

Public Works / Finance Committee



Regular Meeting
~Agenda~

www.ci.moscow.id.us

Laurie M. Hopkins
City Clerk

208.883.7015

Monday, February 10, 2020

3:00 PM

Council Chambers
206 E. Third St.

REGULAR AGENDA

1. Approval of January 27, 2020 Public Works / Finance Committee Minutes (ACTION ITEM) - Laurie M. Hopkins

Minutes provided for approval.

PROPOSED ACTIONS: Approve minutes, amend minutes, or provide staff further direction.

2. Disbursement Report January 2020 (ACTION ITEM) - Sarah Banks

Staff will present the Accounts Payable Report for the month ending January 2020.

ACTION: Sign the Disbursements Report for the month of January 2020.

3. Sixth Street Bridge Replacement Project (ACTION ITEM) - Bill Belknap / Gary Riedner

During the recent Paradise Creek Flood event in April of 2019, the Sixth Street culvert structure near Mountain View Road sustained significant erosion damage that undermined the roadway shoulders reducing the roadway width and significantly damaging the guardrail system. After the flood damage, City Streets staff performed temporary repairs to the roadway surface and placed concrete barriers to compensate for the damaged guardrail system while the City assessed the best options to address the roadway and culvert deficiencies. The width of the culvert crossing is inadequate to accommodate pedestrian sidewalks or bicycle facilities, and the culvert structure includes a collection of three separate culverts of varying size. These culverts do not have adequate conveyance ability to prevent flood waters from overtopping the roadway, and they also collect significant debris during flooding events which complicates flood response actions and increases roadway and property damage risk in the surrounding area. Staff is currently seeking Council approval to prepare and submit the post-disaster grant application to the Idaho Department of Commerce in the amount of \$150,000 to support the bridge replacement project.

PROPOSED ACTIONS: Recommend approval of the post-disaster relief grant application to the Idaho Department of Commerce for the Sixth Street Bridge replacement, or provide staff further direction

4. ERP Contract Acceptance (ACTION ITEM) – Sarah Banks / Gary J. Riedner

On November 18, 2019 City Council approved staff a proposal to fund the purchase of replacement Enterprise Resource Planning (ERP) software, to appropriate that funding in the FY2020 open budget process and authorizing the issuance of a Request for Proposals (RFP) to address the City's current and future needs for an integrated financial software solution. As noted during the FY2020 budget session, since the information regarding the inability of the City's current financial software to allow implementation of the convenience fee was not known in time to include funding in the FY2020 budget proposal, funds were not appropriated in the FY2020 budget for the purchase of new software.

The RFP for ERP was issued on November 23, 2019, with a closing date of January 6, 2020. Three (3) responses were received. Staff evaluated the three responses and selected BS&A for a presentation to an evaluation committee. That committee included representatives from Administration, Finance, Human Resources, Information Systems, Community Planning & Design, and Public Works & Services. The presentation took place over the course of two days, January 28-29, 2020. After consideration of the proposal, staff is recommending the selection of BS&A ERP software.

The attached memo from the City Supervisor provides the background and recommendation for approval of the selection of BS&A's software license and services agreement and the funding of the purchase.

PROPOSED ACTIONS: Recommend approval of: selection of BS&A Enterprise Resource Planning software, the software license and services agreement when negotiations are complete, the funding program as outlined in the attached memo from the City Supervisor and direct staff to bring the necessary appropriation forward in the City's FY2020 open budget process or provide staff further direction.

REPORTS

Police Services Facility Project Update - Bill Belknap

ADJOURN

NOTICE: Moscow City Council and committee meetings are televised, videotaped and/or recorded. Individuals attending the meeting who require special assistance to accommodate physical, hearing, or other impairments, please contact the City Clerk, at (208) 883-7015 or TDD 883-7019, as soon as possible so that arrangements may be made.

Public Works / Finance Committee



Regular Meeting
~Minutes~

Laurie M. Hopkins
City Clerk

www.ci.moscow.id.us

208.883.7015

Monday, January 27, 2020

3:00 PM

Council Chambers
206 E. Third St.

REGULAR AGENDA

The meeting was called to order at 7:00 p.m.

PRESENT: Sandra Kelly, Brandy Sullivan, Gina Taruscio

OTHERS: Council Vice President Art Bettge

STAFF: Mia Bautista, Bill Belknap, Megan Cherry, Tyler Palmer, Alisa Anderson, Laurie M. Hopkins

1. Approval of the January 13, 2020 Public Works / Finance Committee Minutes (ACTION ITEM) - Laurie M. Hopkins

Minutes presented for approval.

PROPOSED ACTIONS: Approve minutes, amend minutes, or provide staff further direction
Approved as presented.

2. Latah County All Hazard Mitigation Plan Project List Approval (ACTION ITEM) - Bill Belknap & Alisa Anderson

Latah County is currently updating the 2011 Latah County All Hazards Mitigation Plan which includes and covers all cities within the County. In early January of this year, City Staff received a request to identify and prepare a list of hazard mitigation actions the City may pursue to reduce the risk and impact of hazards facing the community. This request was distributed to the relevant City Departments including Police, Fire, IS, Public Works Services, Planning, Engineering and Parks and Facilities to compile a list of potential hazard mitigation actions. Inclusion of the mitigation actions in the Plan will allow the City to continue to receive various grant funds for emergency response planning and equipment and will assist the City in pursuing additional grant funding for the identified projects in the future.

PROPOSED ACTIONS: Recommend approval of the proposed hazard mitigation action list; or provide staff further direction

Belknap introduced the item as written above and described hazard and mitigation actions each City department felt were possible. Options of barriers are already being researched for the hazard to protect crowds from terrorism. Emergency response communications hazard is due to the age of the repeaters and some parts of the city where the repeaters have difficulty reaching the radios, as well as some buildings are difficult to communicate in. FMA requires each county to have a hazardous mitigation plan in order to participate in the grant programs. If a project hasn't been added to the plan, it would not be eligible. Each county sponsors a plan and includes each city within their district. The UI is also included in the Latah County plan. Cyber security is a risk but wasn't considered a hazard to include in this list. The Committee recommended approval and that it be placed on the Council regular agenda.

3. Transportation Alternatives Program South Main Pedestrian Underpass Grant Application (ACTION ITEM) - Bill Belknap / Alisa Anderson

Following the construction of the Troy Highway pedestrian underpass, the City and Moscow Urban Renewal Agency jointly funded a study to assess the feasibility of the construction of a similar underpass on South Main/U.S. 95 just south of the south couplet intersection. The study included conceptual designs, cost estimation, and a wetland delineation of the project area. As previously reported to the City Council, the study indicated the pedestrian underpass construction was feasible and would have negligible impact upon flood elevations within the area. The proposed underpass will enhance non-motorized transportation use of the pathway system and improve pedestrian safety in the project area. The proposed project is supported by the Moscow Pathways Commission, Moscow Transportation Commission, and Moscow Urban Renewal Agency. City Staff have prepared a Transportation Alternatives Program (TAP) grant application to assist with funding the project which is before the Council for approval.

PROPOSED ACTIONS: Recommend approval of the Transportation Alternatives Program grant application for the South Main Pedestrian Underpass Project; or provide staff further direction.

Belknap introduced the item as written above including a detailed background, aerial photos and a conceptual design. The proposed underpass would have negligible impacts upon flood elevations that are anticipated to be mitigated at the design phase. Similar to the White Avenue underpass, the South Main underpass is also anticipated to be inundated with flooding 4.1 days per year. The old Highway 95 bridge was slated to be removed in 1997 but was determined to be considered historic. Due to deterioration, the structure is no longer considered to be eligible for the National Register. Gritman has indicated that removal of the bridge would be a condition for donation of property necessary for the underpass construction. Staff believes that there could be an opportunity to salvage and repurpose portions of the existing guardrail into an historical interpretative station along the pathway. The project would include the construction of sidewalks along South Main to provide a north-south pedestrian route through the area and also present the opportunity to extend the Sweet Avenue creek restoration work eastward to the current bridge. The application deadline is 2/2/20. Belknap laid out the cost estimate and the grant funding proposal. The Committee recommended approval and that it be placed on the Council consent agenda.

4. Approval of Subrecipient Agreement for the FEMA Advance Assistance Paradise Creek Flood Hazard Mitigation Study Project (ACTION ITEM) - Bill Belknap / Alisa Anderson

Following flooding events in the spring of 2017, in consultation with FEMA officials the City was encouraged to apply for a Flood Hazard Mitigation Grant to identify and construct potential flood hazard mitigation actions to reduce property damage from flooding events on Paradise Creek. After an extended review period and multiple requests for additional information, the City's application was shifted to FEMA's Advanced Assistance Program which is intended to fund advanced studies to assess and identify potential flood hazard mitigation actions. The City was recently notified it has been awarded \$295,200 in grant funding to support the study. The total estimated study cost is \$393,600 with \$98,400 in local match (which includes \$10,000 in pre-application engineering, \$41,600 in City staff in-kind labor match for project administration, and \$46,800 in local cash match). On January 22, the City received the attached subrecipient agreement from the Idaho Office of Emergency Management for review and execution by the City.

PROPOSED ACTIONS: Recommend approval of the Subrecipient Agreement for the FEMA Advance Assistance Paradise Creek Flood Hazard Mitigation Study Project; or provide staff further direction.

Belknap introduced the item as written above. The study will explore potential flood hazard mitigation alternatives and determine the most viable method to resolve flooding issues. The study area is upstream of Mountain View Park to the Paradise Creek crossing of the Troy Highway near the intersection with Styner and White Avenue and will include survey of current conditions, assessment of hydrologic conditions and development of hydraulic model. Staff anticipates a year timeline. The Committee recommended approval and that it be placed on the Council regular agenda.

REPORTS

Moscow Arts Commission Strategic Planning Report – Megan Cherry

Cherry said a ton of input from the community has been contributed to this document. She went through the timeline and some of the items in the plan are already being worked on, and in some cases complete. The MAC history will be added to the plan and the commission will establish metrics to help understand health of the arts programs and review parts of the plan on a monthly basis. The Commission updated the organizational chart so the strategic plan aligns with the committees. Promotion timing and delivery of the invitations to gallery openings has helped increase attendance. Aligning with art industry standards is important as Moscow is a leader in Idaho cities. Want to create more partnerships around the region. Providing a multitude of options for public are input may assist in reaching other audiences. Rather than trying to do a project at a lower cost project, can build up the 1% funds and even fundraise to provide creative business partner compensation. Arts has a program for registration for all programs and the department has the opportunity to cross list RFQ's on multiple listings.

ADJOURN

The meeting closed at 4:04 p.m.

COMMITTEE STAFF REPORT

DATE: Monday, February 10, 2020



RESPONSIBLE STAFF

ADDITIONAL PRESENTER(S)

OTHER RESOURCES

AGENDA ITEM TITLE

Disbursement Report January 2020 (ACTION ITEM) - Sarah Banks

DESCRIPTION

Accounts Payable Report for the month ending January 31, 2020. A summary of the major expenditures has been approximated by category and represents 91% of the total expenditure of \$2,778,485.45.

Payroll	\$1,583,177.00
Professional Services	\$129,547.00
Sanitation	\$311,369.00
Capital Outlay	\$41,961.00
Capital Outlay - Improvements	\$24,316.00
Supplies	\$37,147.00
Utilities	\$75,832.00
Contractual Payments	\$263,256.00
ACH Wells Fargo	\$54,427.00
Total	\$2,521,032.00

STAFF RECOMMENDATION

Sign the Disbursements Report for the month of January 2020.

PROPOSED ACTIONS

ACTION: Sign the Disbursements Report for the month of January 2020.

FISCAL IMPACT

PERSONNEL IMPACT

ATTACHMENTS

1. Cash & Investments JAN 2020
2. January 2020 Disbursement Report
3. JAN Revenue Report

City of Moscow
Cash and Investments
Balances as of 1/31/2020

Fund		Year to Date Balance
General Fund	\$	7,234,313.54
Street Fund	\$	1,974,079.36
Culture & Recreation	\$	1,335,890.99
MSDCPF	\$	145,739.00
1912 Fund	\$	43,754.62
Transit Center	\$	83,855.37
Water Fund	\$	2,926,636.07
Sewer / WRRF	\$	4,749,594.44
Sanitation Fund	\$	2,773,643.37
Fleet Fund	\$	3,614,815.75
Information Systems	\$	2,175,104.25
Water Capital	\$	7,792,362.74
Sewer Capital	\$	10,827,638.40
Capital Projects	\$	11,331,684.46
Sanitation Capital	\$	5,855,309.41
LID construction	\$	108,958.20
Hamilton	\$	2,316,146.65
Bond & Interest	\$	587,513.48
LID Funds	\$	19,678.10
Payroll Service	\$	519,863.32
Total Cash & Investments	\$	66,416,581.52

DISBURSEMENTS REPORT FOR JANUARY 2020													
DATE	FUND NAME	ACCOUNTS PAYABLE	ACCOUNTS PAYABLE	ACCOUNTS PAYABLE	ACCOUNTS PAYABLE	ACCOUNTS PAYABLE	ACCOUNTS PAYABLE	ACCOUNTS PAYABLE	ACCOUNTS PAYABLE	ACCOUNTS PAYABLE	ACCOUNTS PAYABLE	ACCOUNTS PAYABLE	GRAND TOTALS
		1/1/2020	1/9/2020	1/16/2020	1/17/2020	1/23/2020	1/30/2020	1/7/2020	1/17/2020	1/3/2020	1/17/2020	1/31/2020	
BATCH #		00001.01.2020	00002.01.2020	00004.01.2020	00006.01.2020	00005.01.2020	00008.01.2020	1/22/2020 1/31/2020 00003.01.2020 00007.01.2020 00009.01.2020	1/22/2020 00002.01.2020 00003.01.2020	00100.03.2020	00200.01.2020	00300.01.2020	
CHECK #'s		93579-93623	93624-93713	93714-93798	93799	93800-93847	93848-93928	January CC ACH	93781, 93600	21139-21148	21149-21158	21159-21161	
Fund #													0.00
101	ACH for Wells Fargo to be Imported												
105	GENERAL	12,066.67	78,410.34	24,075.10	168.62	39,351.86	203,620.72	20,944.65	(487.19)	330,673.82	342,730.76	289,177.31	1,340,732.66
120	STREETS	3,442.85	90,032.77	53,166.55		4,078.30	6,961.25	533.12		25,747.24	30,283.82	24,188.19	238,434.09
121	RECREATION AND CULTURE	8,569.40	8,108.05	6,379.46		2,803.47	2,108.11	12,130.12		52,901.69	56,365.78	49,014.56	198,380.64
123	MSD COMM. PLAY FIELDS		153.37										4,051.15
128	1912 CENTER			7,916.67						1,726.22	2,171.56	1,768.34	7,916.67
220	TRANSIT CENTER	1,020.00	544.63										1,564.63
230	WATER	8,204.33	26,879.56	10,040.53		1,863.79	15,140.14	4,860.55		47,675.05	54,736.72	44,516.25	213,916.92
240	SEWER	7,077.53	39,844.19	3,003.87		24,954.99	12,039.28	4,006.06		43,617.13	46,781.66	41,364.98	222,689.69
290	SANITATION		91,276.87			202,469.51	350.00			5,300.78	5,535.15	4,874.16	309,806.47
295	FLEET	3,583.50	9,912.89	12,776.58		1,767.17	12,728.49	441.62		11,433.67	11,927.40	10,401.57	74,972.89
320	INFORMATION SYSTEMS	7,574.36	1,254.89	18,963.78			11,592.24	11,510.72		16,210.12	16,914.42	15,138.67	99,159.20
330	WATER CAPITAL PROJECTS			250.00		8,174.72							8,424.72
340	SEWER CAPITAL PROJECTS			250.00		16,141.41							16,391.41
350	SANITATION CAPITAL PROJ												0.00
355	CAPITAL PROJECTS		12,534.00	5,651.95			23,858.36						42,044.31
380	LID CONSTRUCTION												0.00
590	HAMILTON - PARKS & REC												0.00
	BONDS & INTEREST												0.00
	TOTAL	51,538.64	358,951.56	142,474.49	168.62	301,605.22	288,398.59	54,426.84	(487.19)	535,285.72	567,447.27	480,444.03	2,778,485.45

WIRE Transfers:

_____ Art Bettge

_____ Gina Taruscio

_____ Sandra Kelly

_____ Sarah L. Banks, Finance Director

RECEIPTS REPORT FOR January 2020

Fund #	FUND NAME	Taxes	Franchise Fees	Licenses & Permits	Intergovernmental	Charges for Services	Fines & Penalties	Investment Income	Refunds & Reimbursements	Contributions & Donations	Other	Grand Total
101	GENERAL	2,890,273.29	112,227.99	64,231.10	394,242.48	138,966.00	5,830.23	37,654.86	354,629.12	3,220.00	4,420.67	4,005,695.74
105	STREETS	380,559.04	0.00	0.00	317,223.43	49,954.74	0.00	0.00	2,369.36	0.00	0.00	750,106.57
120	RECREATION AND CULTURE	0.00	0.00	225.00	0.00	16,969.02	0.00	0.00	1,099.50	0.00	0.00	18,293.52
121	MSD COMMUNITY PLAY FIELDS	0.00	0.00	0.00	5,405.12	0.00	0.00	0.00	0.00	0.00	0.00	5,405.12
123	1912 CENTER	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
128	TRANSIT CENTER	0.00	0.00	0.00	0.00	1,438.71	0.00	0.00	0.00	0.00	75.63	1,514.34
220	WATER	0.00	0.00	0.00	0.00	863,798.34	0.00	44,831.87	9,813.76	0.00	0.00	918,443.97
230	SEWER	0.00	0.00	0.00	0.00	1,501,797.16	0.00	3,981.53	82.42	0.00	0.00	1,505,861.11
240	SANITATION	0.00	0.00	0.00	0.00	783,216.65	0.00	0.00	2,000.00	0.00	0.00	785,216.65
290	FLEET	0.00	0.00	0.00	0.00	96,285.09	0.00	0.00	0.00	0.00	0.00	96,285.09
295	INFORMATION SYSTEMS	0.00	0.00	0.00	0.00	117,298.00	0.00	0.00	0.00	0.00	0.00	117,298.00
320	WATER CAPITAL PROJECTS	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
330	SEWER CAPITAL PROJECTS	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
340	SANITATION CAPITAL PROJECTS	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
350	CAPITAL PROJECTS	0.00	0.00	0.00	0.00	0.00	0.00	15,161.34	0.00	0.00	1,007.88	16,169.22
355	LID CONSTRUCTION	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
380	HAMILTON P&R	0.00	0.00	0.00	0.00	0.00	0.00	3,890.84	0.00	0.00	0.00	3,890.84
590	BOND & INTEREST	465,739.19	0.00	0.00	0.00	0.00	0.00	6.20	0.00	0.00	0.00	465,745.39
595	LID FUNDS	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL		3,736,571.52	112,227.99	64,456.10	716,871.03	3,569,723.71	5,830.23	105,526.64	369,994.16	3,220.00	5,504.18	8,689,925.56

COMMITTEE STAFF REPORT

DATE: Monday, February 10, 2020



RESPONSIBLE STAFF

Bill Belknap, Deputy City Supervisor, Community Planning and Design, Alisa Anderson, Grants Manager

ADDITIONAL PRESENTER(S)

OTHER RESOURCES

AGENDA ITEM TITLE

Sixth Street Bridge Replacement Project (ACTION ITEM) - Bill Belknap / Gary Riedner

DESCRIPTION

During the recent Paradise Creek Flood event in April of 2019, the Sixth Street culvert structure near Mountain View Road sustained significant erosion damage that undermined the roadway shoulders reducing the roadway width and significantly damaging the guardrail system. After the flood damage, City Streets staff performed temporary repairs to the roadway surface and placed concrete barriers to compensate for the damaged guardrail system while the City assessed the best options to address the roadway and culvert deficiencies. The width of the culvert crossing is inadequate to accommodate pedestrian sidewalks or bicycle facilities, and the culvert structure includes a collection of three separate culverts of varying size. These culverts do not have adequate conveyance ability to prevent flood waters from overtopping the roadway, and they also collect significant debris during flooding events which complicates flood response actions and increases roadway and property damage risk in the surrounding area.

The City is currently completing the final design of the next Mountain View Road Project phase which will reconstruct Mountain View from Sixth Street to Joseph Street, including the construction of a roundabout at the Sixth and Mountain View intersection. That project will include installation of sidewalks and bike lanes on Sixth Street to the project's western boundary which is just east of the Sixth Street culvert crossing. If the culvert structure is not replaced, it will remain as a significant gap in the Sixth Street corridor. The Mountain View Project is anticipated to be constructed in the next 3-4 years when project grant funding is available. In consideration of these factors, City staff is recommending that the City pursue replacement of the culvert system with a new bridge structure that would include vehicular, pedestrian and bicycle facilities.

The estimated total project cost is \$1,157,308, including \$150,953 in design and \$1,006,355 in construction. The State of Idaho Community Development Block Grant program, administered by the Idaho Department of Commerce, includes a post-disaster project category from which the City could apply to receive up to \$150,000 in project funding. The post-disaster grant program requires application for funding to be submitted within one year of the disaster event. In our instance, the flooding event and culvert and roadway damage occurred on April 23, 2019. The City has also received approval from FEMA for disaster relief reimbursement for flood response, cleanup and restoration activities associated with the event in the amount of approximately \$80,000 that can be allocated to the Sixth Street bridge

project. Within the FY2020 budget, \$100,000 was reallocated from the LID construction fund to this project in anticipation of needed repairs. That would leave a remaining project funding balance of \$827,308 which would be funded from existing Streets Capital Project accumulations. Staff has confirmed that there is adequate funding with the Streets Capital Projects Fund to fund this project in addition to all currently anticipated and programed street improvement projects.

Staff is currently seeking Council approval to prepare and submit the post-disaster grant application to the Idaho Department of Commerce in the amount of \$150,000 to support the bridge replacement project.

STAFF RECOMMENDATION

Recommend approval of the post-disaster relief grant application to the Idaho Department of Commerce for the Sixth Street Bridge replacement.

PROPOSED ACTIONS

PROPOSED ACTIONS: Recommend approval of the post-disaster relief grant application to the Idaho Department of Commerce for the Sixth Street Bridge replacement, or provide staff further direction

FISCAL IMPACT

PERSONNEL IMPACT

ATTACHMENTS

1. 6th St Bridge Pictures











COMMITTEE STAFF REPORT

DATE: Monday, February 10, 2020



RESPONSIBLE STAFF

ADDITIONAL PRESENTER(S)

OTHER RESOURCES

AGENDA ITEM TITLE

ERP Contract Acceptance (ACTION ITEM) – Sarah Banks / Gary J. Riedner

DESCRIPTION

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The RFP for ERP was issued on November 23, 2019, with a closing date of January 6, 2020. Three (3) responses were received. Staff evaluated the three responses and selected BS&A for a presentation to an evaluation committee. That committee included representatives from Administration, Finance, Human Resources, Information Systems, Community Planning & Design, and Public Works & Services. The presentation took place over the course of two days, January 28-29, 2020. After consideration of the proposal, staff is recommending the selection of BS&A ERP software.

The attached memo from the City Supervisor provides the background and recommendation for approval of the selection of BS&A's software license and services agreement and the funding of the purchase.

STAFF RECOMMENDATION

Recommend approval of: selection of BS&A Enterprise Resource Planning software, the software license and services agreement when negotiations are complete, the funding program as outlined in the attached memo from the City Supervisor and direct staff to bring the necessary appropriation forward in the City's FY2020 open budget process.

PROPOSED ACTIONS

PROPOSED ACTIONS: Recommend approval of: selection of BS&A Enterprise Resource Planning software, the software license and services agreement when negotiations are complete, the funding program as outlined in the attached memo from the City Supervisor and direct staff to bring the necessary appropriation forward in the City's FY2020 open budget process or provide staff further direction.

