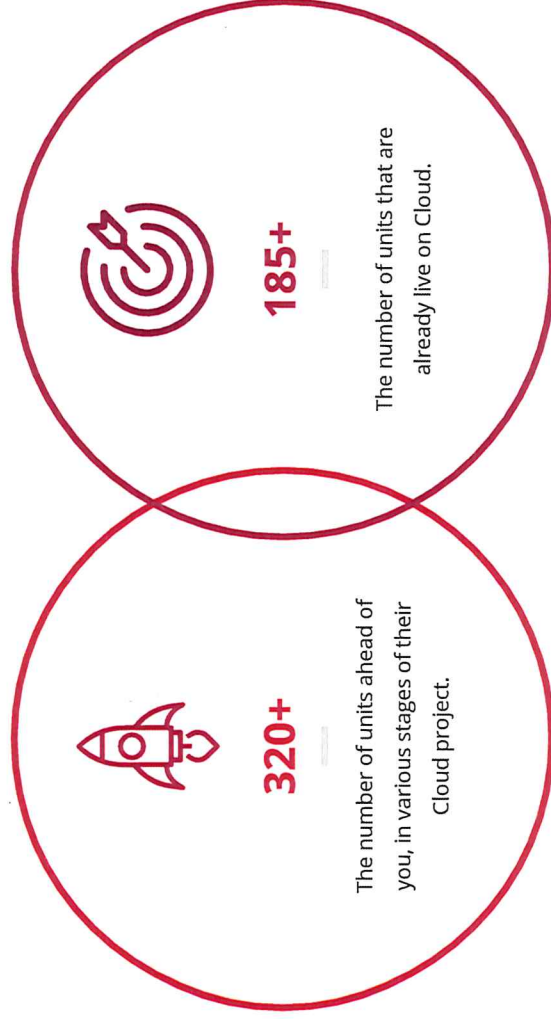
Proposal for:

White Lake Charter Township, Oakland County MI

July 11, 2024

Quoted by: Michael VanHal

Software and Services for BS&A Cloud Upgrade

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*

Financial Management

General Ledger	**$10,450**
Accounts Payable	**$8,575**
Cash Receipting	**$9,460**
Utility Billing *(approximately 2,400 utility accounts)*	**$3,550**

Community Development

Building Department	**$16,970**

Property

Assessing *(decentralizing from County's Citrix environment)*	**$11,580**
Tax *(decentralizing from County's Citrix environment)*	**$7,665**
Subtotal	**$68,250**

New Purchase - Cloud Modules - *Annual Fee*

Financial Management

Fixed Assets	**$6,395**

Property

Special Assessment	**$3,300**

BS&A Online

Public Records Search + Online Bill Pay *With use of integrated Credit Card Processor* *Pay-Per-Hit*	**$0**
Subtotal	**$9,695**

Data Conversions/Database Setup

No conversion or database setup to be performed for:

· Fixed Assets

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*

$69,400

New Module 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).*

$2,100

New Module Implementation and Training

- *$1,200/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		**$4,800**
Financial Management Modules	Days:	2		**$2,400**
Property Modules	Days:	1		**$1,200**
	Total:	7	Subtotal	**$8,400**

Travel Expenses

Travel Expenses for New Module Training   **$840**

BS&A SOFTWARE

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White Lake Charter Township, Oakland County MI | July 11, 2024

Michael VanHal, Account Manager | (855) 272-7638 | Michael.VanHal@bsasoftware.com
Prices good for a period of 120 days from date on proposal

Cost Totals

Upgrade Modules - *Annual Fee*	$68,250
New Modules - *Annual Fee*	$9,695
Upgrade Implementation	$69,400
New Module Project Management and Implementation Planning	$2,100
New Modules Implementation and Training and Travel Expenses	$9,240
Total Proposed	**$158,685**

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

Payment Schedule

1st Payment: **$36,800** to be invoiced upon execution of this agreement.

2nd Payment: **$68,250** to be invoiced upon activation of customer's site for upgrade modules.

3rd Payment: **$34,700** to be invoiced upon completion of upgrade implementation.

4th Payment: **$9,695** to be invoiced upon activation of new modules.

5th Payment: **$9,240** to be invoiced upon completion of new module training.

BS&A
SOFTWARE

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White Lake Charter Township, Oakland County MI | July 11, 2024

Michael VanHal, Account Manager | (855) 272-7638 | Michael.VanHal@bsasoftware.com
Prices good for a period of 120 days from date on proposal

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 Receipting 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	____	=	$_____
Credit Card Reader (if using Invoice Cloud)	$75 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.

Additional Training - Building Department Report Designer

Most of our Building Department customers heavily use our Report Designer, which is included free with the program. Report Designer Training is not included in the training quoted on this proposal and is highly recommended. You may attend a class at our office in Bath Township, or we can train at your location. Report Designer Training is typically completed in one day.

Please check the option you are interested in. Report Designer Training will be scheduled after successful implementation and training of your Building Department software.

___ Classroom training, $205/person/day

___ On-site training (unlimited attendees), $1,200/day, travel not included

BS&A Online

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

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