FISCAL IMPACT

PERSONNEL IMPACT

ATTACHMENTS

1. BS&A RFP Response 1.3.20
2. memo-Mayor&Council;Enterprise Resource Planning Software 0220



Proposal for:

**City of Moscow, Latah County
Idaho**

**Enterprise Resource Planning (ERP)
Software Solution**

Submitted by:

BS&A Software
14965 Abbey Lane
Bath, MI 48808
(855) 272-7638

Kevin Schafer
Account Executive
kschafer@bsasoftware.com

Closing Date:
January 3, 2020
5:00 p.m. PDT



14965 Abbey Lane
Bath, MI 48808
Toll Free: (855) BSA-SOFT
P: (517) 641-8900
F: (517) 641-8960
www.bsasoftware.com

January 3, 2020

City of Moscow

Attn: Laurie M. Hopkins, City Clerk
206 East Third Street
Moscow, Idaho 83843

RE: Enterprise Resource Planning Software System

We are pleased to respond to the City's Request For Proposal for ERP Software Solution.

For 25 years, BS&A Software has provided software solutions for local and county government. Governmental software is not a side-light or specialty product for us – governmental software is our sole focus. Our success is evidenced with over 7,000 installations of our various software applications for customers ranging in population from 1,000 to over 1,000,000.

We have hundreds of installations of our Financial Management and Community Development Software Systems spread throughout 15 states. The following proposal outlines our company stability and history, technology strategy, superior products, and our unparalleled implementation and support services. We look forward to your positive consideration of our proposed solution.

Please do not hesitate to contact us with any questions you may have following the review of this proposal. I will be pleased to assist you, and can be reached at 855-272-7638.

Sincerely,

A handwritten signature in blue ink, appearing to read "K. Schafer", with a long horizontal line extending to the right.

Kevin Schafer
Account Executive
PH: 517.641.8900
FX: 517.641.8960
kschafer@bsasoftware.com

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RFP Item	Indicate "Included" or "Not Included"	Proposal Section
A. Proposal Summary Form	Included	A
B. Company Background	Included	B
C. Software Modules - <i>details and costs, including:</i>	Included	C
Administrative Management	Included	C
Community and Economic Development	Included	C
Document Management System	Included	C
Financial	Included	C
Human Resources	Included	C
Licensing	Included	C
Online Portal - <i>external facing</i>	Included	C
Permits	Included	C
Utility Billing	Included	C
Work Orders/Service Request	Included	C
D. Hardware, Operating System, and Programming	Included	D
E. Implementation Plan, including:	Included	E
Project Management Approach - <i>details and costs</i>	Included	E
System and Operational Procedure Development Plan	Included	E
Software Installation Plan	Included	E
Data Conversion Plan	Included	E
Report Development Plan	Included	E
Integration and Interfaces Plan	Included	E
Training Plan	Included	E
Documentation Development Plan	Included	E
Estimated Timeline	Included	E
F. Staffing Plan	Included	F
G. Ongoing Support and Maintenance - <i>details and costs</i>	Included	G
H. Software Updates and Distribution - <i>details and costs</i>	Included	H
I. System Performance and Recovery	Included	I
J. References	Included	J
K. Total Cost - <i>Itemized</i>	Included	K
L. Proposal Signature	Included	L
Appendix A: Proof of Insurance	Included	M
Appendix B: Total Cost Summary	Included	M
Appendix C: Exceptions	Included	M
Appendix D: Module Requirements Summary	Included	M

A. Proposal Summary Form

Name of Company	BS&A Software
Software Brand Name	BS&A
Name of Preparer	Kevin Schafer
Name of Primary Contact for Follow Up Questions	Kevin Schafer
Contact Phone Number	517-641-8900
Fax Number	517-641-8960
Email Address	kschafer@bsasoftware.com

B. Company Background

Headquarters:

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14965 Abbey Lane
Bath, MI 48808
855-272-7638

Primary Contact

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Account Executive
PH: 517-641-8900
KSchafer@bsasoftware.com

Secondary Contact:

Jason Hafner, CPA
Director of Project Management
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Mission Statement

BS&A Software is driven to excellence in all areas of our business by focusing 100% of our efforts on solving our customers' problems, creating deep customer relationships through unparalleled support, and pursuing continued improvement in our software through innovation and customer feedback.

Company History

Bellefeuil, Szur & Associates, Inc. was incorporated in the State of Michigan in 1991 with a vision of providing powerful public sector software to local government in Michigan. Our product line has since grown to an extensive list of 32 software products including a Financial Management Suite, a Property-Based Suite, a Community Development Suite, and companion products for local and county government. **With the growth in products, our customer base has expanded to include municipalities in 16 states.** We focus exclusively on municipal government – all 2,000+ of our clients are local government entities. One hundred percent of our annual revenue is from public sector customers.

Currently, we have over 1,000 public sector customers using the proposed applications. BS&A employs over 170 team members involved in software development, IT, sales, implementation, training, and technical support. Over 50% of our staff is dedicated to the development and support of the proposed applications. We are a privately held company, and have never been sold since our incorporation.

BS&A Software is an equal opportunity employer. BS&A Software prohibits discrimination based on a person's race, color, creed, national origin, age, sex, height, weight, religion, marital status, disability, pregnancy, genetic information, or any other characteristic.

Strategic Plan

BS&A Software has grown to become a well-recognized and successful software company for government in the Midwest. Our continued growth is dependent upon implementing the following:

- 1) Providing best in class financial management, utility billing, and community development software using leading edge technology at a value price.
Our talented software developers and financial management product specialists continuously query the needs of our customers to ascertain where we should be from a technological and feature standpoint.
We are committed to accomplishing this goal from a value perspective. Our financial management, utility billing, and community development software suite has numerous high-end features at a value price.
- 2) Forging a company philosophy that challenges and rewards support technicians and software developers to consistently "go the extra mile" to solve customer issues.
Our company culture is completely "externally driven." Our team members are rewarded based on how well they have created satisfied customers.

- 3) Creating a “closed loop” feedback system between our customers, technical support, and software developers to allow for a lightning-fast problem resolution process.
It is very common for our customers, tech support personnel, and software developers to be on conference calls together so we completely understand the problem at hand. This allows us to quickly and efficiently solve any problems.
- 4) Continued investment in the development of our financial management, utility billing, and community development products by keeping a vigilant eye on the needs of our customers.
We are adding new features to our financial management suite of software every single day. The vast majority of these features are requests from our existing customer base. We are second to none when it comes to responsiveness to our customers.
- 5) Expert and detailed data conversion skills to make the software transition as seamless as possible.
We have successfully converted data from a wide variety of software platforms, using a similarly wide variety of databases.
- 6) Integrity, honesty, and a strong desire to be “extremely easy to do business with.”
We pride ourselves on doing what we say we are going to do. We are straight shooters throughout the entire process. We strive to be “easy to do business with” by:
 - a) Not charging support fees for our applications the first year of our agreement (most of our competitors do).
 - b) Holding final invoicing for our software and training services until everything has been delivered. Many times, software implementations take several months to complete.
 - c) Offering a one-year, money back guarantee on our software. If, up to a year after installation, you are not happy with our software and service, you can return the software for a full refund.

Customer Retention

Our superior software and service have not gone unnoticed in our market. Our track record speaks for itself. Over 2,000 government municipalities have successful implementations of one or more BS&A Software products. BS&A Software has enjoyed unprecedented 99% customer retention over our entire product line for 25 years. Moreover, we have never lost a Financial Management customer to any competitor.

Keys to Success

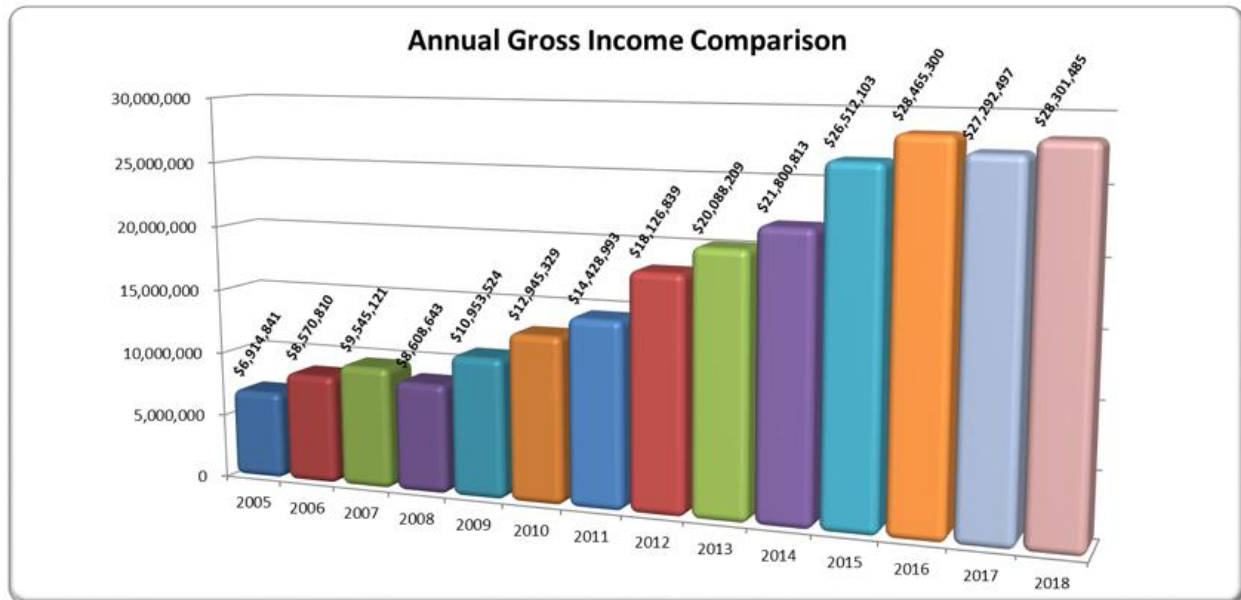
All of our team members are trained in providing great customer service. In order to ensure a successful system and implementation, we have identified the following objectives and strategies:

1. **Implement Operational Improvements:** Little is gained by simply purchasing new software and continuing existing practices. BS&A strongly believes that while implementing a new system, numerous opportunities will arise to eliminate operational inefficiencies. Our experienced implementation consultants will work together with your team to identify and incorporate changes within their department that will allow them to “work smarter, not harder.”
2. **Focus on Training:** A major contributor to the success of a new system is the need for a concerted effort towards initial and on-going training of staff. BS&A uses experienced trainers with accounting degrees, so that all parties are able to effectively utilize the system and features.
3. **Fully Integrated Solution:** The advantages of having a completely integrated solution are numerous. First, everyday activities like querying and reporting are consistent throughout a range of products. More importantly, though, an integrated solution eliminates manual and redundant data entry.
4. **Implementation Experience:** A project of this type requires a significant amount of effort to efficiently implement. BS&A has been involved in thousands of implementations, and provides highly experienced project management and technical resources.

5. **Support:** Delivering the highest quality customer care is essential to your success. We consider it the highest priority of our organization. Our closed-loop feedback system between customers, tech support, and developers delivers lightning-fast resolution to any issue.

Continued Growth

Our gross sales have increased an average of 20% per year over the last several years. We are a consistently profitable organization that averages 20+% profit margins. We are managed very conservatively and carry no long-term corporate debt. Our gross income was nearly 28.5 Million in 2016, \$27 Million in 2017 and over \$28 Million last year.



Experience

Over our 25 years of data conversions and implementation projects, we have learned a number of things to make this process better. Typical examples include:

1. **Data Conversion /Review:** Mistakes converting data delay projects, cause rework, and negatively affect team member morale. To ensure that there are no data conversion errors, we do two things. First, we review the data with the key stakeholders very early in the process. This provides ample time to correct any data conversion issues. Second, for critical systems like Utility Billing and Payroll, we run at least one, and sometimes two, cycles in parallel.
2. **Entity-Wide Buy-In:** It is critical to have all parts of the City informed of the plans and get everyone involved in the solution. This can be accomplished by involving as many departments as possible in key activities, such as: Initial Demonstration, Project Kick-off, and Process Review Sessions.
3. **Test Data and Environment:** When problems with data or processes arise late in the project, it is much more difficult to correct them. We believe that providing access to a test system, with your test data, allows for any potential problems to be identified early enough to be corrected without impacting the project schedule.
4. **Integrations:** Often times it will be necessary to provide integration to another system that was not planned for. BS&A makes every effort to help identify possible integrations. BS&A also provides

numerous "code-less" configurable integrations. These allow for the creation of exports or imports into a wide variety of formats, without writing any software.

5. **Hardware:** Delays in procuring hardware can have disastrous impacts on the project schedule. In order to head off any delays, we meet with your IT team early on in the project to review planned hardware. If new hardware must be purchased, we will work with you to outline the specifications.
6. **Handle the Unexpected:** BS&A prides itself on being responsive, both in terms of training and development. If an unforeseen issue arises, our "Never let a customer fail" motto guides our response. We work together to find a way to resolve the problem and keep the project on schedule. This is something that we strongly encourage you to talk about with any of our customers.

1.	Please state the year the Vendor started in the business of selling ERP system solutions.	2009
2.	Where is the Proposer's closest facility/sales office in reference to the City of Moscow?	Bath, Michigan
3.	Where is the Proposer company's headquarters?	Bath, Michigan
4.	Please list the Proposer's sales in the previous three years:	2018 - \$28,301,485 2017 - \$27,292,497 2016- \$28,465,300
5.	How many total employees does the Proposer have in each of the following categories:	Sales/Marketing - 7 Management/Administration- 22 Help Desk Staff – 56 Development Staff – 35 Implementation Staff – 40 Other – 12 Total – 172
6.	Specify the number of public sector vs. private sector clients.	100% of our customers are public sector
7.	Indicate whether the business is a parent or subsidiary in a group of companies.	Neither
8.	Has this company or product being proposed ever been purchased or acquired by another company? If yes, provide the name of the companies involved, specific products affected and when such merger or acquisition(s) took place	No
9.	What percentage of revenues does this offered system represent to your company versus other products/services?	The ERP applications represent approximately 54% of our application revenue, and 44% of our overall revenue. The ERP applications and professional services represent approximately 63% of our overall revenue.
10.	Indicate if the company incurred an annual operating loss in the last 5 years.	No

11.	Has the company had a workforce reduction during the past 5 years?	No
12.	What is the percentage of annual revenues reinvested into research & development?	Approximately 15-20% of our annual revenues are invested in research and development each year.
13.	During February 10, 2020 – February 21, 2020, can the Proposer commit to being available for two (2) consecutive days for an on-site demonstration?	BS&A Software has held the dates of 1/28-1/30 for an onsite demonstration. This is an extremely busy time of year and we cannot guarantee any other dates will work for a demonstration.

C. Software Modules

Scope of Services

BS&A has included a summary project plan within this proposal and is able to complete this software implementation on time, and on budget. We fully understand the scope of this project including software installation, data conversions, project management, program training, and follow up support. All software and services proposed will be provided by BS&A Software, Inc. Furthermore, BS&A is the sole developer of our software systems. With the exception of hardware, our solution does not encompass any third-party product and services. We have completed hundreds of implementations similar to this one, and are well positioned to handle this project. We will begin the implementation process as soon as the agreements are signed. Approximately 15 staff members will be involved throughout the implementation and training process. No other vendor will work with you, or care more about your project than the staff of BS&A Software. BS&A offers a fully integrated financial management solution. Additionally, we do have the ability to interface third party software with several of our applications using built in generic import/export features.

We have over 1,000 customers of our Financial Management, Payroll and Community Development software. These customers range from small municipalities with 100's of people, to large municipalities that have over 100,000 residents. One hundred percent of our annual revenue is from public sector customers.

Describe opportunities for making local customizations or development of interfaces without compromising the integrity of the base system. Also include in this description the following: VPN capabilities and support for mobile devices, GIS integration and capabilities, and web based "portal" solutions (including what is available for employee access, Proposer access, citizen access and credit card processing).

The BS&A software applications contain tools that allow for the creation of exports or imports into a wide variety of formats, without writing any software. In circumstances where development is required to accomplish a required customization, those customizations are restricted and available only to the appropriate customer, but the customization becomes a part of the base code set, to limit the possible impacts to other functionality.

The BS&A applications installed on the City's network can be accessed using a VPN client, provided the connection to the internet is satisfactory.

BS&A does not provide applications for mobile devices, but the BS&A Online modules offer web based portals solutions. See included BS&A Online product documentation.

Proposed Applications

All of our programs are built with the Microsoft .NET software development platform using the latest tools available and work with SQL Server 2008 or newer, linking together using a database grouping method. What this means for our customers is: a reduction in data entry errors; minimal duplicate entry; and overall increased productivity.

Financial Management Applications:

- General Ledger .NET; including project and grant accounting capabilities
- Accounts Payable .NET

- Cash Receipting .NET
- Miscellaneous Receipting .NET
- Fixed Assets .NET
- Purchase Orders. NET
- Work Order .NET
- Utility Billing .NET

Personnel Management Applications:

- Payroll .NET
- Human Resources .NET
- Timesheets .NET

Community Development Suite:

- Building Department .NET
- Field Inspection .NET
- Business Licensing .NET
- Citizen Request for Action .NET

Property-Based Applications

- Special Assessments .NET

BS&A Online:

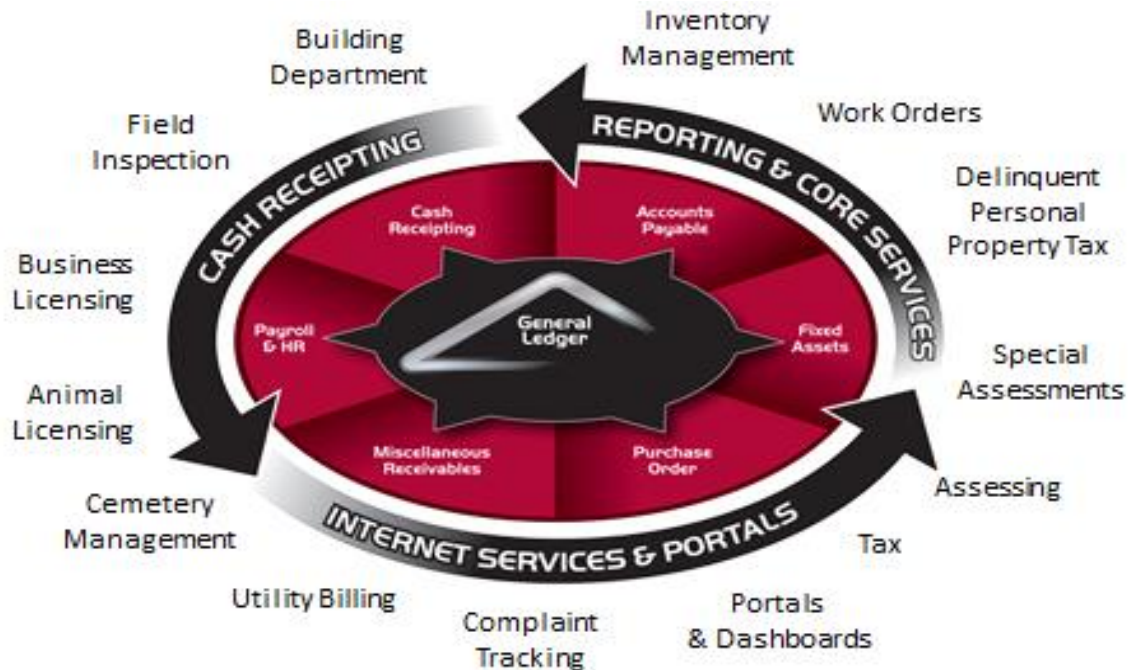
- BS&A Online/Public Records Search
- BS&A Online/Employee Self Service
- BS&A Online/Financials
- BS&A Online/Building Department

Applications not included in this response:

- Inventory Management .NET
- MR Loans
- Cemetery Management .NET
- Animal Licensing .NET

14.	Please explain how your product is licensed. (concurrent, site, user or machine based) How are additional license sold?	Licensing of the BS&A applications is not based on the number of users. As a standard process, BS&A provides each municipality with a site license, where they can run our software on an unlimited number of desktops or with an unlimited number of concurrent users. This makes it practical to provide access to BS&A software to as many users and departments as desired without incurring any additional license costs.
15.	How long has the current version of the Vendor software been in production?	The .NET version was released in 2009

16.	What is the system architecture? (web-based, client/server, mixed)	Mixed. Our .NET applications are client/server. Our BS&A Online modules are web-based.
17.	What is the query tool and report writer that the Proposer is proposing?	BS&A Software is proposing our own report writer that is included with the applications. Given the number of canned reports and the robust options available, the report writer will not need to be utilized as frequently as with other systems.
18.	Please describe any workflow or event alerts and notification capabilities the application provides.	Workflow notifications can be in the form of an email notification, a notification within the application.
19.	Does the system provide global query function so that users can search system wide based on name, account, range of values, or partial & wild-cards?	Yes
20.	Please describe all third-party software required or recommended for the solution, including report writers	MSSQL
21.	Does the system provide multiple levels of data security control access by terminal, transaction and file?	Yes
22.	Is the system integrated into Microsoft Office Suite permitting the ability to import and export data to spreadsheets and documents?	Yes



These are just a few of the many benefits of our fully integrated Financial Management system:

- Drill-down feature in General Ledger allows for instant access to the originating source document.
- Clickable links on reports allow users to jump to the detailed, underlying transaction information for a "summary-type" report line - even across applications.
- All reports can be emailed or printed to Excel, PDF, or other applications and file formats.
- Individual User Report Profiles allow users to run memorized sets of reports.
- Fully integrated Budgeting with Budget Footnotes and Long Term Budget Forecasting.
- Over budget notifications are available within all applications.
- Automatic posting of encumbrance entries when a purchase order is approved in the Purchase Order application and then converted to an invoice in Accounts Payable.
- Fully integrated receipting process - Cash Receipting updates linked applications in real time.
- View journal detail and posting information from any application.
- GL number verification in all applications.
- Streamlined Check Reconciliation and Bank Reconciliation process from one application.
- Comprehensive capabilities for budgeting all personnel costs and fringes through integrated position based budgeting.
- User Groups allow you to set the same user rights for multiple users at once. This reduces the need to set up user-based security for several users with similar or identical rights in the system.
- Users can be set up to login automatically to the program using Windows Active Directory user names and passwords.
- Detailed audit tracking to log virtually all changes made.

General Ledger

BS&A's General Ledger application is the foundation of our Financial Management Suite, incorporating Budgeting, Long-Term Financial Forecasting, and Project/Grant Accounting. Because these functions are the core of any financial system, we do not treat them as add-on modules, but as integral components of General Ledger.

The General Ledger application acts as the final data storehouse for financial entries from seamlessly integrated applications, such as Accounts Payable, Cash Receipting, Utility Billing, Property Tax, and Miscellaneous Receivables. Our wide range of interfaces allows for the posting of transactions from other, non-BS&A products.

Data is only useful if it is easily accessible. That's why we provide many standard reports, which can be customized to meet your various needs... eliminating the necessity of add-on modules. Complete and integrated GASB 34 reports and an easy-to-use Report Writer provide unmatched reporting flexibility.

Budgeting and Long-Term Budget Forecasting

The Budgeting function supports decentralized budget entry, imports of preliminary budgets from spreadsheets, and multiple, user-definable budget levels. The final budget document is user-definable as well, or may be saved as a spreadsheet to give you unlimited options in formatting. Budget footnotes may be printed on the final budget document. Long-Term Budget Forecasting allows for up to 10 years of future projections, which may be saved as budget snapshots for "what-if" budget analysis; there is no limit to the amount of snapshots you can create. Statistical forecast calculations may be overridden on an ad-hoc basis to accommodate known future financial events.

Cash Flow Analysis

Cash Flow Analysis features enhance awareness of upcoming cash flow needs through powerful tools and rich graphical displays. Intuitive screens enable you to customize statistical and graphical data views.

Integrated GASB 34 Reporting

All GASB 34 reports are built in; there is no need for a separate reporting module. Adjustment journal entries can be made in a separate Adjustments fund or in a dedicated GASB 34 Adjustments screen. You can run statistical reports to identify major/minor funds with supporting calculations. Reports can be generated in a summary format – the prescribed reporting format – or in a detailed format, which shows all general ledger balances and adjustments. Summary report formats also provide drill-down into individual account balances.

Complete Account and Bank Reconciliation

Many software applications use the term "reconciliation," when in fact they merely offer the ability to mark checks as cleared. In addition to identifying open and cleared check transactions - manually or electronically via export file from your bank – BS&A's General Ledger application groups cash transactions by deposit and reconciles other transactions (e.g., manual journal entries) that affect cash. This enables a complete reconciliation between your general ledger account balances and your corresponding bank account balances.

Automatic Interfund Accounting Entries

Interfund accounting throughout General Ledger is managed by flexible settings. All entries created in linked applications (Accounts Payable or Cash Receipting, for example) are balanced between funds via automatic "due to/due from" entries when necessary.

Flexible, Sophisticated Security Features

System Administrators will appreciate the flexibility gained by our robust security features. Setup and maintenance of user security settings - for all applications - is easily accomplished from one central location. In addition, fund-, department-, and account-based security settings control access and posting to relevant accounts within your general ledger.

Comprehensive Reporting

We include over 60 standard reports in the General Ledger application. These may be used as-is, modified to fit your needs, or used as the basis for an entirely new report that you can create in our Report Writer, a tool that is built in; there is no extra charge. Report Profiles may be created to group selected reports for subsequent one-click printing. Reports may be printed, viewed on-screen, exported to Excel, or saved in a variety of formats including PDF, HTML, or text.

Detailed Report Drill-Down

In addition to the benefit of printing BS&A reports to the screen, saving time and paper, selected reports offer a drill-down feature for a greater level of detail. This provides easy balancing while viewing one report – there is no need to run subsequent reports from ancillary applications to gather supporting detail. For example, click on any transaction line in the Account Activity Report to view the source document (Accounts Payable check, Payroll check, Receipt, etc.).

Unlimited History

BS&A's General Ledger application maintains an unlimited number of years of general ledger and transaction history, and makes that history useful. Comparative historical reports can be run to show nominal and budgetary amounts, displaying data from any or all fiscal years. Seamless spreadsheet integration allows unlimited statistical analysis of historical data.

Extensive Import/Export Capabilities

Journal entries may be imported from third-party applications via a number of formats or from Excel spreadsheets. In addition to the capabilities integral with the reporting system, all data is accessible via user-definable exports.

Accounts Payable

In addition to the standard invoice entry/check printing functionality, BS&A's Accounts Payable application interfaces with our billing applications for easy tracking and maintenance of refund requests. This integration offers one-click viewing of the status of check requests from the originating department, freeing the AP staff from fielding refund-related questions.

Integrated Imaging System

BS&A's Imaging System, included with Accounts Payable, allows batch scanning of invoices for electronic processing and paperless archiving.

Positive Pay

Positive Pay is set up using your bank's specifications. The easily-created export file provides a list for your bank to use as a cross-reference, an important component in check fraud prevention.

Full Integration with BS&A Purchase Order

In addition to increased budgetary control, integration with BS&A Purchase Order eliminates duplicate entry of purchase information – simply select the PO for payment, and all data is automatically filled out. Accounts Payable easily accommodates partially-filled purchase orders by correctly relieving encumbered amounts.

Electronic Check Requests

Refunds processed in linked billing applications can be transferred to Accounts Payable automatically. Simply select a pending Check Request for payment, and relevant information is automatically filled in. Linked applications can query Accounts Payable for the status of the check request. For example, the Utility Billing clerk can look up requested information (check cut? check cleared?) without having to consult with the Accounts Payable clerk.

Purchasing Card Support

BS&A's Accounts Payable application imports transactions from your Purchasing Card vendor. Detailed tracking of purchasing information is tied to the true vendor, while payments are made to the issuer of the Purchasing Card.

ACH Payment Features

The convenience and security of paying invoices via ACH transfer is just as straightforward as a check run using paper checks. Once a vendor has been set up as being paid via ACH, the application does the rest. Upon processing an ACH check run, you'll be prompted to generate the ACH file. Simply answer "Yes" and transfer the file as instructed by your bank.

Notifications

The Notifications pane shows pending recurring invoices, pending check requests, unjournalized invoices/checks, and unposted journal entries.

Flexibility to Handle Different Banking Situations

Pay invoices from multiple checking accounts, pooled cash accounts, or single or multiple paying funds with automatic interfund accounting handled (parameters are defined in the General Ledger application). No knowledge of interfund accounting is necessary for Accounts Payable processing.

Sophisticated Budget Integration

Budgetary control is maintained via real-time budget availability verification. All invoices entered, regardless of status (open or posted) are reflected in the calculation of available balance. Budget override permissions are controlled via flexible security settings.

Customizable Check Formats

Check formats are completely customizable to your paper forms. Security-controlled printing on blank check stock is supported, saving you the expense of stocking different forms for each bank.

Easy Check Reconciliation

AP checks may be easily reconciled, either manually or electronically from a bank-supplied file. The application interfaces seamlessly with system-wide bank/account reconciliation.

Cash Receipting

BS&A Cash Receipting provides for flexible receipt entry scenarios while maintaining a centralized system for cash reporting. Counter and Department Transmittal modes deliver flexibility for a variety of receipting needs. End-of-day deposit processing seamlessly integrates with our General Ledger application for true account reconciliation.

Integrates Fully With BS&A Billing Applications as well as Third-Party Software

Cash Receipting not only integrates with our billing applications, but also provides the ability to import receivables from third-party software. A flexible, user-definable interface facilitates account and amount verification, and subsequent export of receipts to those applications.

Flexible Receipt Item Setup

Flexible receipt item setup lets you add receipt items from linked BS&A applications, and add user-defined receipt items to handle charges not maintained in BS&A applications. Receipt items may be set up to link to third-party billing systems by way of an end-of-day procedure that automatically creates exports customized to those systems.

Flexible, Centralized or Decentralized Receipting Modes

Cash Receipting supports centralized receipting, centralized deposit of receipts processed off-site, as well as function-specific receipting from external locations on- or off-network.

Barcode Scanning Support

Scanning of barcoded bills dramatically decreases data entry time and increases accuracy. With the ability of our Utility Billing, Miscellaneous Receivables, Community Development, and Property Tax applications to produce customized, barcoded bills, you get the benefits of centralized receipting for all functions along with enhanced speed and accuracy.

Department Receipting Templates

Initially designed for the interdepartmental receipting requirements of counties, this feature is useful for any municipality where cash is processed in multiple decentralized locations, but deposited centrally.

Subsidiary Database Creation

Decentralized locations may process receipts into separate databases, isolating their receipts by function. These transactions are then easily transferred as summary entries in the main database when receipts are presented to the main office for deposit for easy, automated cash reconciliation and tracking.

Deposit Creation

Receipt transactions are easily grouped by deposit, providing quick balancing and easy end-of-month reconciliation of deposits. Cash Receipting can even print the deposit ticket.

System-Wide Receivables Lookup

Simply by entering a name or address, all BS&A applications that generate bills (Utility Billing, Tax, etc.) are queried to generate a detailed list of items owed and the grand total. Any or all bills may then be marked and processed for payment.

Easy Batch Entry of Receipts

Repetitive receipts – for example, utility bill mail payments – may be entered as fast as the barcoded bills can be scanned. Running batch totals are then matched up with the total moneys received.

Real-Time Posting of CR Data to Ancillary Applications

Transactions entered into Cash Receipting update the corresponding billing system real-time, meaning there is no lag between the entry of a receipt and the update of the customer's account status, and no need to wait until end-of-day posting for the account to be updated. This greatly reduces the volume of "duplicate-payment" refund checks issued.

Miscellaneous Receivables

Billing software needs to be flexible to handle receivables outside of the normal tax and utility billings. Our Miscellaneous Receivables application was designed from the ground up to deliver this flexibility.

Recurring Invoices

Recurring invoices can be quickly generated in batches, eliminating the need to manually create each invoice and speeding data entry for repetitive billings.

Credits

Credits may be applied to a customer's account, whether for overpayment or to adjust the amount billed on an invoice.

ACH File Creation and Paperless Billing

Streamline your payment process by using ACH – payments can be automatically debited from customers' bank accounts. Additionally, bills can be emailed to customers who want to go paperless.

Bad Debt Write-off

Past due accounts determined to be uncollectable may be written off by creating the appropriate bad debt expense entry in BS&A General Ledger.

Penalty Assessment

This flexible process assesses penalties based on a percentage, flat amount, or table of percentages/amounts calculated on number of days past due.

Aging Reports

Reconcile the outstanding balance by general ledger number as of a given date with the corresponding balance in BS&A General Ledger.

Electronic Check Requests

Refunding an overpayment to a customer is done through an electronic check request process with BS&A Accounts Payable, eliminating the need for the AP clerk to hand-enter the invoice for payment. You can quickly ascertain if: a) a check request has been converted to an invoice for payment; b) the converted invoice has been paid; c) the check has been cleared by the bank. This greatly increases accuracy and speeds up response time.

Collection

The process of sending unpaid receivables to collection includes the ability to account for them using a separate general ledger number.

Lienable Billing Items

Billing items considered lienable may be transferred to the customer's property tax bill by way of a wizard. This wizard handles all aspects of the process, including adjustment creation on the customer's accounts and reclassification of the receivable balance in General Ledger.

Billing Item Level Security

Security settings are available to quickly and easily configure which billing items will be available on a user-by-user basis.

Purchase Order

BS&A's Purchase Order application is designed to maximize your control over purchasing decisions while maintaining maximum flexibility and ease of use. The graphical flowchart-based workflow setup simplifies the complex task of translating your approval rules to an electronic model, enhancing control over the purchasing, budgeting, and bidding process. Integrated Bid Processing functionality provides electronic maintenance of bids and quotes.

Integrated, Graphic Workflow and Approval Process

Graphical flowcharts illustrate and aid in the setup of the approval decision workflow, greatly increasing ease-of-use. Drag and drop to set up the "next-in-line" to approve a requisition or purchase order. Templates provide easy duplication of workflow for similar items.

Requisitions and PO Approval via the Web, Email, or Smart Phone

Purchasing decision-makers can approve or deny off-site, reducing the number of employees to be granted authorization power. You can leave the office without wondering what's being purchased without your knowledge.

Easy Change Order Process

Change orders are easily entered, with accessible history of all changes. All pre-encumbrance and encumbrance accounting is handled automatically.

Pre-Encumber at Requisition Level

Setting up requisitions to pre-encumber funds prior to approval provides notification that pending requisitions exist and prevents potential over-spending prior to PO approval. Denial of requisition automatically frees up funds.

Automatic Transfer to BS&A Fixed Assets

Purchases of capital assets may be identified at the time of requisition. This flows through the approval process to the time of purchase, automatically updating BS&A Fixed Assets. Duplicate entry of asset-related transactions is eliminated. In addition, rules can be set in order to specify amounts and accounts that automatically flag purchases for asset creation.

Bid Tracking

Bidders are maintained separately from vendors, yet are easily converted to vendors. The approval/denial feature of bidding information gives you complete maintenance control.

Mass Approval/Denial of Requisitions

You can approve/deny a mass of requisitions from a single screen. Requisitions can be selected individually or by group, and once approved, quickly converted into purchase orders.

Fixed Assets

GASB 34 made the accurate tracking and reporting of fixed assets critical. By integrating with the other components of our Financial Management Suite, the Fixed Assets application greatly simplifies the tracking of these items, without sacrificing accuracy.

GASB 34-Compliant Reporting

Reports necessary for financial statement note disclosure are included. No separate reporting module is needed.

Construction in Progress

Construction projects can be tracked and automatically converted to capital assets once completed.

Integration with BS&A Purchase Order and BS&A General Ledger

Purchase orders may be flagged as asset purchases, facilitating electronic transfer to BS&A Fixed Assets. In addition, rules can be set in the Purchase Order application to specify amounts and accounts that automatically flag purchases for asset creation.

Depreciation and disposal accounting information is posted to General Ledger. This tight integration eliminates errors and duplication of data entry.

Flexible Asset Disposal

Assets can be partially disposed based on quantity, dollar amount, or percentage of total cost, eliminating the need to record each asset as an individual for disposal purposes. For example, library books can be recorded as a lump sum and then written off as a percentage of the original cost. The application also supports partial asset transfers, splits, repairs, and disposition, including partial disposal.

Complete, Easily-Accessible Asset History

The book value as of a specific date may be determined at any time.

Payroll

Power, flexibility, and accuracy are the hallmarks of our Payroll application. Designed to automate the most complex compensation and deduction scenarios, it supports all necessary reports for quarterly reporting, including W2 processing and electronic submission. Simple direct deposit processing and emailing of check stubs in a password-protected PDF format supports paperless offices.

Direct Deposit

Secure ACH direct deposit decreases paper handling and reduces the potential for check fraud. Employees' deposits may be spread to an unlimited number of bank accounts, and check stubs may be emailed to employees in a password-protected PDF format.

Customizable Year-to-Date Screen

You can easily view YTD information for each employee based on user-defined parameters. Items that can be displayed include: pay codes, deductions/expenses, leave balances, and direct deposit amounts. You can also drill down to individual transactions to ascertain which checks are included in the totals, and print transaction registers that show details.

Remittance Checks

Create remittance checks in Payroll, keeping all payroll transactions in one application.

Leave Accrual

Our flexible means of accruing and tracking leave time based on user-definable parameters includes: a) maximum number of hours allowed in each leave bank; b) number of hours that may be carried forward to the next year; c) frequency of accrual (e.g., monthly, first of the year, anniversary date, etc.); d) accrual method based on a table (e.g., number of years worked).

W2 Processing

Automated W2 processing uses all IRS-supported formats including the EFW2 file creation for submission to the Social Security Administration.

Flexible Deduction Setup

Complex deduction scenarios are easily set up and can be customized for each employee from the setup screen without having to access each employee's screen. Child support and garnishment calculations are built in, and deductions can be set up using tables to reduce the amount of deduction codes needed.

941 Quarterly Reports

You can transfer report totals to the 941 Quarterly form. All calculations are done on one report.

Self-Administered Retirement Plans

Manage contributions, interest, and withdrawals for self-administered retirement plans. Generate customized retirement statements and re-print previous statements.

Positive Pay

Positive Pay is set up using your bank's specifications. The export file is easily created and provides a list for your bank to use as a cross-reference, preventing check fraud.

Accrued Wages and Liabilities

A simple process allows you to post a percentage of a payroll back to a previous accounting period.

Integration with BS&A Timesheets

Employees may enter their own time to be approved and imported into Payroll, reducing payroll processing time. Hours are recorded and approved in Timesheets before the payroll is processed.

Scheduled Rate Increases

Employee raises, including rate table updates and step increases, can be scheduled to allow rates to be split automatically in the middle of a pay period.

Human Resources

By utilizing both desktop and web-based components, BS&A's Human Resources application streamlines job posting, employee application, hiring, and employee tracking. The Position Budgeting feature seamlessly integrates with the Budgeting component of our General Ledger application.

Integration with BS&A Payroll

Integration allows for Human Resources users to view Payroll information, without needing access to the Payroll application. Change Requests are used to handle segregation of duties, while simultaneously reducing the need for duplicate data entry and providing a notification between departments when changes are made.

Applicant Tracking

Track basic applicant information such as address, phone number, etc., and more detailed information such as employment and education history.

Employment Tracking

Track employee beneficiary information, benefit plans, continuing education credits, reviews, position history, rate history, and many more HR-related items.

Easy Transition from Applicant to Employee

Full integration with BS&A Payroll allows successful applicants to be easily converted to employees, ready for immediate payroll processing.

Employment Applications via the Web

Electronic employment applications reduce the amount of staff time and resources devoted to processing and storing paper applications. Prospective employees may apply via the web or at a designated on-site workstation.

Position Tracking

Track current employees, openings, and applications by Position. Position Tracking saves time by storing user-defined position requirements and defaults to facilitate the setup of new employees.

Position Budgeting

Sophisticated Position Budgeting utilizes historical and user-defined data, and scheduled pay-rate information, all of which may be transferred to BS&A General Ledger. Unlimited budget scenarios allow "what-if" analyses for budget planning.

Web-Based Open Enrollment

Allowing employees to manage their benefit plans online increases employee satisfaction and reduces the drain on clerical resources.

Timesheets

BS&A's Timesheets application is designed to decentralize the data entry of hours worked, while maintaining final oversight and approval. Customizable views allow you to tailor screens to your jurisdiction's needs.

Integration with BS&A Payroll

Designed to work with BS&A Payroll, Timesheets allows for decentralized entry of employee hours to be transferred directly into the payroll process.

Flexible Approval Setup

Approval levels are based on user-defined rules. Hours are reviewed and approved before they are transferred to Payroll.

Easy Data Entry

Exception-based time entry speeds data entry time, increasing "buy-in" by employees.

Customizable Timesheet View

Customize timesheets to appear as you want: day of week the timesheet starts, number of days displayed per timesheet, etc.

Project and Equipment Tracking

Costs may be allocated to various funds or departments based on usage. Track in summary or by detailed use of equipment by employee.

Departmental or Individual Timesheet Entry

Timesheet entry may be configured to allow individual employees to enter their time, or to centralize data entry by department, while still allowing entry and approval by each department.

Utility Billing

Feature-rich, yet user-friendly, our Utility Billing application provides complete billing and tracking for a variety of utility account types. Extensive use of wizards and process managers simplify complex tasks into efficient step-by-step operations, such as Final Bill, Meter Change, and Past Due/Shut Off. Deposit and work order processing features are available as well.

GIS Integration

GIS integration allows for a direct link between your data and GIS maps, giving you a very powerful tool to view data, plot various datasets, and quickly view neighboring accounts. Additionally, GIS integration allows graphical lookup of account locations through Google® Maps.

Consumption-Based or Flat Fee Billings

Flexible billing item setup accommodates both consumption-based and flat rate fees for items such as Water/Sewer, Electric, and Refuse.

ACH File Creation and Paperless Billing

Streamline your payment process by using ACH – payments can be automatically debited from customers' bank accounts. Additionally, bills can be emailed to customers who want to go paperless.

Wizards Offer Step-By-Step Guidance Through Common Tasks

Tasks such as shut-offs, final bills, the billing process, etc., are done with a wizard, ensuring all necessary steps are completed.

Customizable Billing Cycle

Units can customize the billing cycle to include only those tasks they use. For example, if your unit does not use ACH, the ACH task may be removed from your billing process.

Deposit Tracking

Integrated deposit tracking provides the ability to calculate interest on deposits, and offers flexibility in returning deposits to customers. The deposit may be applied to the customer's next bill, or be electronically refunded to Accounts Payable by check request.

Built-In Meter Inventory System

Detailed meter inventory includes purchasing information, manufacturer, serial numbers, meter location (specific area of customer's location), curb box location, and information in general necessary for meter reads.

Meter Read Equipment Exports/Imports

Meter read export/import file layouts are provided for various meter manufacturers including, but not limited to: Sensus, Badger, SLC/Neptune, Itron, Greentree, and Hersey.

One-Screen History View

Each customer's history information is accessed from one screen. Available tasks on this screen include: payment reversals, bill adjustments, and printing of various reports.

Unlimited Billing Items/Services Per Customer

The application allows for an unlimited number of user-definable billing items per customer account as well as an unlimited number of services to be used in the calculation of the billing.

Aging Reports

Aging reports can be generated at any time by specifying an "as of" date. This flexibility eliminates the need to print them on the last day of the month.

CASS Certification

The CASS certification export/import process helps reduce mailing cost by ensuring all addresses are entered correctly.

Meter Read Estimates

Flexible read estimation provides a variety of methods to use as the basis: account average usage, user-defined date range of meter reads, or user-defined amount of usage.

Budget Billing

Determine – for each billing item – whether or not to allow budget billing. The budget billing feature lets you bill fixed amounts based on user-definable history instead of the actual usage for the current cycle.

Integrated Work Order process

The fully integrated work order process allows you to track the details of all work done on a customer's account. The process checks for scheduling conflicts of the staff person assigned to the task. Shut-off fees, etc., can be billed to the customer once completed.

Quick Entry of Meter Reads

For those units who do not use meter reading equipment to generate read files for import into Utility Billing, the application includes a process to manually enter reads en masse. You can quickly enter the reads for all customers in a billing cycle without having to visit individual accounts.

Resident Linking

Single-sourcing of resident names eliminates repetitive data entry by automatically updating all linked accounts. For example, changing the address on a landlord's master record will update that address for accounts on which that landlord is selected.

Transfer of Delinquent Accounts to BS&A Tax

Transfer of delinquent accounts to the property tax bill is done electronically. A billing adjustment is automatically created to reduce the account balance in Utility Billing.

Balance Manager: Easy Reconciliation With BS&A General Ledger

The Balance Manager provides an easy way to reconcile outstanding balances in Utility Billing with the accounts receivable balance in General Ledger. Drill down into the detailed transactions for the period being reconciled to easily determine the source of any discrepancies.

Letter Writer

Customized letters may be generated for selected accounts, increasing customer communication and reducing clerical tasks.

Work Order

Our Work Order application streamlines the myriad resources used by your municipality in the management of your work orders, including inventory, equipment, employees, and vendors.

Tight Integration With Many BS&A Applications

Tight integration with numerous BS&A applications allows for easy tracking and robust reporting with a high level of accuracy. Some examples of this integration:

- Inventory Management: track and report on inventory used
- Timesheets: track and report on employee time and equipment used
- Miscellaneous Receivables: create invoices to bill for services rendered
- Accounts Payable: generate invoices to third-party vendors involved with the work order

GIS Mapping

Use your existing GIS map layers to plot your work orders, assets, and facilities. This functionality enables you to efficiently utilize your GIS information in evaluating your work order data.

BS&A Online Services Interface

Requiring only an internet connection, employees can view their assigned work orders in real time via BS&A Online Services.

Scheduling

Our customizable scheduling feature lets you define rules to allow for quick and easy assignment of tasks to appropriate workers, avoiding scheduling conflicts.

History by Asset

Easily view the history of each asset tied to your facilities.

Building Department

Our feature-rich Community Development application suite provides comprehensive tools and processes for modern Community Development, Building, Code Enforcement, and Housing departments. A property's entire history can be accessed through one easily-navigated view. Manage any construction project, permit, code compliance, rental registration, certification, occupancy, or other inspection-related process.

Permits

Track permits from application to finish. From the start, the Add Permit wizard speeds data entry while ensuring critical information is entered. Link to existing Contractor and Licensee records, or add them on-the-fly. Calculate costs by selecting items from your fee schedules and add them to the invoice. Take payments, issue permits, and print receipts as required. Once the permit is issued, use Inspection tools to schedule and process inspections. Productivity tools assist you with the creation of letters and attachment of images and documents. Attach reminders manually or automatically through a workflow to a permit or inspection so that no follow-up gets lost in the shuffle. Use workflow rules to automate common activities: apply fees, schedule inspections, generate letters, create reminders, send emails, and more.

Code Enforcement

Track all property maintenance issues such as weeds, trash, inoperable vehicles, etc. The Code Enforcement feature of our Building Department software offers comprehensive management of the entire process. Once the case is generated, use Inspection tools to schedule and process inspections. Productivity tools assist you with the creation of letters and attachment of images and documents. Attach reminders manually or automatically through a workflow to an inspection so that no follow-up gets lost in the shuffle. Use workflow rules to automate common activities: apply fees, schedule inspections, generate letters, create reminders, send emails, and more.

Inspection Scheduling and Tracking Tools

Use our flexible scheduler to set your appointments and schedule inspections. Create violations with user-defined checklists. Append information through our "Quick Text" screen. Track violations, their location, details, and current status. Use the violation text in Correction Notice letters or repair emails. Capture images of violations directly into the inspection history.

GIS Integration

GIS integration allows for a direct link between your data and GIS maps, giving you a very powerful tool to view data, plot various datasets, and quickly view neighboring properties using Google® Maps, or through direct integration with GIS maps, if available.

Accounting Functionality

The Building Department application comes ready to handle the accounting requirements of your community. Enter invoices, take payments and bond deposits, do adjustments and transfers, and print receipts. Run balance reports to match your totals. Generate detailed and summary general ledger information for deposits.

Field Inspection

Use our tablet-enabled application to enter inspections while out in the field quickly and efficiently. User-defined checklists and Quick Text are available, along with handwriting recognition. Synchronize from home or through your office network. Quickly upload inspection results, generate letters, automatically send emails, and download changes with the press of a button. Tablets with built-in cameras may capture images and attach them directly to the inspection with a single click.

Citizen Request for Action

Our Citizen Request for Action application is designed to log and track requests from both residents and your staff. CRA can also create code enforcements, generate work orders through the Work Order application, and take multiple requests and associate them with an existing issue.

Key Features:

- Enter an unlimited number of account types, accounts, concerns, complaint, and action records.
- Assign an unlimited number of concerns to a single complaint, reducing redundant information.
- Generate interactive charts/graphs to display concerns and search results in a variety of formats.
- Link with a GIS map viewer.
- Integrated imaging for photos and documents.
- Generate notification letters for concerns, complaints, and actions.
- Attach reminders to concerns, complaints, or actions.
- Send automatic email notification when complaints are entered or actions are scheduled.
- Activity log tracks all activity, hours, and charge amounts on each action.
- Assignment of complaint/concerns to appropriate individuals/groups.
- Assignment of priority levels to complaints as well as categories for causes and caller demeanor.
- Concern and action letters and notifications.
- Interfaces with Equalizer Assessing to import parcel number/owner information using the similar address feature.

Tight Integration With Community Development and Work Order

Integration with Community Development allows for appropriate requests to quickly and effortlessly generate code enforcement actions. Work Order integration uses workflow rules to easily forward those requests to the appropriate person/department for quick resolution.

Web Integration

Residents are able to submit requests online, and to check on those requests via BS&A Online Services.

Email Alerts

Email alerts can be sent to citizens:

- When requests have been received
- If/when the request has been dismissed
- If/when action has been scheduled
- If/when action has been resolved

Customizable Questions

Municipalities can set up their own questions, relevant to the type of request, to gather the information needed to properly address issues.

Business License

This is a complete business licensing system that provides extensive table views and editing screens for tracking businesses and their licenses.

Key Features:

- Enter an unlimited number of businesses, license types, inspections, etc.
- Deny and approve licenses and renewals en masse
- View multiple license statuses for a business on one license history screen
- NAICS codes are available to be searched as well as maintained when the codes change
- Verify passed inspections before issuing licenses
- Quick and easy renewal of licenses

Special Assessment

Automatic Calculation of Penalty and Extra Interest

Special Assessment allows for the automatic calculation of penalty as well as extra interest. Penalty and extra interest start and stop date options are set up for your entire unit. Individual special assessment districts can override that setup.

Calculation of a Certification Fee

If delinquent special assessment bills are rolled to Tax, a certification fee can be added to compensate for the time and effort of doing so.

Tight Integration with BS&A Financial Management Applications

Special Assessment links closely with our Financial Management applications. You can easily journalize and post special assessment receipts to General Ledger. Additionally, you can accept payments with Cash Receipting and post them real-time to Special Assessment.

Quickly Accept Barcoded Payments

Special Assessment quickly processes payments through its barcode payment window. Scan unlimited payments into a temporary storage area, and post them once.

Easily Transfer Delinquent Special Assessments to Tax for Billing

Special Assessment can export delinquent special assessment amounts to Tax. You can then bill for the special assessment on the tax bill and get reimbursed through the revolving fund if taxes aren't paid. Additionally, you can set current year installments as paid as part of the Transfer to Tax process.

Amortization Table

The Amortization Table allows you to quickly view: a) the length of the special assessment district loan; b) the total installment for each future year; c) the amount allocated to Principal; d) the amount allocated to Interest.

Multi-Year Snapshot View

Through the Multi-Year Snapshot View, you can easily see the original total assessment of the parcel, the total amount of principal payments over the years of the special assessment district, and the current balance.

Accommodate All Types of Special Assessments

Special Assessment can handle all types of special assessments, from single-year districts to complicated multi-year amortization districts. A "One Year District Advancement Utility" is provided for single-year districts to help set up the new year.

Comprehensive Collection of Built-In Reports... and a Free Report Writer

Why purchase a software product only to then invest more time creating the reports you need? BS&A's applications come with an extensive list of flexible and easily-customizable reports. A powerful Report Writer is included at no charge, giving you the ability to create reports you find necessary for your jurisdiction.

Comprehensive Audit Trail

Every field and process in Special Assessment has a corresponding audit trail. In addition to all of the parcel fields and processes, all Unit Setup and Program Setup areas are audited.

Unlimited Payments

There is no limit to the number of payments you can accept with Special Assessment.

Reminders

Reminders help you keep track of important events, tasks, and deadlines, and can be assigned to specific parcels. An item display filter gives you the option to view All, Expired, or Future reminders. A snooze feature temporarily dismisses the reminder so you can continue with your work.

Centralized Administration Database

A centralized administration database is shared across all applications. Among other benefits, this eliminates the need for redundant user records, greatly improving user administration. Additionally, the use of Groups eliminates the need to set up individual user security by letting you set the same rights for a batch of users at once.

BS&A Online - Employee Self Service

Provides web access to various components of the desktop Payroll application.

Key Features:

- Timesheet Entry: Employees can enter timesheets for other staff. Managers can view timesheets for their staff
- My Timesheets: Employees can enter their own time
- Personal Employee Info: Employees can view/request changes to "master" information, such as dependents, addresses, and W4 information. Open enrollment is also available; this requires the municipality to have BS&A Human Resources installed.
- Personal Financial Info: Employees can view check and W-2 history, along with withholding and direct deposit information
- Year to Date Info: Employees can view YTD totals and leave balances
- Employment Opportunities: Any user can view currently available job postings.

BS&A Online - Financials

Provides web access to various components of the desktop Financial Management applications.

Key Features:

- Financial Reporting: Users can print a financial report anytime through a web interface
- Financial Reporting (Public): A publicly available section allows members of the general public to print financial reports that the municipality has selected to share
- Invoice Approvals: Users can approve invoices they would otherwise have to approve through the desktop AP application
- Manual Journal Entry Approvals: Users can approve journal entries they would otherwise have to approve through the desktop GL application
- Purchase Order Approvals: Users can approve purchase orders they would otherwise have to approve through the desktop PO application
- View Work Order Schedule: Users can view work orders scheduled within a specific date range

BS&A Online - Community Development

Provides web access to various components of the desktop Building Department application.

Key Features:

- Permit Applications: Enables contractors and the general public to submit permit applications online
- Inspection Scheduling: Enables contractors and the general public to submit requests for inspections online
- View My Activity: Enables contractors and the general public to easily access inspections and permits they have requested
- Building Department Search: Performs a search by any record number, including addresses, permits, and certificates
- Rental Property Search: Enables users to search for addresses that are flagged as rental properties
- Payment of Fees: Enables contractors and the general public to pay for permit and other fees online

BS&A Online - Public Records Search

Provides web access to various components of the desktop Financial Management applications.

Key Features:

- Allows Miscellaneous Receivables, Utility Billing, and Building Department (permit) data to be displayed on the web, and supports online payment of these bills
- Interfaces with Point And Pay online credit card processing

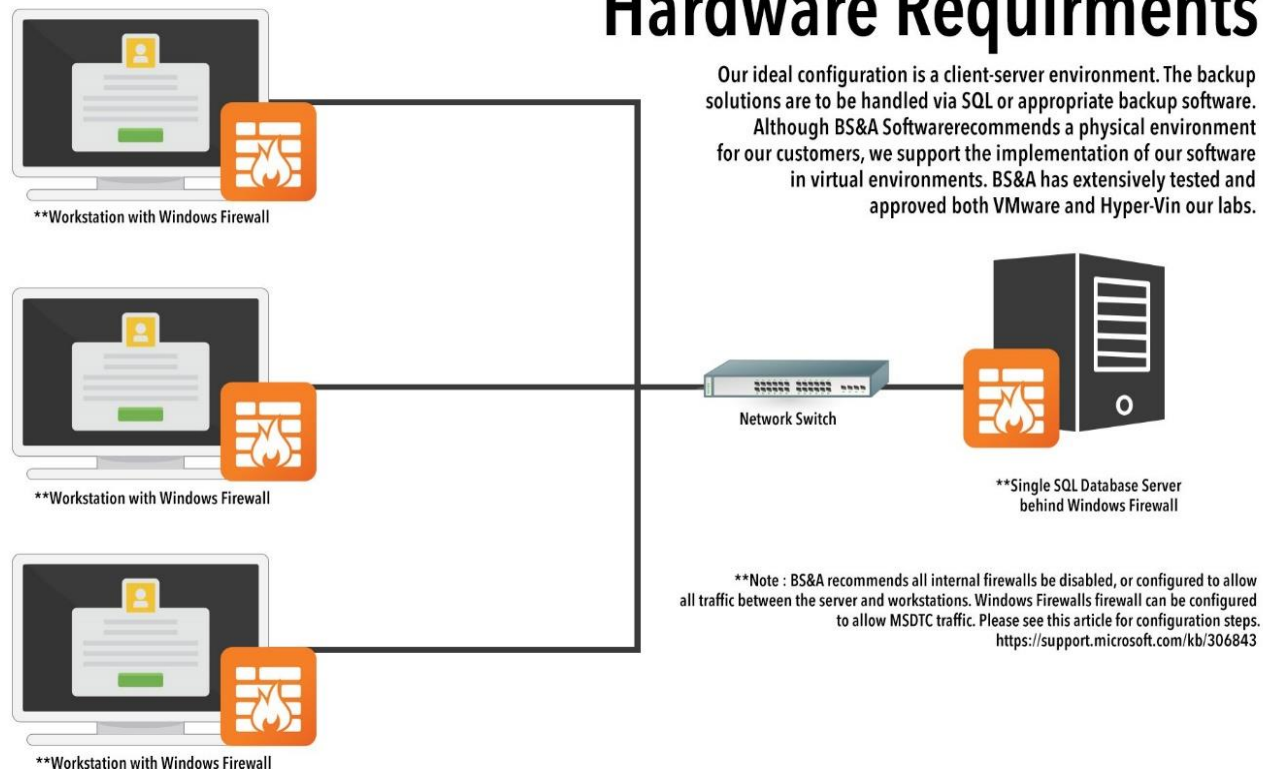
D. Hardware, Operating System, and Programming

23.	What hardware platform(s) does the Vendor's proposed application software currently operate on?	Microsoft Windows
24.	What operating system does the Vendor's proposed application software currently operate on?	All currently supported Windows operating systems (Windows 10, Windows 8.1, Windows 8)
25.	What database environments does the Vendor's proposed application software currently operate on?	Microsoft SQL
26.	Is Vendor committed to supporting the above operating system, database & hardware platforms for the foreseeable future?	Yes. We continue to support these operating systems until they are no longer supportable due to Microsoft's product life-cycle.
27.	Does the system architecture support a multi-tier deployment?	No
28.	Does the application support native browser based deployment for workstations? Which web servers and browsers are supported? (IIS, IE 11, etc)	Our applications are installed as client/server applications, and are not hosted, therefore there are no particular supported web browsers. We do have some functionality available through a web portal (BS&A Online) which supports all major web browsers (Internet Explorer, Edge, Chrome, Safari, Firefox, Opera, etc.) in their current versions.
29.	Does the system support deployment/usage using remote access tools (e.g. VPN)? Are there any issues related to this type of utilization?	Yes the system can be deployed using remote access. BS&A has been successfully implemented using Citrix as well as remote desktop access. There can be issues with receipt printers and scanners in this scenario. More discovery and discussions would be needed, for a specific detailed

Our ideal configuration is a client-server environment. The backup solutions are to be handled via SQL or appropriate backup software. Although BS&A Software recommends a physical environment for our customers, we support the implementation of our software in virtual environments. BS&A has extensively tested and approved both VMware and Hyper-V in our labs.

BS&A desires that all of our customers have a pleasant experience running our software. A properly configured Virtual Server need not destroy employee productivity. In order to ensure the best possible

Hardware Requirments



overall performance system, administrators must be willing to allocate sufficient resources to Microsoft SQL. To that end, BS&A Software recommends the following when implementing the .NET software in VM environments:

- 1) Databases and log files are kept on separate physical volumes/disks
- 2) Volumes housing databases and/or log files are dedicated to the use of the database (no other VMs reside on those volumes)
- 3) High performance disk technologies are used wherever possible
- 4) Disparate database styles (i.e., MS Exchange) NEVER cohabitate with MSSQL on the same drives
- 5) VMWare RDMs are implemented wherever possible
- 6) Parent servers dedicate at least 2 CPU cores to MSSQL VMs
- 7) Sufficient RAM is allocated to reduce/minimize the need for excessive disk access
- 8) SQL 2008 or newer only; Workgroup or Standard Edition where possible
- 9) So-called snapshots of the virtual machine cannot be relied upon for data restoration or disaster recovery. Alternative database backup methods must be employed.
- 10) Optimize disk partitioning using industry-standard methods

Supported Operating System (Workstation)

Windows 10, Windows 8.1 and Windows 8

Supported Server Operating Systems

Windows Server 2012 - 2019

Supported Versions of SQL

Windows Server 2008 - 2017

Microsoft SQL

Database schema for BS&A does not include views. All views are created programmatically at runtime of the application. All columns in the view are able to be sorted. All tables are able to be indexed by the user. This gives better functionality for a non-technical user than a standard view. SQL table schema for BS&A tables utilizes unique keys and indexes.

Reporting Services

BS&A's applications come with a large amount of reports offering numerous options so our users can quickly get the most out of our software. However, our integrated Report Designer allows users the ability to create their own reports as needed.

Key features:

- Streamlined capabilities with calculated expressions
- A Table option, which allows columns of fields on a report for ease in field placement and movement
- "Sort" banners and footers, which group data and can provide subtotals
- Clickable reports let you click on a particular report entry to drill down to the details
- Reports can be saved to PDF format and CSV format
- Same look and feel as Crystal Reports
- Our Report Profiles feature lets users group multiple reports together for more efficient printing. Individual reports within the profile have options that can be set and saved for the Profile process.

Personal Computer Specifications	
Workstation	
Recommended	Minimum
3.2 GHz Intel® Core™ i5 (or faster)	2.8 GHz Intel® Core™ i3
8 GB RAM	4 GB RAM
80 GB free disk space	40 GB free disk space
Windows 10 (Professional or above)	Windows 7 (Professional 64-bit or 32-bit)
Tablet PC (Community Development Field Inspection App)	
Recommended	Minimum
Intel® Core™ i5 520 UM (or faster)	2.8 GHz Intel® Core™ i3
8 GB RAM	4 GB RAM
80 GB free disk space*	40 GB free disk space*
Windows 10 (Professional or above)**	Windows 7 (Professional 64-bit or 32-bit)
*Note: The amount of free disk space required is dependent upon the size of the database and the number of attachments required	

****Note: BS&A applications are NOT compatible with Windows RT or Windows 10 in S mode**

Server Specifications

(defined as a computer running a Windows Server Operating System)

Database Server (fewer than 15)

Recommended	Minimum
1 Xeon E5 series Quad-Core 2.4 GHz (or faster)	2 GHz Multi-Core Xeon Processor
16 GB RAM	8 GB RAM
6x SATA 7.5K RPM 1TB (3x RAID 1)	250 GB free disk space
Separate RAID for Operating System	Windows Server 2012 Standard (32-bit)
Windows Server 2019 (Essentials or above)	

Database Server (15 to 30 Users)

Recommended	Minimum
1 Xeon 2.3 GHz E5 Six-Core Processor (or faster)	Xeon 2 GHz Multi-Core Processor
24 GB RAM	16 GB RAM
4x SATA 7.5K RPM 1TB (2x RAID 1)	500 GB free disk space
2x 500 GB Solid State Drive (SSD)	Windows Server 2012 Standard (64-bit)
Separate RAID for Operating System	
Windows Server 2019 (Essentials or above)	

Database Server (30 to 50 Users)

Recommended	Minimum
(2) Xeon 2.5 GHz E5 Six-Core Processors (or faster)	Xeon 2.8 GHz Quad-Core Processor
48 GB RAM (DDR3 1333 or faster)	24 GB RAM
4x 10K RPM SAS 1TB Hard Disks (2x RAID 1)	1 TB free disk space
2x 500GB Solid State Drive (SSD)	Windows Server 2012 Standard (64-bit)
Separate RAID for Operating System	
Windows Server 2019 (Essentials or above)	

Database Server (50 to 100 Users)

Recommended	Minimum
(2) Xeon 2.5 GHz E5 Eight-Core Processors (or faster)	(2) Xeon 2.8 GHz Quad-Core Processors
64 GB RAM (DDR3 1600 or faster)	48 GB RAM
8x 15K RPM SAS 1TB Hard Disks (2x RAID 10)	1 TB free disk space
2x 500GB Solid State Drive (SSD)	Windows Server 2012 Standard (64-bit)
Separate RAID for Operating System	
Windows Server 2019 (Essentials or above)	

Server (over 100 users)

Please email our IT Department at ITSupport@bsasoftware.com @bsasoftware.com

Virtual Server

Please see the help doc entitled "BS&A Software and Best Practices in Virtual Environments."
http://bsasoftware.com/references/whitepapers_helpdocs/tech/articles_whitepapers/White_vmSupport.pdf

Terminal Services/Citrix Environments

Recommended Application Server Specifications
 Dual Quad-Core Xeon Processor
 4096 MB RAM plus an additional 1024 MB RAM per user, per application
 500 GB free disk space

Windows Server 2019 (Essentials or above)
Limit of 50 total users

Please see the help doc entitled "BS&A Software and Best Practices in Terminal Server/RDP Environments."
http://bsasoftware.com/references/whitepapers_helpdocs/tech/articles_whitepapers/white_terminallimits.pdf

Please see the help doc entitled "BS&A Software and Remote Desktop Services 2016"
http://bsasoftware.com/references/whitepapers_helpdocs/tech/articles_whitepapers/remotedesktopservices2016.pdf

I.T. Recommendation

BS&A has worked with IT Right for network services and implementation since 1999. If you are in need of IT services, please visit their site: <http://www.itright.com>

Printer Recommendations

BS&A Software does not officially maintain a master list of all the different printers that work with our applications. A general rule of thumb would be that any printers that are compatible with Windows are also compatible with BS&A.

E. Implementation Plan

30.	How many fully operational installations has Proposer completed? State overall percentage finished <u>before</u> , <u>on</u> , or <u>past</u> original client implementation goal/deadline.	<i>*Totals represent the installation of one or more of our Financial Management applications.</i> Local Gov. – 815 County Gov. – 72 State Gov. – 0 Other – 78 Total – 965
31.	What is the hourly rate for implementation assistance beyond that which is included in Proposer proposal by skill-set?	\$140/hour

i.) Project Management Approach

A member of our Project Management and Implementation Planning team will be assigned to coordinate your project. Our consultant will oversee the implementation process, schedule all necessary meetings, facilitate data transfer and conversion, and schedule training. All training proposed will be performed onsite at your offices. Coordination, documentation, and communication will be provided throughout the project by way of Microsoft SharePoint.

An overview of our planned method for a five-phase project management is as follows. BS&A is able to work with the timeline that best suits you.

Initiation: All projects begin with a Kick -Off meeting with the Project Stakeholders. Discussions then take place with each Department. The key is to ensure everyone is kept on the same page.

Planning: Comprehensive planning must occur through a variety of means. Planning is completed and is put in place through a formal Implementation Plan. The plan is specific to dates, timelines, tasks, and schedule of events.

Execution: Execution is an extension of the planning process. It puts the Implementation Plan in motion.

Control: We will have several basic control systems and some more formal quality control systems in place. Program installation, data conversions, training, and system testing will all have control system testing. The installation may be phased; therefore, testing of each implementation will occur at the appropriate time.

Closure: This is where the project is wrapped up. BS&A will remain onsite for the first several Go-Live dates, for each application if necessary. Additionally, follow-up visits may be scheduled to assess progress and answer questions. Of course, the technical support staff is always here for you.

In the event of a change in scope, the assigned Project Manager will first review the requested functionality with the appropriate Project Stakeholders, to ensure that there is a clear understanding of the desired outcome. Once this is completed, the Project Manager may consult with development staff, or our Product Management team, in order to first determine if it is possible to accommodate the requested changes, then

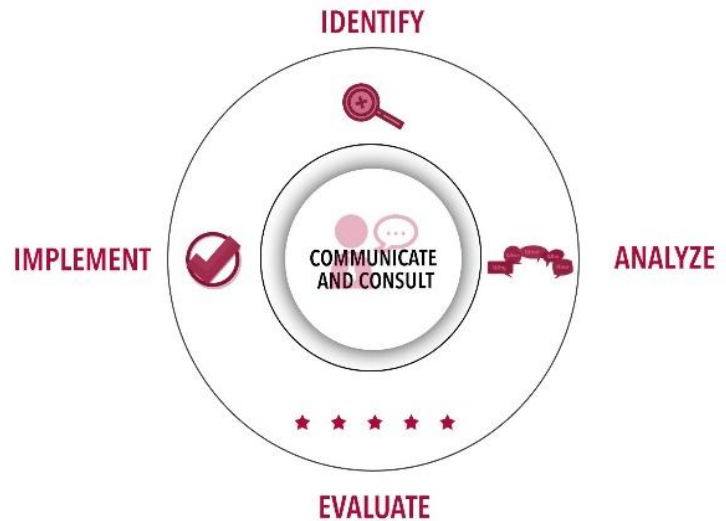
to determine if there will be cost involved, and finally to determine an estimated timeline for the implementation of those changes. Once this step has been completed, a Change Order, detailing the change in scope, as well as any impacts to cost or timeline, is prepared for customer review. At any stage during this process, the Project Manager may facilitate the exchange of information between BS&A's Product Managers and developers, and the appropriate customer personnel.

Project Risk Management

BS&A embeds risk management in every project. In our 25 years of data conversions and implementations we have learned this is an integral part of maintaining a successful project. Throughout the project your Project Manager will be in constant communication with you, and will schedule regular conference calls to keep everyone aware of the status of your project. Constant communication and consultation throughout the entire process is the best way to handle risk management.

The project risk management model that we follow is:

1. Identify
2. Analyze
3. Evaluate
4. Implement



Final Phase and Cut-Over

In the final phase of the project, you will be running BS&A as your primary system. For Payroll and Billing Cycles, we will run at least one cycle in parallel. For example, you will run a payroll in your current software. We will then run the same payroll in the BS&A Payroll software and make sure that data balances. From that point forward, all activity will be in BS&A. Similarly, we will run a parallel cycle in Utility Billing to make sure that bills are being created appropriately. BS&A will be onsite during these Go-Live periods to help quickly resolve any problems that may arise. At the conclusion of this phase, we will transition you to our Support team.

ii.) System Design and Documentation

BS&A is responsible for creating a Recommended System Design and Configuration. This will be accomplished by conducting an in-depth, onsite review of your existing process. The output of this review will be a set of recommendations and associated system design and configuration document. It is the City's responsibility to review, approve, and/or adjust that design. Some parts of BS&A's recommended design may be items that the City wishes to implement in the future. We will work with you to come up with a design that optimizes efficiencies, but takes into account your current practices, policies, and procedures. This will be provided to the Stakeholders electronically and reviewed during the onsite configuration/design review meeting. The outcome of that meeting and subsequent discussions will be to agree on a final system design/configuration.

iii.) Software Installation

Programs will be installed by BS&A for testing and learning purposes. This is informal and simply allows users to play with the applications prior to formal training. Data will be installed at a later date. This allows time for the staff to become familiar with the applications and review tutorials prior to formal training.

We have provided an option for the City to obtain hardware and hardware support services through IT Right, our preferred provider. BS&A will assist in recommending the optimal hardware configuration for this installation.

iv.) Data Conversion Plan

Data conversion is the single most important aspect of any system implementation. We do not force you to provide us data in a pre-defined format or go through a complex process to create data mapped to a specific structure. Instead, we simply ask you to provide us with ASCII data (preferably MS SQL or Access), data definitions, and we will then take ownership of the conversion process. Whenever possible, we take all the risk of data conversion, by providing you with a "not to exceed pricing" rule. If the conversion takes more work than expected, we will complete the additional work at no additional charge to the City. Of course, we will require your help in running reports and validating that the data is converted correctly, but it is our job to handle the conversion process – you just help us make sure we get it right.

Data Conversion Process

In the course of bringing hundreds of municipalities onto our Financial Management and Utility Billing software, we have fine-tuned our data conversion process to minimize the work on your part and maximize your ability to access past data. We have experience converting data from numerous different legacy systems. **We understand that your current financial management software is Springbrook version 7 MSSQL.**



Project Management Highlights

BS&A employs a project management approach that is distinctively better for several reasons. With our staff you will enjoy the following benefits:

- **The Customer:** The staff at BS&A Software is always concerned with the client's needs first
- **Details:** We will follow a detailed project plan that will assure a smooth transition
- **Knowledgeable:** You will always be dealing with a professional, knowledgeable, and dedicated staff member
- **Passionate:** Throughout the project implementation you will work with staff members that believe it is very important to always push ourselves and to never be satisfied with "good enough." Our goal is not to be a good company by providing good services. We want to be a great company by providing remarkable services.
- **Important:** Your project manager will guide you through the process and make sure you are the most important part of the process.
- **Every member of the BS&A team treats each customer as absolutely crucial to the company's survival, as indeed, each customer is.**

Data Extraction & Formatting

BS&A will extract all of the data to be converted from your system. The City does not need to reformat the data in any way. The only thing required of the City is to provide reports to aid us in balancing the data.

Preliminary Data Conversion/Mapping

One of the first key activities in the project is to get an initial copy of your data. BS&A consultants will map your existing data into the appropriate fields within BS&A. This mapping will be used to drive the development of our data conversion routines. After a preliminary conversion is developed, we will interrogate the data and make sure it balances.

Data Review

Once we have converted the initial data, it will be installed onsite for review by your transition team and BS&A staff. Together, we will walk through the data – you are the experts on the information and we are the experts on our system. Any deficiencies in the raw data and/or conversion process are identified and addressed. An evaluation is also made of any missing pieces in the data that cannot be converted electronically. BS&A staff will often enter critical items to reduce your workload during the busy transition period. This data will remain on your test system for evaluation throughout the remainder of the process. If necessary, this step will be repeated until we have the data conversion approved.

Final Conversion

Just before the Go-Live date for a particular application, we will again extract a copy of your data. In this case, it will be data that includes all the latest transactions. We will re-run our conversion and load the data onsite into the appropriate BS&A application.

Parallel Cycles

To absolutely ensure that our data conversion process is 100% correct, we run payroll cycles in parallel. After running a payroll in your current system, we will re-run the same payroll in BS&A to make sure that all data is replicated. Any deficiencies will be corrected.

Scope of Data Conversion

The cost proposal identifies conversion costs. The scope of those conversions is specified in the following table.

Application	Scope of Conversion
Payroll	Database Setup
	Employee detail and Year to Date
	Up to 10 years check history
General Ledger	Chart of Accounts
	Balances and Budget
	Up to 10 years Journal Transaction History
Accounts Payable	Vendors
	Up to 10 years Invoices and Check History
Cash Receipting	Receipt Items and Tender Codes
Utility Billing	Accounts, Services, Deposits, Rates, Meters
	Unlimited Years of Service, Billing and Payment History

Work Orders	Setup of Work Order Types, Facilities, Assets, Equipment, Materials, Workers (if not using Employees as Workers)
Human Resources	Setup of Licenses, Certifications, Benefit Plans, Positions. Not assigned to Employees
Miscellaneous Receivables	Setup of Billing Items, Penalties
Fixed Assets	Setup of Assets, Entry of Value, Accumulated Depreciation
Building Department	Property Information, Open Permits, and History data
Business Licensing	Businesses, Licenses, and History data
No data conversion or database setup to be performed for:	Purchase Orders, Citizen Request for Action, Field Inspection, Special Assessments and Timesheets

Product Testing

The converted data will go through a Quality Control test. BS&A will first review/test the data, and then pass it to the District for their review and critique. The recommended approach to the following types of testing is:

1) System Testing

System Testing is the overall approach used to validate that an entire system satisfies the requirements, business, and operational objectives.

2) Integration Testing

Integration testing is intended to verify operational requirements between major applications, sub-systems, or modules. Test cases should be constructed to test that all modules interact correctly. For example, Utility Billing should be able to submit a "check request" to the Accounts Payable application. An appropriate integration test would be to create a check request in Utility Billing and verify that the check request exists in Accounts Payable for use in generating a refund check. Likewise, an Integration Test should be defined for each of the "Integration and Interfaces" requirements identified in the application specifications spreadsheet.

3) Stress/Performance Testing

Stress testing refers to tests intended to evaluate a system, module, or function under heavy load. The goal of these tests is to ensure the software will perform adequately under maximum loading conditions. BS&A recommends creating stress tests that will mimic maximum expected loading for critical functions. Similarly, Performance testing refers to the assessment of the performance of the system, module, or function from the perspective of the user. Performance testing is often done in conjunction with stress testing.

v.) Report Development

BS&A's applications come with a large amount of reports offering numerous options so our users can quickly get the most out of our software. However, our integrated Report Designer allows users the ability to create their own reports as needed.

Key features:

- Streamlined capabilities with calculated expressions

- A Table option, which allows columns of fields on a report for ease in field placement and movement
- "Sort" banners and footers, which group data and can provide subtotals
- Clickable reports let you click on a particular report entry to drill down to the details
- Reports can be saved to PDF format and CSV format
- Same look and feel as Crystal Reports
- Our Report Profiles feature lets users group multiple reports together for more efficient printing. Individual reports within the profile have options that can be set and saved for the Profile process.

vi.) Integrations and Interfaces

Planned interfaces include:

a) Ability to interface with the following products: ESRI products ArcGIS Desktop and ARC GIS Server. NexgenAM, and ItronMVRs

The BS&A Building Department (Permits, Code Enforcement), Utility Billing, and Work Order modules interface with ARC GIS Server.

The BS&A Utility Billing application includes file formats used for sending route information to and receiving read information from ItronMVRs,

b) Ability to import merchant transactions to Utility Billing, Accounts Receivable and General Ledger systems related to automatic credit card payment services.

BS&A offers real-time integration with payment providers Point & Pay and Invoice Cloud. Import formats are available for payments from other sources.

c) Ability to import/export data from Payroll module and bank to accommodate positive pay and direct deposit services.

The BS&A Accounts Payable and Payroll modules include functionality to export files for direct deposit in the standard NACHA format. Required positive pay formats vary by bank. We currently support over 50 pre-programmed formats and have the ability to create many Positive Pay exports with built in system tools when needed.

d) Ability to import files for bank reconciliation.

Imports of cleared checks for bank reconciliation vary by bank, but the system contains the ability to generically create imports for most CSV and fixed-width files.

e) Ability to export and format Payroll data for Public Employee Retirement System of Idaho (PERSI) in format prescribed by PERSI.

BS&A is currently in the process of working with PERSI to implement this export. It is planned to be completed prior to the City's implementation.

f) Ability to generate W-2 and 1099 files for State and Federal government in electronic format.

The federal portion currently exists, and the state of Idaho would be added as part of the implementation.

g) Ability to upload information from Excel spreadsheets into the appropriate budgeting, Accounts Receivable, Accounts Payable, Payroll and General Ledger modules.

The BS&A Payroll, Human Resources, and General Ledger modules include imports from Excel for selected purposes, including Budget, Journal Entry creation, Check Reconciliation, Hours Entry, and Dependents. Additional imports, for specific file formats, or specific other functionality, may require a customization.

h) Ability to integrate with Active Directory for Login, user information, and module security.

BS&A will integrate with Active Directory for login and user information, but security for BS&A applications will be maintain within BS&A.

i) Ability to natively contain or integrate with a Document Management System.

BS&A Software is a preferred development partner with Laserfiche, and has also integrated with OnBase. There is an additional cost for this integration.

vii.) Training

We prefer to train your staff using your data in conjunction with your go-live date. Our experience has shown that training too far in advance of actually using the software is easily forgotten. The coordination of data conversion, installation and training is crucial to a seamless transition – and is something we do very well.

In addition to expertise in our system, our trainers all hold accounting degrees. We believe this is very important to effectively communicate accounting concepts. Our trainers teach in a friendly, relaxed manner, which helps alleviate any apprehension your staff may have over learning a new system and helps them buy into the entire transition.

The training methods we utilize are perhaps the area where our flexibility is most evident. Where practical, we find a hands-on approach at your users' desk most effective. Depending on the size of the municipality, we can offer training in a classroom environment, using a screen and projector. In either case, we utilize your data, which has the



Training Highlights

The coordination of data conversion, installation and training is crucial to a seamless transition – and is something we do very well.

Our training process includes all services necessary to assure a successful transition.

This includes:

- Setting up user and user security rights for each application
- Modifying 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
- Trainers who are experts in our system and hold accounting degrees.
- Using your own data for hands-on training.

After training is complete, we don't go away. We think it's important to revisit our customers one to two months post-training to follow up on any items covered during training that need to be refreshed. As needs arise, we can also offer assistance with bank reconciliations.

most relevance for your users and leads to best retention of training.

The first step in the process is to jointly create an overall project implementation plan. From there, we will jointly develop a training plan that accommodates your requirements (vacations, elections, auditor, etc.). Training is conducted on-site, hands-on using your live data. The typical process is to walk through overall process. Once that is complete, we will then go into specific tasks. Where appropriate, a parallel cycle will be run to make sure that data generated in BS&A matches data generated in your current system. Trainers will remain on-site until the user community is up and running. Typically after 30 to 60 days of use, we bring the trainer back on-site to address any questions and reinforce prior training.

BS&A will provide the existing documentation, training manuals, and texts to assist in the training process. The training materials provided can be used, copied, combined and/or distributed for any City training sessions.

On-Site Classroom Training

BS&A will provide the existing documentation, training manuals, and texts to assist in the training process. The application-specific training materials are further broken down by process, so that it is possible to pick and choose materials appropriate for the particular training session. The training materials provided can be used, copied, combined and/or distributed for any City training sessions.

End User Training

The estimated number of training days for end user training for City staff on all software modules:

Software Setup	Days: 7
General Ledger .NET	Days: 3
Accounts Payable .NET	Days: 3
Cash Receipting .NET	Days: 2
Miscellaneous Receivables .NET	Days: 3
Fixed Assets .NET	Days: 2
Purchase Orders .NET	Days: 3
Utility Billing .NET	Days: 15
Work Order .NET	Days: 3
Payroll .NET	Days: 18
Human Resources .NET	Days: 3
Timesheets .NET	Days: 6
Building Department .NET	Days: 18
Field Inspection .NET	Days: 9
Business License .NET	Days: 2
Citizen Request for Action .NET	Days: 1
Special Assessment .NET	Days: 2
BS&A Online – Employee Self Service	Days: 1
BS&A Online - Financials	Days: 1
BS&A Online – Building Department	Days: 2
Post-Go Live Follow Up	Days: 4

Total: 108

Optional Post-Go Live Follow-up Training

BS&A strongly recommends follow-up training after initial training has been completed. During these sessions we will work one-on-one with any users who require additional assistance. For this project, we would recommend 4 days of follow-up training. Activities include:

- Review and consult on streamlining day-to-day activities as they relate to the processes within the BS&A applications
- Assist customers with more detailed and advanced report options available within the BS&A applications
- Revisit commonly-used procedures discussed during training
- As needs arise, provide assistance with bank reconciliations
- \$1,100/day + travel costs
- Days quoted are estimates; you will only be billed for actual days used

If necessary, additional onsite training or support is available for \$1,100/day plus applicable expenses. Alternatively, remote web training is also available for a fee of \$160/hour. Several user group meetings are scheduled throughout the year. Meetings are held at our training facility in Bath, Michigan and are complementary to our customers. Webinar participation is available for those unable to attend the user group meetings in person. Furthermore, we have nearly 150 video tutorials on our website.

<http://www.bsasoftware.com/Learning-Center/Financial-Management/Video-Tutorials>.

Knowledge Transfer

Our team will ensure that all necessary staff is educated to the appropriate level that allows them to support and maintain the application in the most proficient manner upon the completion of implementation. Due to the comprehensive material presented, we fully anticipate and welcome the City staff to utilize our technical support and online resources.

Additionally, we have detailed application training videos and corresponding written courseware. Our video courseware is designed for:

- ✓ New customers and prospects who want to gain some upfront knowledge before our implementation and training staff arrive onsite.
- ✓ Existing customers who want to understand important topics at a deeper level once they have become more accustomed to the software.
- ✓ Existing customers who have hired new personnel and would like to allow them get up to speed on their own schedule.

Online Knowledgebase

The Financial Management area of our website includes a plethora of information for online learning. There are hundreds of task specific tutorials for many applications. The site is periodically updated by BS&A staff with current videos. We also provide a link from within each of our applications to query software maintenance and enhancement cases.

viii.) Documentation Development

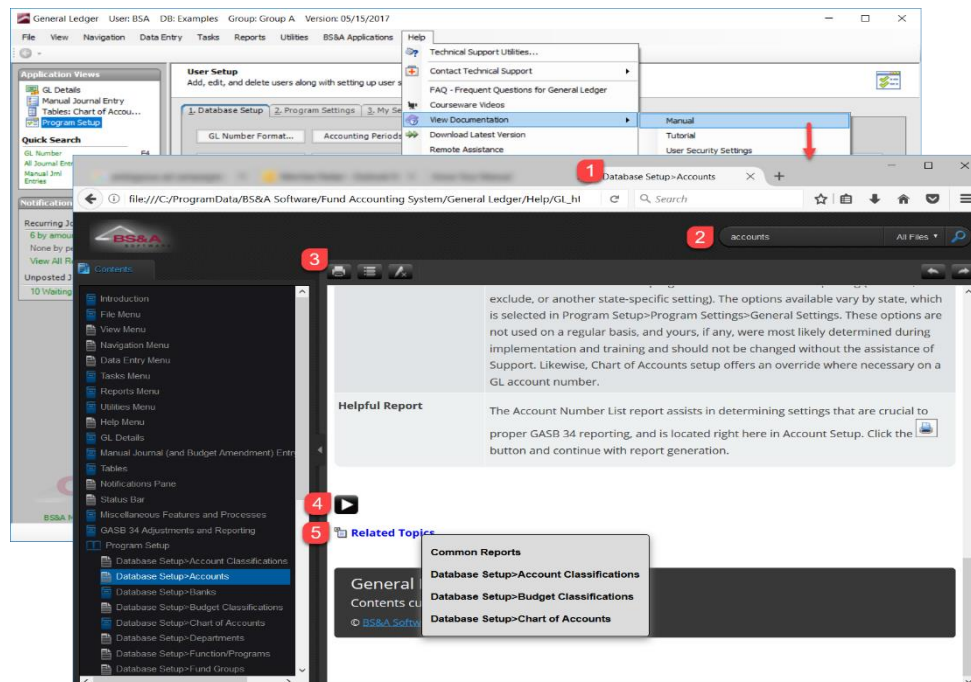
BS&A will provide the existing documentation, training manuals, and texts to assist in the training process. The application-specific training materials are further broken down by process, so that it is possible to pick

and choose materials appropriate for the particular training session. The training materials provided can be used, copied, combined and/or distributed for any city training sessions.

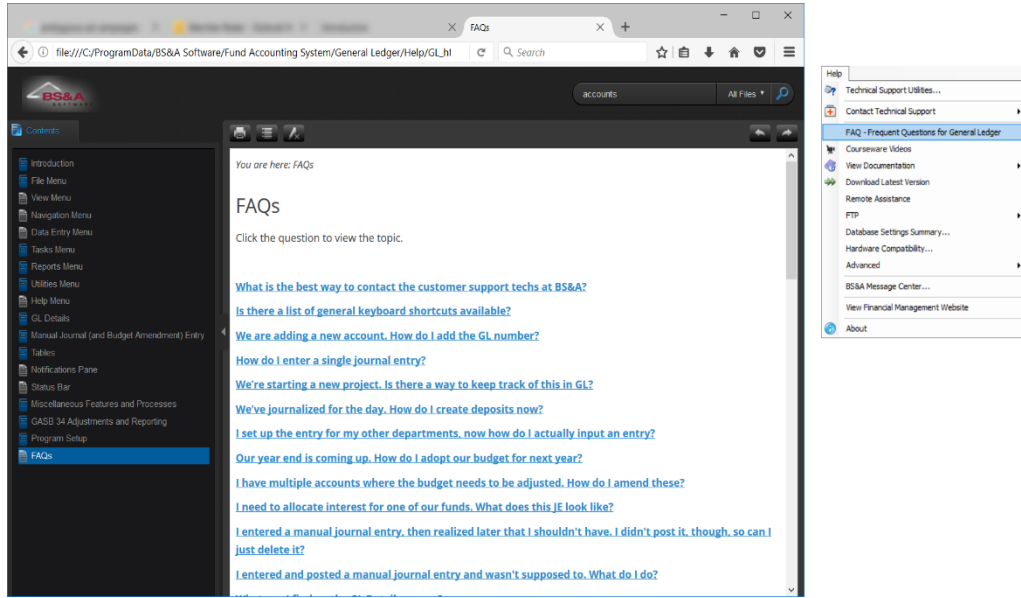
User Manual

All BS&A software manuals are designed as a collection of "help doc"-style topics, topics in which step-by-step instructions quickly get you through a task. Chapters begin with detailed information about specific data and move on to instructional topics. The manuals are designed primarily as on-screen companions to your software and are distributed in HTML5. Changes to our software can be documented and distributed much more rapidly by focusing on an electronic output, rather than on a print manual. Each electronic manual:

- opens separately from your BS&A program for side-by-side comparison (1)
- offers an easy-to-use search field (2)
- provides the ability to print a topic (3)
- (select programs/topics) provides a film button that can be clicked for an instructional video (4)
- includes Related Topics (5)



Also included is an FAQ page that presents real questions submitted by customers, which in turn link to the relevant help topics. The FAQ page is also accessible through your program's Help menu.



ix.) Estimated Timeline

Proposed Implementation Schedule

Dates are estimated based on the City's calendar of events schedule and may be subject to change.

Timetable	Scope of Work
1 Month Post Signing	Kick-Off Meeting – This meeting will assemble all project stakeholders to discuss expectations and concerns. BS&A Software will listen to the discussion, offer input as needed, and formulate a plan at the conclusion.
	Assemble Project Team – The respective Project Managers will administer the day-to-day operations of the project.
	Establish a timeline for project components such as conversions, customizations, program training.
5 Month Pre Go-Live	Meet with the City IT staff to identify possible network issues and review existing system configurations.
	City reviews hardware requirements and begin the process of purchasing/installing new server(s) and workstations if necessary.
4-5 Months Pre Go-Live	Preliminary Data Conversion & Data Review – Begin process of converting City's existing data into BS&A, following the agreed upon conversion plan.
	City sends preliminary data to BS&A for analysis and first run of data conversions. Upon completion of initial conversion, BS&A meets with key stakeholders to review conversion output. If necessary, the conversion will be updated and the process will be completed again until we have successfully converted all data. During this process, we will also gather requirements for any required program customizations.
4 Months Pre Go-Live	Install programs in test environment for learning and evaluation purposes. This allows time for staff to become familiar with the applications, execute test cases and

	review tutorials prior to formal training. Final converted data to be installed at a later date.
0-2 Months Pre Go-Live	Implementation/Training
	The converted data will go through a Quality Control test. BS&A will first review/test the data, and then pass it to the City for their review and critique.
	BS&A begins Program Training. This will familiarize staff with the new software and processes.
1 Month Post Go-Live	Evaluation
	After you are up and running we don't disappear. We will conduct a post project review meeting to tie up any loose ends and evaluate the entire process. We want your feedback to make sure you're completely satisfied and learn of anything that could be done to make our process better.

Sample – High Level Work Plan

The following Sample Implementation Schedule details the overall implementation timeframe and schedule of events. The dates, times and order of events are subject to change based on availability of the City and BS&A staff. This will be determined at the kick-off meeting should BS&A be the selected vendor. BS&A guarantees that the system will be fully functional according to the completion document once finalized at the commencement of the project.

Sample Implementation Schedule [Below Template will be updated to fit your needs]

Task	Responsible Parties (Bold is Primary)	Start	Duration
Initiation Activities			
Conduct Kick-off Meeting	BS&A and City	1 month post signing	1 day
Review Project Scope and Project Management Process	BS&A	1 month post signing	1 day
Establish Project Meeting Schedule	BS&A and City	1 month post signing	1 day
Assemble BS&A Project Team	BS&A	1.5 months post signing	1 day
Assemble City Project Team	City	1.5 months post signing	1 day
Create Initial Project Timeline	BS&A & City	1.5 months post signing	1 day
IT and Data Conversion Activities			
Meet with City IT Staff to review Hardware Configurations	BS&A and City	5 months pre go-live	1 day
Extract Preliminary Data from current System	BS&A and City	5 months pre go-live	1 week
Conduct Data Mapping and Develop Data Conversion Routines	BS&A	5 months pre go-live	1 month

Conduct Review of Converted Data with City	BS&A and City	4 months pre go-live	Approx. 1 day
Install Programs	BS&A	4 months pre go-live	1 day
Knowledge Transfer			
Conduct On-site Process Review Meeting	BS&A and City	3 months pre go-live	2 days
Conduct Analysis of Current Forms	BS&A and City	3 months pre go-live	1 day
Conduct Review of Required Reports	BS&A and City	3 months pre go-live	1 day
Conduct Analysis of System Interface Requirements	BS&A and City	3 months pre go-live	1 day
Develop Best Practices Recommendation	BS&A	3 months pre go-live	1 day
Approve Recommendations	City	3 months pre go-live	1 day
Provide Consulting and Assistance with Chart of Account Redesign	BS&A	3 months pre go-live	1 day
Create System Specification Document	BS&A	3 months pre go-live	3 days
Implementation			
Create Forms	BS&A	0-2 months pre go-live	2 days
Create Reports	BS&A	0-2 months pre go-live	2 days
Conduct Acceptance Testing	City	0-2 months pre go-live	2 days
Conduct Final Data Extraction	City	1 week pre go-live	2 days
Convert Final Data	BS&A	1 week pre go-live	2 days
On-site Set-up for Users & Configuration Items	BS&A	0-1 month pre go-live	4 days
Training			
On-site Training	BS&A and City	0-2 months pre go-live	Varies
Post-Project Activities			
Conduct Post Project Review & Assessment	BS&A and City	1 month post go-live	Varies
Conduct Post Implementation Follow Up Training	BS&A and City	TBD	TBD

Additional Implementation Highlights

Services include the planning and evaluation of current hardware and network, sources and format of legacy data, potential integration with existing systems, software installation, data conversion and training. BS&A does not intend on partnering with any other software vendors for this project.

Our goal is to make the transition from your current system as painless as possible. We utilize our extensive experience to accomplish this in an efficient, accurate and timely manner.

For example, many municipalities believe the best time to convert is at the start of a fiscal year. Our experience has shown that this is often the busiest time of year – not the optimal time to transition to new software. Once a general transition time is agreed upon, an implementation timeline is prepared. This schedule includes evaluation of your current hardware and network, sources and format of legacy data, potential integration with existing system, software installation, data conversion and training.

Implementation meetings are held to discuss/gather information about key topics like workflow process, banking information including positive pay/ACH, any unique reporting requirements, etc. As part of these meetings key team members from the municipality are identified and included, ensuring that all concerns are heard and any potential issues are addressed.

We strive to shorten the transition process as much as possible – a long transition equates to diminishing productivity. Typically, we can accomplish the entire process – from initial kickoff meeting to “go-live” – in six to nine months.

Implementation Approach

BS&A has developed a five phase approach to implementation.

Consultation: Each implementation will begin with a kick-off meeting. Here we will set the time table and develop the schedule for your onsite implementation and training. During the onsite Process Discovery meeting we will review your current processes, and make the recommendations for the best practices in BS&A.



Implementation Highlights

The staff at BS&A Software is specially trained, first and foremost, to take care of customers. We are not satisfied unless your staff is pleased with your software choice. The process is not complete without a solid implementation plan to follow.

Our Implementation process includes all services necessary to assure a successful transition.

We will provide:

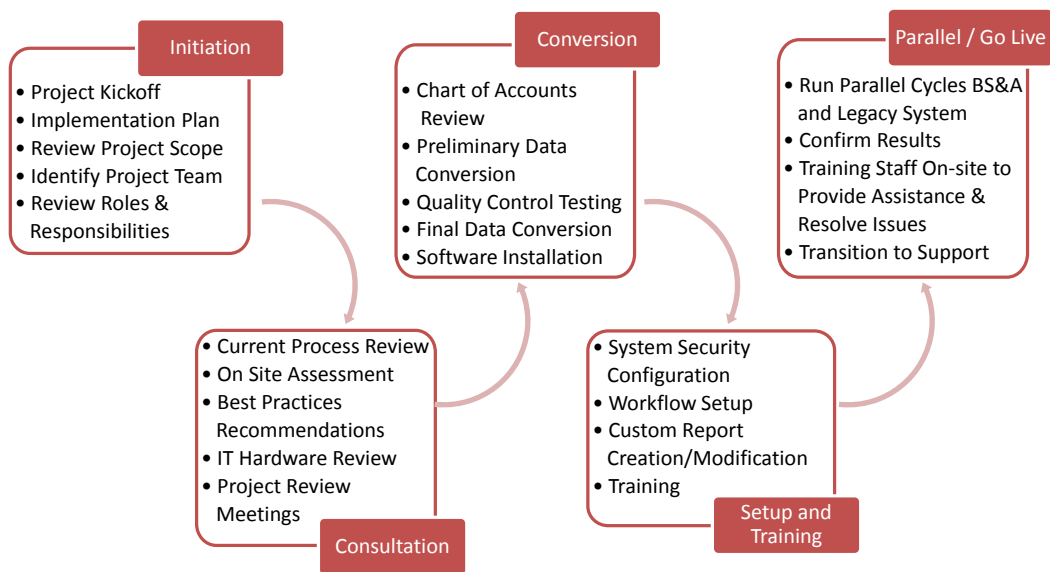
- Current Process Review
- Project Managers that understand your needs AND are Subject Matter Experts
- Implementation and Project Plans
- Project Update Conference Calls
- Program Installation/Network Configuration assistance
- Data Conversion from your legacy system
- Data review services – you will evaluate your converted data prior to your Go-Live
- Training Services that are tailored to your needs
- Follow-up training with advanced report design assistance.

Conversion: In this phase we install the software, review your chart of accounts, run a preliminary data conversion followed by quality control testing, and finally perform the final data conversion.

Setup and Training: This phase consists of user and security setup, workflow setup, custom report creation and modification, and onsite end user training.

Parallel: Here we run identical payrolls and billing in BS&A as well as your legacy system as part of training.

Go-Live: Our training staff is onsite working with you to perform your first payroll, billings, and check and report runs. They will review the processes with you and transition you to the BS&A support staff.



F. Staffing Plan

Resumes of Key Personnel

BS&A Software will provide information on personnel likely to be assigned to the project. In an effort to most effectively use resources, personnel will be assigned to the project upon commencement of implementation.

Name	Kevin Schafer Account Executive	
Education	Bachelor degree in Sales and Business Marketing	
Date of Hire	2011	
Responsibilities	Sales executive for ERP Systems	
BS&A Project Experience	Involved in numerous local and county implementations including Melvindale City, MI; Flagler Beach, FL; Huron County, MI; Missaukee County, MI; and Muskegon Heights City, MI	
Prior Work Experience	2008-2011 2004-2008	<i>Lipari Foods - Account Manager</i> <i>US Capital Mortgage - Loan Officer</i>

Project Management & Implementation Planning Team

Name	Jason Hafner, CPA Director of Project Management and Implementation Planning	
Education	Bachelor's degree in Accounting	
Date of Hire	2003	
BS&A Project Experience	Involved in numerous local and county implementations including Greenfield, WI; Muskegon County, MI; Northbrook, IL; Clark County, OH; Skokie, IL; Longboat Key, FL; Great Lakes Water Authority, MI	
Prior Work Experience	1998-2003	<i>Abraham and Gaffney-Certified Public Accountant Firm -Senior in charge Accountant; Set up and training of new software; Conducted audits of governmental entities</i>

Name	Mark Puetz Product Manager	
Education	Bachelor's degree in Accounting	
Date of Hire	2004	
BS&A Project Experience	Involved in numerous local and county implementations including Muskegon City, MI; Lincoln Park City, MI; Lowell City, MI; West Bloomfield Township, MI; Jackson City, MI; and Fenton City, MI	
Prior Work Experience	2002-2004	<i>Thomson Reuters – Software training</i>

Name	John Schopmeyer Product Manager	
Education	Bachelor's degree in Computer Science	
Date of Hire	2001	
BS&A Project Experience	Involved in numerous local and county implementations including The Villages, FL; Westland City, MI; Grand Haven City, MI; Hutchinson, MN; Jackson County, MI; Jacksonville City AR	
Prior Work Experience	2011-2017 2001-2011	<i>BS&A Software</i> – Financial Management Project Manager <i>BS&A Software</i> – Software Developer; BS&A Payroll System

Name	AJ Wood Community Development Database Technician	
Education	Bachelor Degree in Finance	
Date of Hire	2015	
Responsibilities	Implementation logistics; data entry	
BS&A Project Experience	Involved in numerous local and county implementations including Northbrook Village, IL; Town of Salem, WI; City of Greenfield, WI; City of Alachua, FL; Village of Skokie, IL	

Name	Kevin Keyes Community Development Project Manager	
Date of Hire	2011	
Responsibilities	Implementation logistics; data conversions; training arrangements, Report Designer, data and logical program testing	
BS&A Project Experience	Involved in numerous local and county implementations including Lansing, MI; Livingston County, MI; Warren, MI; Skokie, IL; Northbrook, IL; North Little Rock, AR; Peachtree City, GA; West Melbourne, FL; Sullivan's Island, SC; Jeffersonville, IN; Altoona, PA; Linn County, IA	
Prior Work Experience	2007-2010	<i>IBM</i> – Software and hardware implementations, involving over 6,000 hours of on-site training

Name	Jeremy Latuszek Community Development Project Manager	
Education	Bachelor's degree in Marketing	
Date of Hire	2008	
Responsibilities	Implementation logistics; data conversions; training arrangements, Report Designer, data and logical program testing	

BS&A Project Experience	Involved in numerous local and county implementations including Skokie, IL; Tifton, GA; Altoona, PA; Sullivan's Island, SC; Jupiter Island, FL; Shoreview, MN; La Vista, NE; Winfield, IL; Prior Lake MN; Tequesta, FL; Lake Bluff, IL; Wyoming, MI	
Prior Work Experience	2008-2012	BS&A Software – I.T. Support

Name	Jessica Duflo Financial Management Project Manager	
Education	Bachelor's degree in Accounting	
Date of Hire	2006	
Responsibilities	Implementation logistics; data conversions; training arrangements, Report Designer, data and logical program testing	
BS&A Project Experience	Involved in numerous local and county implementations including Shoreview, MN; Bennettsville, NC; Harrison, AR; Warren, MI; Silver Spring, PA	
Prior Work Experience	2006-2016	BS&A Software – Financial Management Support

Name	Jon Nowak Financial Management Project Manager	
Education	Bachelor's degree in Business Administration with a minor in Sociology	
Date of Hire	2013	
Responsibilities	Implementation logistics; data conversions	
BS&A Project Experience	Involved in numerous local and county implementations including Marquette County, MI; Marquette County Health Department, MI; Jackson County, MI; Lincoln Township, MI; Colon Township, MI; Huron Township, MI; Mackinac County, MI; Watertown Township, MI; City of Madison Heights, MI; City of Novi, MI; Green Lake Township, MI; City of Northville, MI; Altoona, PA	
Prior Work Experience	2012-2013 2011-2012	Principal Financial Company – Licensed Agent Smith Consulting Group – Research Assistant

Name	Katie Magsig Financial Management Project Management Analyst	
Education	Bachelor's degree in Biomedical Sciences	
Date of Hire	2016	
Responsibilities	Implementation logistics; data conversions	
BS&A Project Experience	Involved in numerous local and county implementations including Key Largo Wastewater Treatment District, FL; Northlake City, IL; Briley Township, MI; Village of Grosse Pointe Shores, MI; Village of Nashville, MI; Rollin Township, MI	

Prior Work Experience	2016-2019 2014 - 2016	<i>BS&A Software</i> – Utility Billing Support Specialist <i>Central Michigan University</i> – College of Medicine Laboratory Technician
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Name	Kurt Kramer Financial Management Project Manager	
Education	Master's degree in Business Administration; Bachelor's degree in Accounting/Computer Information Systems	
Date of Hire	2005	
Responsibilities	Implementation logistics; data conversions; training arrangements	
BS&A Project Experience	Involved in local and county implementations including West Melbourne, FL; Fort Meade, FL; Jupiter Island, FL; Alton, IL; Oak Park IL; Tifton, GA	
Prior Work Experience	2010-2016 2005-2010 2003-2004	<i>BS&A Software</i> – Financial Management Lead Support <i>BS&A Software</i> – Financial Management Implementation Specialist <i>Auto Owner's Insurance</i> – Computer Programming Intern

Name	Laura Pohl Financial Management Project Manager	
Education	Bachelor's degree in Accounting	
Date of Hire	2011	
Responsibilities	Implementation logistics; data conversions; training arrangements	
BS&A Project Experience	Involved in local and county implementations including Jeffersonville, IN; Norfolk, NE; Whitefish Bay, WI; Wyandotte, MI; Oak Park, MI; Palmetto, FL; North Little Rock, AR	
Prior Work Experience	2011-2012	<i>State of Michigan</i> – Office of Financial and Insurance Regulation – Student assistant to Commissioner's receptionist

Name	Randy Dickinson, CPA Financial Management Project Manager	
Education	Bachelor's degree in Business Management; Bachelor of Applied Arts in Accounting	
Date of Hire	2012	
Responsibilities	Implementation logistics; data conversions	
BS&A Project Experience	Involved in numerous local and county implementations including Greenfield, WI; Roscommon County, MI; Northbrook, IL; Clark County, OH; Skokie, IL; Longboat Key, FL	

Prior Work Experience	1999-2009	<i>Delhi Corporation</i> - Electronics and Safety Division; Supplier, Quality & Development Engineer – Structured problem solving, failure analysis, process improvement
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Name	Ryhan Carrier Financial Management Project Manager	
Education	Bachelor's Degree in Accounting	
Date of Hire	2013	
Responsibilities	Implementation logistics; data conversions	
BS&A Project Experience	Involved in local and county implementations including Flint, MI; Stoughton, WI; Commerce, GA; Shoreview, MN; Champaign Park District, IL; Jupiter Island, FL; Alton IL	
Prior Work Experience	2013-2014	<i>BS&A Software</i> – Support Specialist Intern for the Financial Management Suite
	2014-2018	<i>BS&A Software</i> – Financial Management Implementation Specialist

Name	Shannon Raupp Financial Management Project Manager	
Education	Bachelor's degree in Political Science; MBA in Accounting	
Date of Hire	2012	
Responsibilities	Implementation logistics; data conversions	
BS&A Project Experience	Involved in local and county implementations including Jacksonville, AR; Jackson County, MI; Hutchinson, MN; The Villages Community Development District, FL	
Prior Work Experience	2009-2012	<i>QOMO HiteVision LLC</i> - Interactive Product and Software Training, Software and Hardware Quality Assessment, Software and Product Resource Development
	2009	<i>Northwestern University</i> – Resident Coordinator, Budget Analysis, Operation Management

Name	Tina Walker Financial Management Project Manager	
Education	Bachelor's degree in Accounting	
Date of Hire	2009	
Responsibilities	Implementation logistics; data conversions; training arrangements	
BS&A Project Experience	Involved in numerous local and county implementations including Clinton Charter Township, MI; Shorewood Village, WI; West Melbourne, FL; Fort Meade, FL; Jupiter Island, FL; Alton, IL; Tifton, GA; Oak Park IL	

Prior Work Experience	2002-2009	<i>Wilbur Ellis Co.</i> – Budget preparation, revenue forecasting, monthly sales and gross margin reports
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Name	Tom Magsig Financial Management Project Manager	
Education	Associate's degree in Business Management	
Date of Hire	2011	
Responsibilities	Implementation logistics; data conversions	
BS&A Project Experience	Involved in numerous local and county implementations including Cooper City, FL; Peachtree City, GA; Northbrook, IL; Round Lake Beach, IL; Oak Park, MI; City of Muskegon, MI; Altoona, PA; The Villages Community Development District, FL	
Prior Work Experience	2012-2017 2000-2011 1990-2011	<i>BS&A Software</i> – Financial Management Trainer <i>State of Michigan</i> – Real Estate Broker <i>Motz Development, Inc.</i> – CFO; Construction Management and Land Development. Licensed Real Estate Broker, State of MI

Name	Zach Earegood Financial Management Project Manager	
Education	Bachelor's degree in Business Administration	
Date of Hire	2012	
Responsibilities	Implementation logistics; data conversions	
BS&A Project Experience	Involved in numerous local and county implementations including North Little Rock, AR; Macomb Township, MI; Des Plaines, IL; Branch County, MI; Genoa Township, MI; Shoreview, MN. Bennettsville, NC; Harrison, AR; Silver Spring, PA; Macomb Township, MI; Warren, MI	
Prior Work Experience	2012-2014	<i>BS&A Software</i> – Financial Management Support Specialist

Implementation and Training Team

Name	Rob Burritt Director of Implementation and Training	
Education	Bachelor's degree in Accounting	
Date of Hire	2011	
BS&A Project Experience	Involved in numerous local and county implementations including Clinton Charter Twp, MI; Huron Charter Twp, MI; Redford Twp, MI; Shorewood Village, WI; Festus, MO; Marquette, MI; Angola, IN; Grand Haven City, MI; Jeffersonville, IN; Flint, MI; Jackson County, MI; Westland, MI	
Prior Work Experience	2006-2011	<i>RTS Consulting, Inc.</i> – Senior Client Manager; Installed and configured software systems, training, provided recommendations for new software procedures

	2000-2006	<i>TCI Solutions/Retalix Ltd. – Manager/Professional Services; Training on new software procedures, software implementation, consult and coordinate with analysts and programmers to design and develop automated business procedures.</i>
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Name	Andrew Klein Financial Management Implementation Specialist	
Education	Bachelor's degree in Accounting with a minor in Economics	
Date of Hire	2015	
Responsibilities	Implementation, Training & Support of BS&A Software Financial Management Systems	
BS&A Project Experience	Involved in local and county implementations including Hoffman Estates Park District, IL; Lockport, IL; Shoreview, MN; Tequesta, FL; North Riverside Village, IL; West Melbourne, FL	
Prior Work Experience	2015-2016	<i>BS&A Software – Support Intern</i>

Name	Audrey Regnery Financial Management Implementation Specialist	
Education	Bachelor's degree in History and Political Science, and Master's degrees in both Business Administration and Public Administration	
Date of Hire	2017	
Responsibilities	Implementation, Training & Support of BS&A Software Financial Management Systems	
BS&A Project Experience	Involved in local and county implementations including Oak Park, IL; Wayne County, GA; Winfield, IL; Afton, IL; Lockport, IL; Isle of Palms, SC	
Prior Work Experience	2013-2016 2011-2013	<i>City of Woodstock, GA – Financial Analyst</i> <i>City of Woodstock, GA – Business License and Building Permit Representative</i>

Name	Carrie Klemm Financial Management Implementation Specialist	
Education	Bachelor's of Arts in English with a specialization in Creative Writing	
Date of Hire	2016	
Responsibilities	Implementation, Training & Support of BS&A Software Financial Management Systems	

BS&A Project Experience	Involved in local and county implementations including Altoona, PA; Midland Twp, MI; Douglasville, GA; Jackson County, IL; Oak Park, IL; La Vista, NE; Midland Water District, MI	
Prior Work Experience	2012-2015 2013-2014	<i>Western Land Services</i> – Title Examiner/Abstractor/Team Lead <i>Mason County Press</i> – News Correspondent

Name	Chris Polack Financial Management Implementation Specialist	
Date of Hire	2001	
Responsibilities	Implementation, Training & Support of BS&A Software Financial Management Systems	
BS&A Project Experience	Involved in local and county implementations including Grand Rapids, MI; Alton, IL; Suwanee, GA; Cadillac, MI; Cole County, MO; Clawson MI	
Prior Work Experience	2013-2014 2001-2012 1999-2001	<i>BS&A Software</i> – Financial Management Support Specialist <i>BS&A Software</i> – Tax Support Specialist and Trainer <i>New Horizons Computer Learning Center</i> – Software Trainer

Name	Corey Meiring Financial Management Implementation Specialist	
Education	Bachelor's degree in Accounting & Marketing	
Date of Hire	2005	
Responsibilities	Implementation, Training & Support of BS&A Software Financial Management Systems	
BS&A Project Experience	Involved in numerous local and county implementations including Skokie, IL; Highland, IN; Longboat Key, FL; St. Joseph County, MI; Arlington Heights Park District, IL; Alachua, FL; Broward Metropolitan Planning Organization, FL; West Melbourne, FL; Jackson County, IL; Bennettsville, SC	
Prior Work Experience	2000-2005	<i>Thomson Reuters</i> – Software training

Name	Craig Borsenik Financial Management Implementation Specialist	
Education	MBA; Business Administration	
Date of Hire	2012	
Responsibilities	Implementation, Training & Support of BS&A Software Financial Management Systems	
BS&A Project Experience	Involved in local and county implementations including Skokie, IL; Highland, IN; Longboat Key, FL; St. Joseph County, MI; Arlington Heights Park District, IL;	

	Alachua, FL; Broward Metropolitan Planning Organization, FL; West Melbourne, FL; Jackson County, IL; Bennettsville, SC	
Prior Work Experience	2007-2012	<i>Northwood University – Facilities & Events Associate Director</i>

Name	Curtis Crumpton Financial Management Implementation Specialist	
Education	Bachelor's degree in Information Systems, Concentration on Enterprise Software	
Date of Hire	2015	
Responsibilities	Implementation, Training & Support of BS&A Software Financial Management Systems	
BS&A Project Experience	Involved in numerous local and county implementations including Great Lakes Water Authority; Woodstock, GA; West Melbourne, FL; Fort Meade, FL; Hillsdale, MI	
Prior Work Experience	2011-2015	<i>ABC Warehouse – Sales</i>

Name	Devin Banek Financial Management Implementation Specialist	
Education	Bachelor's degree in Banking, Finance, and Business Management	
Date of Hire	2014	
Responsibilities	Implementation, Training & Support of BS&A Software Financial Management Systems	
BS&A Project Experience	Involved in local, county, and special district implementations including Houghton County, MI; St. Joseph Charter Twp, MI; Zion Park District, IL; Eaton Rapids, MI; Freeport Park District, IL; Alachua, FL; North Little Rock, AR; Frankenmuth Twp, MI; Johnstown Twp, MI; Adairsville, GA; Peachtree City, GA; Alton, IL; North Charleston Sewer District, SC; Kalkaska, MI.	
Prior Work Experience	2012-2014	<i>Wolverine Bank – Deposit Sales and Service Representative</i>

Name	Jason Sheeran Financial Management Implementation Specialist	
Education	Bachelor's Degree Business Information Systems	
Date of Hire	2018	
Responsibilities	Implementation, Training & Support of BS&A Software Financial Management Systems	

BS&A Project Experience	Involvement in numerous local and county implementations Muskingum County, OH; Peterborough, NH; Newberry, MI; Round Lake, IL; Bourbonnais, IL; Traverse City, MI
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Name	Jeff Delany Financial Management Implementation Specialist	
Education	Bachelor's Degree in Accounting	
Date of Hire	2014	
Responsibilities	Implementation, Training & Support of BS&A Software Financial Management Systems	
BS&A Project Experience	Involved in numerous local and county implementations including Grosse Pointe Park, MI; Beverly Hills, MI; Haring Charter Twp, MI; Kalamazoo Lake Sewer & Water Authority, MI; Manistique, MI; Wayne County, GA; Lake Bluff, IL; Sullivan's Island, SC; Winfield, IL; Somers, WI.	
Prior Work Experience	2014	BS&A Software – Support Specialist for the Financial Management Suite

Name	Joel Kinell Financial Management Implementation Specialist	
Date of Hire	2018	
Responsibilities	Implementation, Training & Support of BS&A Software Financial Management Systems	
BS&A Project Experience	Involved in numerous local and county implementations Montcalm County, MI; City of Easley, SC; Village of Riverside, IL; City of Plymouth, MN; Chippewa County, MI; Village of Mukwonago, WI; City of Lake Forest, IL; City of East Lansing, MI	

Name	Josh Katona Financial Management Implementation Specialist	
Education	Associates Degree in Computer Repair & Applied Computer Science Bachelor of Business Administration (BBA) Computer/Information Technology Administration and Management	
Date of Hire	2012	
Responsibilities	Implementation, Training & Support of BS&A Software Financial Management Systems	
BS&A Project Experience	Involved in numerous local and county implementations including Lake Forest, IL; Village of Kenilworth, IL; New Lenox, IL; Volusia County Clerk of Court, FL; Oconee County, GA; Traverse City, MI; Richmond, IN; Countryside, IL; Columbus, NE	
Prior Work Experience	2012-2018	BS&A Software – I.T. Support Technician

Name	Lauren Hirn Financial Management Implementation Specialist	
Education	Bachelor's of Science in Business Administration, majoring in Finance and minoring in Information Systems SAP Certified – Associate Business Foundation & Integration s/ SAP ERP 6.0 EHPS	
Date of Hire	2015	
Responsibilities	Implementation, Training & Support of BS&A Software Financial Management Systems	
BS&A Project Experience	Involved in local and county implementations including Medley, FL; Basehor, KS; Salem, WI; Winfield, IL; Northbrook, IL; Ferndale, MI; Romulus, MI; Clay County Utility Authority, FL; Sullivan's Island, SC; Warren, MI; South Milwaukee, WI; New Haven, IN	
Prior Work Experience	1/2015-4/2015	<i>BS&A Software</i> – Financial Management Support Intern

Name	Mary Reardon Financial Management Implementation Specialist	
Education	Bachelor's Degree in Finance	
Date of Hire	2007	
Responsibilities	Implementation, Training & Support of BS&A Software Financial Management Systems	
BS&A Project Experience	Involved in local and county implementations including Clark County, OH; Montgomery Twp, PA; Covington, GA; Libertyville Village, IL; North Little Rock, AR; New Brighton, MN; Muskegon County, MI	
Prior Work Experience	2007-2011 1994-2007	<i>BS&A Software</i> – Support Specialist for the Financial Management Suite <i>City of Ludington</i> – Community Development Director

Name	Matt Seal Financial Management Implementation Specialist	
Education	Bachelor's Degree in Finance	
Date of Hire	2012	
Responsibilities	Implementation, Training & Support of BS&A Software Financial Management Systems	
BS&A Project Experience	Involved in local, county and special districts implementations including Sterling Park District, IL; Greenfield, OH; Highland Park, MI; Clark County, OH; St. Charles Park District, IL	
Prior Work Experience	2006-2012	<i>Illinois Medical Center</i> – Financial Analyst

Name	Sarah Turkovich Financial Management Implementation Specialist	
Education	Bachelor's Degree in Accounting	
Date of Hire	2016	
Responsibilities	Implementation, Training & Support of BS&A Software Financial Management Systems	
BS&A Project Experience	Involved in local and county implementations including Flint, MI; Stoughton, WI; Commerce, GA; Shoreview, MN; Champaign Park District, IL; Jupiter Island, FL; Alton IL	
Prior Work Experience	2014-2016	<i>Auto-Owners Insurance Company – Accounts Payable Specialist and Company Credit Card Administrator</i>

Name	Zack Kelly Financial Management Implementation Specialist	
Date of Hire	2018	
Responsibilities	Implementation, Training & Support of BS&A Software Financial Management Systems	
BS&A Project Experience	Involved in numerous local and county implementations including Plymouth, Mn; Cape Canaveral, FL; Tucker, GA; Oconee County, GA; East Lansing, MI; Countryside, IL; Hayden, ID	
Prior Work Experience	2014-2018	<i>Medler Electric – Inside Sales</i>

Community Development Team Members

Name	Cindy Baran Community Development Implementation Specialist	
Education	Bachelor's degree in Entertainment, Sport, and Promotion Management	
Date of Hire	2016	
Responsibilities	Implementation, Training & Support of BS&A Software Community Development Systems	
BS&A Project Experience	Involved in numerous local and county implementations including: Grand Haven Twp, MI; Greenville, MI; Round Lake Beach, IL; Gilberts, IL; Elburn, IL; Flint, MI; Island Lake, IL; Skokie, IL; Longboat Key, FL; Tequesta, FL; Gretna, NE; Bennettsville, SC; Isle of Palms, SC; Rochester, MI; Royal Oak, MI; Livingston County, MI	
Prior Work Experience	2014-2015	<i>Macomb County's Martha T. Berry Medical Care Facility – Administrative Support</i>
	2013-2014	<i>Northwood University – New Student Coordinator for Admissions</i>
	2001-2016	<i>Professional Figure Skating Coach</i>

Name	Kelly Crull Community Development Implementation Specialist	
Education	Bachelor's degree in Public Administration and Political Science	
Date of Hire	1996	
Responsibilities	Implementation, Training & Support of BS&A Software Community Development Systems	
BS&A Project Experience	Involved in numerous local and county implementations including West Melbourne, FL; Oakland County, MI; Lincolnshire, IL; Greenfield, WI; Channahon, IL; Warren, MI; Charlevoix County, MI; Plymouth Twp, MI; Roseville, MI; Madison Heights, MI	
Prior Work Experience	1996-2012 1993-1995	<i>BS&A Software</i> – Training and support of property applications <i>City of Battle Creek</i> – Property Appraiser

Name	Kyle Schian Community Development Implementation Specialist	
Education	Bachelor's Degree in Finance & Business Administration	
Date of Hire	2015	
Responsibilities	Implementation, Training & Support of BS&A Software Community Development Systems	
BS&A Project Experience	Involved in numerous local and county implementations including: Southfield, MI; Warren, MI; Romulus, MI; Dearborn Heights, MI; Macomb Twp, MI; Clark County, OH; Greenfield, WI; Victoria, MN; Skokie, IL; Park Forest, IL; Lincolnshire, IL; Overland, MO; North Little Rock, AR; Woodstock, GA; Medley, FL	
Prior Work Experience	2014-2015	<i>Nolan Transportation Group</i> – National Accounts Manager

Assumptions and Resource Management

We expect that City employees will require a different level of involvement throughout the implementation process. For example, early on we will need heavy IT related involvement to assure the network and hardware are set up and configured properly, and legacy data is extracted. During the planning stage we will need a small group to assist in putting together the final implementation schedule. During the training period, all users are expected to participate. Heavy users, responsible for the day-to-day accounting function, will require the most training. The occasional users will require much less formal training. When we do classroom style training we try and limit the number of attendees to 10 or less. In all cases, we utilize your data, which has the most relevance for your users and leads to best retention of training.

An expected commitment of City employee time would be approximately 750 hours, including time necessary for implementation, conversion discussions and assistance and training time. This also considers that multiple employees will attend some training sessions. Some factors that might adversely impact the required time commitment of City employees would include the following:

1. The estimate above assumes 1 person involved in training per application. If 5 employees were to spend 3 days in work order training, this would obviously increase the total number of hours by

including 5 employee's time, rather than one. This number can only be determined by knowing the number of employees involved in each training session.

2. Significant changes/modifications of data as part of the conversion process. In some cases, customers have completely revamped their chart of accounts as part of the conversion process. Items such as this may require a significantly greater time investment for certain City employees.

3. In many cases, BS&A is able to retrieve data from legacy systems used by our new customers with relatively little involvement from customers, other than some time spent verifying data layouts and information. Until the quality of the data and the method of data extraction can be known, however, it is difficult to determine the amount of time with great precision.

Resource Management

We will ask for the City involvement in the following areas:

Preparation – Review of your requirements and expectations with your staff. Our staff will meet with your Directors to set timelines and deliverables.

Data Conversion – Extract the data from your current system so we can convert the data.

Report/Forms Development – Assist in the development.

Installation/Implementation – Assist in installing the programs and configuring the Network; assist in overall implementation process (reviewing converted data, setting up training rooms, etc.).

Training – See the "training" section of this proposal for the estimated number of days. Additional Technical Support personnel are available to assist your staff with the proposed applications and are included in the chart below.

Having a number of implementation specialists and trainers covering various areas of the project allows for the assigned team member to be scheduled exclusively to the City implementation from beginning to end.

BS&A assumes the following skills/competencies in regards to City staff:

- IT resources will have the knowledge and expertise to communicate effectively with BS&A IT staff, with regards to workstation/server/network specifications, and will be able to carry out the agreed upon plans. City IT staff will also be able to assist with the extraction of data from the legacy system.
- City will have at least one staff member to serve as a subject matter expert, for each individual application, or functional area. This person will be able to answer questions relating to process, workflow, and system requirements, as it relates to their area of expertise.
- Individual staff members will have working knowledge of using a windows based computer, as well as a working knowledge of the job duties relating to the job duties directly relating to the application.

Beyond the time directly invested in training activities, BS&A makes the following time related staffing assumptions:

- City subject matter expert(s) - .25 FTE for the duration of the project.
- City IT staffing - .25 FTE for the duration of the project.
- Individual staff members – minimal involvement, beyond training, as required for testing purposes, or as needed by the City's subject matter expert.
- Required City resource time is not consistent throughout the duration of the project. These assumptions are averages.

G. Ongoing Support Services and Maintenance

Company service and support philosophy

BS&A believes that providing superior support is the key to success. We have over 30 staff members dedicated to supporting our software, along with an additional 16 software developers and programmers to provide a higher level of assistance when needed. Many of our support staff are degreed accountants, including multiple CPAs. This exceptional level of understanding of the accounting process, combined with their expertise in our software, has enhanced the quality of our software support. Our technical support staff continuously receives outstanding evaluations from our current customer base!

i. Onsite Support

BS&A staff will be at your location during the implementation, training, and final Go-Live dates. Future onsite dates can be scheduled if needed. For example, if you want a representative onsite for training new staff, we can provide that. Additional onsite training or support is available for \$1,100 /day, plus travel expenses. We can also provide web training for a reduced cost.

ii. Telephone, Email, and Fax Support

Our support staff is available Monday through Thursday, 8:30 a.m. – 6:00 p.m., and Friday from 8:30 a.m. – 5:00 p.m. (all times Eastern). The average response time is less than 15 minutes; 95% of our support requests are answered in under 30 minutes. We do not have a voicemail service; calls are queued and taken in the order received. Support via email, fax, or remote assistance is also available. Email support requests can be initiated directly from within any BS&A application. With your annual support agreement, there is no limit on the amount of times you contact us. If you require occasional support assistance outside the normal business hours, arrangements can be made.

Toll-Free Support Line

BS&A's toll-free number is (855) BSA-SOFT. Support hours are Monday through Friday, 8:30 a.m. – 5:00 p.m. (all times Eastern).

iii. Remote Online Support

Our support consultants have the ability to connect with your workstation, so that we see exactly how you are encountering the problem. If needed, we can take over



Technical Support Highlights Why is BS&A better?

- We believe our Support Staff is the backbone of our organization. They consistently get raving reviews from our customer satisfaction surveys. If we gain your business, you'll enjoy world-class support services. We are focused on delivering unparalleled service, solutions, support, and 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. We strongly believe that our success is directly correlated with putting the customer first and consistently choosing to *listen to them*. Delivering unparalleled customer service is the foundation of our company.
- Our company takes pride in the fact that customers can see their fingerprints throughout our software. They have provided us with many years of great ideas and suggestions. We truly value their feedback.
- Typically, our response to calls for support is immediate, however, on high call volume days it has taken about an hour. The average response time is less than 15 minutes.

control of your desktop to walk you through a resolution. Likewise, we can use that tool to conduct webinars where we share our desktop with your users.

iv. Hardware and Database

The BS&A Application databases will reside on a server administered by the City. BS&A IT support are available to assist with issues related to that administration.

v. Escalation Options and Procedures

Our customers are our number one priority. Contacting your Project Manager is the preferred way to initiate the escalation process should a problem arise that you feel is not being given the appropriate attention or priority. The PM is responsible for and has access to all resources available in providing a resolution. A solution in these circumstances may be a temporary one that gets you going again as soon as possible while a more permanent solution is identified.

Annual Service Fees

Unlimited support during your first year with the program is **included** in your purchase price. Thereafter, Service Fees are billed annually. After that date, BS&A reserves the right to increase the fee by no more than the yearly CPI.

User Groups

Several User Group meetings are scheduled throughout the year. These meetings are complimentary, and held at our training facility in Bath, Michigan, and other regionally located sites. Webinar participation is available for those customers unable to attend the User Group meetings in person.

Online Knowledgebase

The Financial Management area of our website includes a plethora of information for online learning. There are hundreds of task-specific tutorials for many applications. The site is periodically updated by BS&A staff with current videos. We also provide a link from within each of our applications to query software maintenance and enhancement cases.

32.	Does Proposer have an Annual User Conference?	Yes
33.	Does Proposer have a telephone support line?	Yes
34.	What hours is support available? (In PDT time)	5:30 a.m. to 3:00 p.m. M – TH 5:30 a.m. to 2:00 p.m. Friday
35.	What is the vendor's average response time (minutes) for a telephone response to a service call?	15 minutes is the average callback time.
36.	What is Proposer's guaranteed maximum response time (minutes)?	8 hours is the guaranteed maximum response time, during normal business hours.

H. Software Updates and Distribution

Software Releases

The first version of BS&A Fund Accounting was released in 2001. The most current version is Financial Management .NET. Based on client requests, regular program updates are available for download on our website. The cost of these updates is included in the annual support and maintenance fee. Since the release of the .NET version, no major enhancements have been scheduled.

Software Updates

Our support platform includes software updates/enhancements for each application that are distributed to all current customers on at least a monthly basis, and are accompanied by an update log that details the changes/enhancements. Updates are distributed through the internet and saved to a directory on your server. In the case where a thin client technology is being used, this update must run (installed) once, but all users must be out of the program at that time. In the case of a standard client/server configuration, this process must run on each workstation, but it would not be required to have other users exit a program before updating. All updates are cumulative. There is no need to install each update in a sequential fashion in order to patch properly. In most cases, our customers do not develop local custom modifications, other than pulling/pushing information through ODBC connections.

BS&A Software has, and will continue to be, committed to statutory and process compliance changes as deemed necessary at the Federal or State level. Timetables have historically been aggressive, and all users with paid support agreements receive periodic updates. Program changes are researched thoroughly and active communication is maintained with the appropriate State agencies.

Software Customization

On occasion, customers will ask for, and receive, custom modifications from BS&A directly, when there is a program feature that would be helpful to them, but may not benefit the majority of the customer base. By performing these customizations ourselves, BS&A is able to reduce or eliminate the amount of problems relating to local customizations, as well as provide these customizations at a price competitive to the costs to a municipality to employ a custom developer.

37.	Will Proposer provide all periodic enhancements to the software at no additional charge, beyond the annual Support Agreement? Next major upgrade included?	Yes, enhancements and bug fixes are included with the annual support agreement.
38.	Does Proposer provide product upgrades automatically or on demand?	Software updates are currently made available on no less than a monthly basis.
39.	How does Proposer normally release product upgrades or enhancements?	Each application has its own update file, which is downloaded through an internet connection and saved to a common directory on the server.

40.	What is Proposer's process in the event an update fails to work properly?	In the event that an update failed to properly install, BS&A IT support, and application support would work with City staff to attempt to resolve the issue preventing proper installation. In the event that an update created undesired functionality, which rendered the system not usable in a satisfactory manner, BS&A's development staff would begin working on identifying the problem, and creating a subsequent 'unscheduled' update to rectify the problem.
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I. System Performance and Recovery

System response time must not impede the ability for City staff to perform their required job functions using the system. Describe system performance of the proposed solution. Please state whether Proposer will make this commitment, what restrictions will apply, and City's role in monitoring the performance level. Availability and recovery in the event of failure is an extremely important part of this software solution. Please describe options for clustering and load balancing. Please detail what backups occur and their schedule/frequency in the default deployment with regard to the software solution including databases. Please state any additional fees required for an off-site redundant system. Please state if the default deployment has a "test" system for updates/upgrades.

BS&A guarantees optimal system performance as long as all guidelines set forth by BS&A are followed including the use of physical servers and workstations, appropriate network bandwidth, and appropriate system resource allocation. If you encounter performance problems, our Technical Support staff will provide you with assistance in achieving optimal performance. This support is part of our standard maintenance and support agreement.

Because BS&A software runs on Microsoft Server, using Microsoft SQL Server database technology, clustering and load balancing options are handled at the database and OS level.

There would be minimal reason for BS&A software applications to be "down" beyond any planned system or network maintenance. Because we are proposing a City-hosted solution, the server monitoring and availability would be the responsibility of the City, and coordination of these activities to prevent downtime would be dependent on scheduling by City IT Staff.

J. Proposer Reference Information

Provide a contact person and phone number of three (3) recent clients that are similar to the City of Moscow. Please indicate how long they have been a client and which systems they are using.

Client Name: **City of Sandpoint, Conner County ID**

Contact Name: Sarah Lynds

Contact Phone Number: (208) 263-3557

Been a Client Since: 8/2019

Date Current Version Installed: 8/2017

Modules that are live: BS&A Online/Employee Self Services, BS&A Online/Building Department, Accounts Payable .NET, Building Department .NET, Business Licensing .NET, Cash Receipting .NET, Fixed Assets .NET, Field Inspection .NET, General Ledger .NET, Human Resources .NET, Inventory Management .NET, Miscellaneous Receivables .NET, Purchase Orders .NET, Payroll .NET, Timesheets .NET, Utility Billing .NET, Work Orders .NET

Client Name: **City of Hayden, Kootenai County ID**

Contact Name: Michael Drobnock

Contact Phone Number: (208) 209-0988

Been a Client Since: 3/2019

Date Current Version Installed: 3/2019

Modules that are live: BS&A Online/Employee Self Services, BS&A Online/Building Department, Accounts Payable .NET, Building Department .NET, Business Licensing .NET, Cash Receipting .NET, Citizen Request for Action .NET, Fixed Assets .NET, Field Inspection .NET, General Ledger .NET, Human Resources .NET, Miscellaneous Receivables .NET, Payroll .NET, Special Assessment .NET, Utility Billing .NET, Work Orders .NET

Client Name: **City of Lockport, Will County IL**

Contact Name: Lisa Heglund, Finance Director

Contact Phone Number: (815) 835-0549 x2109

Been a Client Since: 2/2017

Date Current Version Installed: 2/2017

Modules that are live: BS&A Online/Employee Self Services, Accounts Payable .NET, Building Department .NET, Cash Receipting .NET, General Ledger .NET, Human Resources .NET, Miscellaneous Receivables .NET, Purchase Orders .NET, Payroll .NET, Timesheets .NET, Utility Billing .NET

Client Name: **Delta Charter Township, Eaton County MI**

Contact Name: Jeff Anderson, Finance Director

Contact Phone Number: (517) 323-8510

Been a Client Since: 11/2006

Date Current Version Installed: 5/2010

Modules that are live: General Ledger.NET, Accounts Payable.NET, Cash Receipting.NET, Payroll.NET, Timesheets.NET, Human Resources.NET, Miscellaneous Receivables.NET, Purchase Order.NET, Utility Billing.NET, Building Department, BS&A Online - Public Records Search & BS&A Dashboard

Client Name: **Village of Libertyville, Lake County IL**

Contact Name: Ariel Tax, Assistant Finance Director

Contact Phone Number: (847) 918-2013

Been a Client Since: 12/2011

Date Current Version Installed: 12/2011

Modules that are live: General Ledger .NET, Accounts Payable .NET, Cash Receipting .NET, Payroll .NET, Human Resources .NET, Miscellaneous Receivables .NET, Utility Billing .NET, Community Development .NET and BS&A Online - Public Records Search

Full Client List on following pages

Customer	County	Address	City	State	Zip	Contact	Phone	Converted From	Pervasive Since	.NET Since	Population
Quincy Park District	Adams	1231 Bonansinga Drive	Quincy	IL	62301	Don Hilgenbrinck	(217) 919-0310	Smart Fusion		2017	
Alcona County	Alcona	106 5th Street	Harrisville	MI	48740	Cheryl Franks	(989) 724-9420	Pontem		2017	10,349
Burt Township	Alger	E21837 Grand Marais Ave	Grand Marais	MI	49839	Kay Wampler	(906) 494-2381	Quickbooks		2011	480
Munising City	Alger	301 E. Superior Street	Munising	MI	49862	Devin Olson	(906) 387-2095	Pontem		2015	2,539
Alger County	Alger	101 Court Street	Munising	MI	49862	Pam Johnson	(906) 387-4535	Harris		2018	9,383
Allegan City	Allegan	112 Locust St	Allegan	MI	49010	Tracy Stull	(269) 686-1112	Springbrook	2008	2009	4,838
Gun Plain Charter Township	Allegan	381 8th St	Plainwell	MI	49080	Michael VandenBerg	(269) 685-9471	ForFund		2009	5,637
Leighton Township	Allegan	4475 Kalamazoo Dr	Caledonia	MI	49316	Char Troost	(616) 891-8238	Quickbooks	2008	2009	3,652
Martin Township	Allegan	PO Box 27	Martin	MI	49070	Carrie Coburn	(269) 672-7663	Peachtree	2006	2009	2,514
Otsego Township	Allegan	400 N 16th St	Otsego	MI	49078	Cindy Hunt	(269) 694-9434	Peachtree	2008	2009	4,854
Plainwell City	Allegan	141 N Main St	Plainwell	MI	49080	Sandra Lamorandier	(269) 685-6821	Munis	2004	2009	3,933
Laketown Township	Allegan	4338 Beeline Rd	Holland	Mi	49423	Al Meshkin	(616) 335-3050	Fund Balance	2002	2010	5,561
Otsego City	Allegan	117 E Orleans St	Otsego	MI	49078	Matt Storbeck	(269) 692-2741	Munis	2002	2010	3,933
Saugatuck City	Allegan	102 Butler St	Saugatuck	MI	49453	Kirk Harrier	(269) 857-2603	Fund Balance	2007	2010	1,065
Wayland City	Allegan	103 S Main Street	Wayland	MI	49348	Cheri Parrish	(269) 792-2265	Versys	2007	2010	3,939
Dorr Township	Allegan	4196 18th St	Dorr	MI	49323	Jane Rens	(616) 681-9874	Peachtree		2012	6,579
Hopkins Township	Allegan	1975 126th Ave	Hopkins	MI	49328	Dawn Arndt	(616) 896-8315 x109	Creative Solutions	2008	2012	2,671
Manlius Township	Allegan	3134 57th St	Fennville	MI	49408	Kathy Lubbers	(269) 561-8855	Quickbooks		2012	2,634
Saugatuck Township	Allegan	3461 Blue Star Highway	Saugatuck	MI	49453	Aaron Sheridan	(269) 857-7721	Fund Balance		2012	3,590
Valley Township	Allegan	2054 N M-40	Allegan	MI	49010-9417	Brandee Ellis	(269) 673-5962	Quicken	2008	2012	1,831
Allegan Township	Allegan	3037 118th Ave	Allegan	MI	49010	Linda Evans	(269) 673-5051	Our Town		2013	4,050
Hamilton Fire Department	Allegan	PO Box 241	Hamilton	MI	49419	Sheila Meiste	(269) 806-8013	Our Town		2013	
Heath Township	Allegan	PO Box 241	Hamilton	MI	49419	Sheila Meiste	(269) 806-8013	Our Town		2013	3,100
Martin Village	Allegan	1609 N Main St	Martin	MI	49070	Joyce Merrill	(269) 672-7777	CPW		2013	435
Overisel Township	Allegan	A-4307 144th Ave	Holland	MI	49423	Renee Hop	(269) 751-7030	Our Town		2013	2,594
Salem Township	Allegan	3003 142nd Ave	Dorr	MI	49323	Betty Brower	(616) 896-9857	Our Town		2013	3,486
Wayland Township	Allegan	1060 129th Street	Bradley	MI	49311	Ann McInerney	(269) 792-6394	Peachtree		2013	3,013
Monterey Township	Allegan	2888 130th Ave	Allegan	MI	49010	Jennifer Frank	(269) 793-7919	Our Town		2014	2,065
Fennville City	Allegan	222 S Maple	Fennville	MI	49408	Julie Wright	(269) 561-8321	Springbrook	2005	2015	1,459
Fillmore Township	Allegan	A-4987 140th Ave	Holland	MI	49423	Janella Hop	(269) 751-8303	Fund Balance	2006	2015	2,756

Customer	County	Address	City	State	Zip	Contact	Phone	Converted From	Pervasive Since	.NET Since	Population
Kalamazoo Lake Sewer & Water Authority	Allegan	6449 Old Allegan Rd	Saugatuck	MI	49453	Daryl VanDyke	(269) 857-2709	Fund Balance		2015	
Douglas Village City	Allegan	86 W Center St	Douglas	MI	49406	Bob Drexler	(269) 857-1438	Fund Balance	2008	2016	1,214
Dorr-Leighton Waste Water Authority	Allegan	4475 Kalamazoo Dr	Caledonia	MI	49316	Char Troost	(616) 891-8238			2018	
Casco Township	Allegan	7104 107th Ave	South Haven	MI	49090	Cheryl Brenner	(269) 637-4441	Sage		2019	3,019
Dormont Borough	Allegheny	1444 Hillsdale Avenue	Dormont	PA	15216	Jeffrey Naftal	(412) 561-8900 x228	Freedom Systems Komputrol		2014	8,600
New Haven City	Allen	815 Lincoln Hwy E.	New Haven	IN	46774	Renee Lyons	(260) 748-7057			2016	15,474
Alpena City	Alpena	208 N First Ave	Alpena	MI	49707-2885	Karen Hebert	(989) 354-2196	New World		2012	11,304
Alpena County	Alpena	720 W. Chisholm St. Ste #2	Alpena	MI	49707	Bonnie Friedrichs	(989) 354-9220	Pontem		2017	28,988
Alpena Township	Alpena			MI		Karie Bleau	(989) 356-0297	Fund Balance		2017	9,788
Antrim County	Antrim	203 East Cayuga Street	Belaire	MI	49615	Debra Haydell	(231) 533-3635	Bellaire		2011	23,267
Torch Lake Township	Antrim	2355 N US 31	Eastport	MI	49627-0663	Sharon Schultz	(231) 599-2036	Our Town		2012	1,159
Bellaire Village	Antrim	PO Box 557	Bellaire	MI	49615	Cathy Odom	(231) 533-8213	Peachtree		2013	1,086
Mancelona Area Sewer & Water	Antrim	PO Box 940	Mancelona	MI	49659	Penny Dupuie	(231) 587-0744	Quickbooks		2013	
Elk Rapids Village	Antrim	PO Box 398	Elk Rapids	MI	49629	Marcia Price	(231) 264-9274	Northern Data Systems Quickbooks		2014	1,700
Milton Township	Antrim	PO Box 309	Kewadin	MI	49648	Liz Atkinson	(231) 264-6693			2017	2,072
Au Gres City	Arenac	124 W. US 23	Au Gres	MI	48703	LaVonne Pritchard	(989) 876-8811	Northern Data Systems Quickbooks		2014	1,028
Sims Township	Arenac	4489 E. Huron Rd	Au Gres	MI	48703	Judy Mackie	(989) 876-8631			2017	1,091
Baraga County	Baraga	16 N 3rd St	L'Anse	MI	49946	Anne Koski	(906) 524-7773	Harris		2014	8,654
Baraga Township	Baraga	14574 Sturgeon Rd	Baraga	Mi	49908	Amy Isaacson	(906) 201-2380	Our Town		2014	3,542
Baraga Village	Baraga	100 Hemlock St.	Baraga	MI	49908	Cherie Koski	(906) 353-6237	Fund Balance		2016	1,285
Eufaula Water Works	Barbour	PO Box 26	Eufaula	AL	36072	Christy Mann	(334) 687-1225	Sage Mas 90		2016	
Middleville Village	Barry	PO Box 69	Middleville	mi	49333	Chris Mugriage	(269) 795-3385	ForFund		2009	2,721
Prairieville Township	Barry	10115 S. Norris Rd.	Delton	MI	49046	Ted DeVries	(269) 623-2664	Pontem		2010	3,175
Thornapple Township	Barry	PO Box 459	Middleville	MI	49333	Susan Vlietstra	(269) 795-7202	ForFund	2003	2010	6,685
Yankee Springs Township	Barry	284 N Briggs Rd	Middleville	MI	49333	Janice Lippert	(269) 795-9091	ForFund		2011	4,219
Barry Township	Barry	PO Box 705	Delton	MI	49046	Deb Dewey-Perry	(269) 623-5171	Munis	2004	2013	3,489
Hope Township	Barry	5463 S. M-43 Hwy	Hastings	MI	49058	Debra Jackson	(269) 948-2464	Harris	2005	2013	3,283
Castleton Township	Barry	915 Reed St	Nashville	MI	49073	Lorna Wilson	(517) 852-9479	Resource	2004	2015	3,475
Rutland Charter Township	Barry	2461 Heath Rd	Hastings	MI	49058	Robin Hawthorne	(269) 948-2194	Resource	2003	2015	3,646
Southwest Barry County Sewer & Water Authority	Barry	11191 S M-43 Hwy	Delton	MI	49046	Karen Wilson	(269) 623-3401	Peachtree	2008	2015	
Johnstown Township	Barry	PO Box 157	Bedford	MI	49020	Sheri Babcock	(269) 721-3710	Peachtree		2016	3,067

Customer	County	Address	City	State	Zip	Contact	Phone	Converted From	Pervasive Since	.NET Since	Population
Orangeville Township	Barry	8810 Lindsey Rd	Plainwell	MI	49080	Jennifer Goy	(269) 664-4522	Manual System	2005	2017	3,321
Cassville City	Barry	300 Main Street	Cassville	MO	62625	Steve Walensky	417-847-4441	Banyon		2018	3,340
Adairsville City	Bartow	116 Public Square	Adairsville	GA	30103	Nicole Scoggins	(770) 773-3451 x106	Harris		2016	4,716
Bangor Charter Township	Bay	180 State Park Dr	Bay City	MI	48706	Donna Leitermann	(989) 684-8531	New World	2007	2009	15,547
Pinconning Township	Bay	1751 Cody Estey Rd	Pinconning	MI	48650	Joanne Moody	(989) 879-4018	Quickbooks		2010	2,608
Merritt Township	Bay	48 E Munger Rd	Munger	MI	48747	Kathy Bremer	(989) 659-2136	EZ Entry		2012	1,510
Williams Charter Township	Bay	1080 W. Midland Rd	Auburn	MI	48611	Amy Charney	(989) 662-4408	EZ Entry		2012	4,492
Auburn City	Bay	113 E. Elm St	Auburn	MI	48611	Karen Bellor	(989) 662-6761	Fund Balance		2013	2,011
Kawkawlin Township	Bay	1836 E Parish Rd	Kawkawlin	MI	48631	Greg Petrimoulx	(989) 686-8710	Pontem		2013	5,104
Frankenlust Township	Bay	2401 Delta Road	Bay City	MI	48706-9340	Donna Reichard	(989) 686-5300	Quicken		2015	2,530
Pinconning City	Bay	PO Box 628	Pinconning	MI	48650	Terri Hribek	(989) 879-2360	Fund Balance		2015	1,386
Essexville City	Bay	1107 Woodside Ave	Essexville	MI	48732	Fran DeWyse	(989) 893-2441	Civic Systems		2016	3,766
Garfield Township	Bay	1138 W. Erickson	Linwood	MI	48634	Connie Fantozzi	(989) 313-0071	Quickbooks		2018	1,775
Hampton Charter Township	Bay	801 W. Center Rd	Essexville	MI	48732	Terri Close	989-893-7541	Pontem		2019	9,902
Lowell City	Benton	216 N Lincoln	Lowell	AR	72745	Mary Mason	(479) 770-2185	Perception	2006	2009	5,000
Bethel Heights City	Benton	530 Sunrise Dr	Bethel Heights	AR	72764	Lisa Gibson	(479) 751-7481	Quickbooks	2006	2015	2,456
Benzie County	Benzie	448 Court Pl	Beulah	MI	49617	Charles Clarke	(231) 882-0035	Accucomp	2004	2013	17,519
Thompsonville Village	Benzie	14714 Lincoln Ave	Thompsonville	MI	49683	Tim Windrim	(231) 378-2521	Peachtree		2014	457
Lake Township	Benzie	5153 Scenic Hwy	Honor	MI	49640	Anne Grobe	(231) 325-5202	Quickbooks		2015	635
Frankfort City	Benzie	PO Box 351	Frankfort	MI	49635	Kimberly Kidder	(231) 352-7117	Caselle		2019	1,513
Michiana Village	Berrien	4000 Cherokee Dr	Michiana	MI	49117-9187	Anne Heywood	(269) 469-4600	Quickbooks		2009	182
St Joseph City	Berrien	700 Broad St	St Joseph	MI	49085	Deb Koroch	(269) 983-4731	Fund Balance	2007	2009	8,789
Baroda Village	Berrien	9091 First Street	Baroda	MI	49101	Amy Hemphill	(269) 422-1779	Church Windows Microfund (Harris)		2010	873
Benton Charter Township	Berrien	1725 Territorial Dr	Benton Harbor	MI	49022	Kelli Nelson	(269) 925-0616	Quickbooks		2010	16,404
Eau Claire Village	Berrien	6625 E Main St	Eau Claire	MI	49111	Lisa Borkowski	(269) 461-6173	Quickbooks		2010	625
Three Oaks Village	Berrien	14 Maple St	Three Oaks	MI	49128	David Grosse	(269) 756-9221	Quickbooks	2007	2010	1,622
Watervliet City	Berrien	PO Box 86	Watervliet	MI	49098	David Brinker	(269) 463-6769	Fund Balance		2010	1,843
New Buffalo Township	Berrien	17425 Red Arrow Highway	New Buffalo	MI	49117	Jack Rogers	(269) 469-1011	Quickbooks		2011	2,468
Benton Harbor City	Berrien	200 E Wall St	Benton Harbor	MI	49022	Debra Popp	(269) 927-8400	Fund Balance		2012	11,182
Buchanan Township	Berrien	15235 N Main St	Buchanan	MI	49107	Cathy Ganus	(269) 695-6442	Manual System	2005	2013	3,510
Lake Charter Township	Berrien	3220 Shawnee	Bridgman	MI	49106	Gloria Payne	(269) 465-6601	Quickbooks		2013	3,148

Customer	County	Address	City	State	Zip	Contact	Phone	Converted From	Pervasive Since	.NET Since	Population
New Buffalo City	Berrien	224 W Buffalo	New Buffalo	MI	49117	Rusty Geisler	(269) 469-1500	Fund Balance		2013	2,200
Lincoln Charter Township	Berrien	PO Box 279	Stevensville	MI	49127	Stacy Loar-Porter	(269) 429-1589 x20	Fund Balance		2014	13,952
Niles Charter Township	Berrien	320 Bell Road	Niles	MI	49120	Becky Hulett	(269) 684-0870 x10	Fund Balance		2014	13,325
Chikaming Township	Berrien	PO Box 40	Harbert	MI	49116	Julie Schroeder	(269) 469-1676	Fund Balance		2015	3,678
Royalton Township	Berrien	980 Miners Road	St Joseph	MI	49085	Patti Knight	(269) 429-2501	Pontem		2015	3,888
Sodus Township	Berrien	4056 King Drive	Sodus	MI	49126	Cheryl Andres	(269) 926-6285	Quickbooks		2015	2,139
St Joseph Charter Township	Berrien	PO Box 147	St Joseph	MI	49085	Audrey Skamer	(269) 932-0273	Fund Balance		2015	9,963
Bridgman City	Berrien	9765 Maple Street	Bridgman	MI	49106	Debbie Lambrix	(269) 465-5144	Fund Balance		2016	2,428
Oronoko Charter Township	Berrien	4583 E Snow Rd	Berrien Springs	MI	49103	Suzanne Renton	(269) 471-2824	Fund Balance		2016	9,843
Watervliet Charter Township	Berrien	4959 N. M-140	Waterviet	MI	49098	Patt Bambrick	(269) 463-5113	Fund Balance		2016	2,964
Southwest Michigan Regional Sanitary Sewer & Water Authority Coloma Charter Township	Berrien	980 Miners Road	St Joseph		49085	Audrey Skamer	269-429-2501	Fund Balance		2018	
	Berrien	4919 Paw Paw Lake Rd	Coloma	MI	49038	Laura Baumeister	269-468-7212	Fund Balance		2019	5217
Altoona City	Blair	1301 Twelfth St. Suite 100	Altoona	PA	16601	Victor Curfman	(814) 949-2538	UBS		2017	44,589
Sandpoint City	Bonner	1123 Lake Street	Sandpoint	ID	83864	Sarah Lynds	208-263-3557			2019	8390
Harrison City	Boone	PO Box 1715	Harrison	AR	72602	Luke Feighert	(870) 715-5008	Quickbooks		2017	13,000
Poplar Grove Village	Boone	PO Box 1	Polpar Grove	IL	61065	Diana Dykstra	(815) 765-3201	LOCIS		2016	5,100
Quincy Village	Branch	47 Cole St	Quincy	MI	49082	Eric Zuzga	(517) 639-9065	Peachtree	2004	2011	1,701
Union City Village	Branch	208 N. Broadway St.	Union City	MI	49094	James Campfield	(517) 741-8591	CMI		2011	1,804
Bronson City	Branch	141 S Matteson St	Bronson	MI	49028	Karen Smith	(517) 369-7334	Harris	2003	2015	2,421
Branch County	Branch	31 Division Street	Coldwater	MI	49036	Ann Vrablic	(517) 279-6447	Harris		2016	43,545
West Melbourne City	Brevard	2240 Minton Rd	West Melbourne	FL	32904	Tom Bradford	(321) 837-7757	HTE		2016	19,500
Rockledge City	Brevard	1600 Huntington Lane	Rockledge	FL	32955	Matthew Trine	(321) 221-7540	IMSoftech		2018	24,935
Satellite Beach City	Brevard	565 Cassia Blvd	Satellite Beach	FL	32937	Brittany Jumper	321-773-4407	Fund Balance		2019	11056
Wilton Manors City	Broward			FL		Bob Mays	(954) 390-2141	Incode		2012	11,632
Cooper City	Broward	PO Box 290910	Cooper City	FL	33329-0910	Karen Correa	(954) 434-4300 x228	Harris SB Client		2013	29,076
Broward Metropolitan Planning Organization	Broward	100 West Cypress Creek Rd; Suite 650	Fort Lauderdale	FL	33309	Tracy Flavien	(954) 876-0039	Tyler Eden		2017	
Oxford City	Butler	101 E. High Street	Oxford	OH	45056	Joe Newlin	(513) 524-5228	CMI		2014	21,444
Marshall Area Firefighters Assoc	Calhoun	323 W Michigan Ave	Marshall	MI	49068	Mark Burk	(269) 781-9819	Quickbooks	2004	2008	
Sheridan Township	Calhoun	13355 29 Mile Rd	Albion	MI	49224	Ken Laur	(517) 629-2604 x103	EZ Entry		2009	2,116
Tekonsha Village	Calhoun	537 Church St	Tekonsha	MI	49092	Bob Main	(517) 767-4204	Fund Balance		2009	717
Emmett Charter Township	Calhoun	621 Cliff St	Battle Creek	MI	49014	Teresa Myers	(269) 968-0241	Pontem		2012	11,979

Customer	County	Address	City	State	Zip	Contact	Phone	Converted From	Pervasive Since	.NET Since	Population
Homer Township	Calhoun	386 Grandview Ave	Homer	MI	49245	Jennifer Johnson	(517) 568-4786	Quicken		2012	3,010
Marshall City	Calhoun	323 W Michigan Ave	Marshall	MI	49068	Sandy Bird	(269) 781-5183	Fund Balance		2012	7,459
Springfield City	Calhoun	601 Avenue A	Springfield	MI	49037-7774	Jeannine Turner	(269) 965-8014	Fund Balance	2003	2012	5,189
Convis Township	Calhoun	19500 15 Mile Rd	Marshall	MI	49068	Debra Wilson	(269) 789-0654 ext 123	Peachtree		2013	1,666
Albion City	Calhoun	112 W. Cass St	Albion	MI	49224	Tom Mead	(517) 629-5535	Caselle		2014	9,144
Marshall Township	Calhoun	13551 Myron Avery Dr	Marshall	MI	49068	Cynthia Sink	(616) 781-7976	Resource	2002	2014	2,922
Newton Township	Calhoun	7988 G Dr S.	Ceresco	MI	49033	Mary Aldrich	(269) 979-3212	Peachtree		2014	2,493
Pennfield Charter Township	Calhoun	20260 Capital Ave NE	Battle Creek	MI	49017	Karen Kooi	(616) 968-8549	Fund Balance	2002	2014	8,913
Bedford Charter Township	Calhoun	115 S. Uldriks Drive	Battle Creek	MI	49037	Joyce Feraco	(269) 965-1999	Fund Balance		2015	9,517
Leroy Township	Calhoun	8156 4 Mile Rd	East Leroy	MI	49051	Sharon Gasser	(269) 979-9421	Munis	2003	2015	3,240
Fredonia Township	Calhoun	PO Box 271	Marshall	MI	49068	Ruth Albaugh	(269) 781-8115	Quicken	2005	2017	1,723
Camden County	Camden	1 Court Circle NW, Suite 1	Camdenton	MO	65020	Jimmy Laughlin	573-317-3868	AS400		2019	45632
Eureka Springs City	Carroll	44 South Main Street	Eureka Springs	AR	72632	Lonnie Clark	(479) 253-9703	Mainstreet		2013	2,074
North Conway Water Precinct	Carroll	PO Box 630	North Conway	NH	3860	Jason Gagnon	603-356-5382	BMSI		2019	
Victoria City	Carver	1670 Stieger Lake Lane	Victoria	MN	55386	Kelly Grinnell	(952) 443-2417	Banyon		2016	8,030
Dowagiac City	Cass	241 S Front Street	Dowagiac	MI	49047	Mitch Billingham	(269) 462-2816	CMI	2006	2009	6,147
Cass County	Cass	120 N. Broadway St, Suite 116	Cassopolis	MI	49031	Angie Steinman	(269) 445-4269	Harris		2015	51,608
Cassopolis Village	Cass	117 S. Broadway St. Suite 100	Cassopolis	MI	49031	Tonia Betty	(269) 445-5645	Fund Balance		2016	1,749
Vandalia Village	Cass	PO Box 57	Vandalia	MI	49095	Beth James	(269) 476-2344	Manual System	2003		429
Marcellus Village	Cass	Po Box 429	Marcellus	MI	49067	Jacqveline La Budie	269-646-5485	Peachtree		2019	6,113
Champaign Park District	Champaign	706 Kenwood Rd	Champaign	IL	61821	Andrea Wallace	(217) 819-3826	MSI		2015	
Urbana Park District	Champaign	505 West Stoughton Street	Urbana	IL	61801	Caty Roland	217-367-1536 x242			2019	
North Charleston Sewer District	Charleston	PO Box 63009	North Charleston	SC	29419	Matt Clark	(843) 764-2658	SunGard Pentamation Harris		2016	
Isle of Palms City	Charleston	PO Box 508	Isle of Palms	SC	29451	Debbie Suggs	(843) 256-5708			2017	
Sullivan's Island Town	Charleston	2050 B Middle Street	Sullivan's Island	SC	29482	Jason Blanton	(843) 883-5751	Smart Fusion		2017	1,791
James Island Public Service District	Charleston	1739 Signal Point Road	Charleston	SC	29412	James Game	943-998-6175	Fund Balance		2019	
Boyne City	Charlevoix	319 N Lake St	Boyne City	MI	49712	Cindy Grice	(231) 582-0334	Fundware		2009	3,503
Charlevoix County	Charlevoix	203 Antrim Street	Charlevoix	MI	49720	Cherie Browe	(231) 547-7200	Advantage Systems		2015	23,121
Benton Township	Cheboygan	5012 Orchard Beach Rd	Cheboygan	MI	49721	Maureen Engle	(231) 625-9176	Quickbooks	2005	2009	3,080
Cheboygan County	Cheboygan	PO Box 70	Cheboygan	MI	49721	Kari Kortz	(231) 627-8430	AS400	2002	2009	25,675
Cheboygan City	Cheboygan	PO Box 39	Cheboygan	MI	49721	Kenneth Kwiatkowski	(231) 627-9931	Versys	2005	2016	5,295

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Tuscarora Township	Cheboygan	PO Boc 220	Indian River	MI	49749	Sue Fisher		Cogitate		2018	3,091
Woodstock City	Cherokee	12453 Highway 92	Woodstock	GA	30188	Robert Porche	(770) 592-6000	Manual System		2016	26,000
Crystal River City	Citrus	123 NW hwy 19	Crystal River	FL	34428	Michelle Russell	(352) 795-4216 x309	Munis		2012	3,485
Clare City	Clare	202 W 5th St	Clare	MI	48617	Ken Hibl	(989) 386-7541 ext 102	Fund Balance	2005	2010	3,173
Hamilton Township	Clare	8996 E. Townline Lk Rd.	Harrison	MI	48625	Finotte Laboda	(989) 539-6975	Cogitate		2011	1,988
Summerfield Township	Clare	9971 N. Finley Lk Ave.	Harrison	MI	48625	Aloma Joslin	(989) 539-2501	Excel		2011	453
Frost Township	Clare	3741 Ash Rd	Harrison	MI	48625	Emerson Davis	(989) 539-2494	ICommander		2014	1,159
Hayes Township	Clare	PO Box 310	Harrison	MI	48625	Maye Rood	(989) 539-7130 x3	Harris		2014	4,916
Farwell Village	Clare	109 S Hall St	Farwell	MI	48622	Diane Maki	(989) 588-9926	ICommander	2007	2016	855
Clare County	Clare	225 W Main	Harrison	MI	48625	Jenny Beemer-Fritzinger	(989) 539-7801	Harris		2018	30,553
Franklin Township	Clare	11483 Maple Lane	Gladwin	MI	48624	Diane Blackburn	(989) 426-1504	Manual (pencil)			809
Jeffersonville City	Clark	500 Quatermaster Court Suite 300	Jeffersonville	IN	47130	Amy Deering	(812) 285-6429	Keystone		2013	44,900
Clark County	Clark	31 N. Limestone St	Springfield	OH	45502	Robert Vanderhorst	(937) 521-1871	ISSG		2015	142,376
Clay County Utility Authority	Clay	3176 Old Jennings Road	Middleburg	FL	32068-3907	Allen Boatright	(906) 213-2417			2017	
Bath Charter Township	Clinton	14480 Webster Rd	Bath	MI	48808	Jeff Garrity	(517) 641-6728	Fund Balance	2007	2009	7,541
Southern Clinton County Muncipal Utilities Authority	Clinton	3671 W Herbison Rd	Dewitt	MI	48820	Lisa Mead	(517) 669-8311	Fund Balance		2009	
DeWitt City	Clinton	414 E Main St	DeWitt	MI	48820	Lisa Gysen	(517) 669-2441	Fund Balance	2002	2010	4,702
Elsie Village	Clinton	PO Box 408	Elsie	MI	48831	Sue Bensinger	(989) 862-4273	Fund Balance	2007	2010	1,055
St Johns City	Clinton	PO Box 477	St Johns	MI	48879	Greg Teichman	(989) 224-8944 ext 225	Fund Balance		2011	7,485
DeWitt Area Recreation Authority	Clinton	1401 W. Herbison Rd	Dewitt	MI	48820	Clay Summers	(517) 482-5117	Peachtree	2009	2012	
DeWitt Charter Township	Clinton	1401 W Herbison Rd	DeWitt	MI	48820	Diane Mosier	(517) 668-0270	Versys	2006	2012	12,143
Victor Township	Clinton	6843 Alward Rd	Laingsburg	MI	48848	Mike Wall	(517) 651-2094	Cogitate		2012	3,275
Bingham Township	Clinton	1637 S Dewitt Rd	St Johns	MI	48879	Helen Kus	(989) 225-2394	Manual System	2006	2014	2,776
Watertown Charter Township	Clinton	12803 S. Wacousta Rd	Grand Ledge	MI	48837	Angie Baum	(517) 626-6593 x212	Fund Balance		2014	4,162
Dallas Township	Clinton	11245 W 1st St	Fowler	MI	48835	Therese Koenigsknecht	(989) 593-2542	Quickbooks	2006	2017	2,323
Ovid Township	Clinton	1015 Baese Ct	Ovid	MI	48866	Claudia Pluger	(989) 834-2838	Quickbooks		2017	3,490
Maple Rapids Village	Clinton	PO Box 200	Maple Rapids	MI	48853	Mindy Thomas	(989) 682-9227	Quickbooks		2018	643
Clinton Transit	Clinton	215 N. Scott Rd	St Johns	MI	48879	Susan Gly	989-534-2704	Quickbooks		2019	
Cole County	Cole	301 S. High Street	Jefferson City	MO	65101	Kristen Berhorst	(573) 634-9122	New World		2015	76,699
Mattoon Township	Coles	1716 Richmond Ave	Mattoon	IL	61938	Amber Scoles	217-234-3877			2019	15235
Harwood Heights Village	Cook	7300 W. Willow	Harwood Heights	IL	60706	Bruno Bellissimo	(708) 867-7200	Fundware		2014	8,661

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Arlington Heights Park District	Cook	410 N. Arlington Heights Road	Arlington Heights	IL	60004	Donna Wilson	(847) 506-7878	Harris		2015	75,101
Des Plaines Park District	Cook	2222 Birch Steet	Des Plaines	IL	60018	Katie Skibbe	(847) 391-5098	MSI		2015	
Lemont Park District	Cook	16028 127th Street	Lemont	IL	60439	Linda Straka	(630) 257-6787 x3009	FinTrac		2015	
Northbrook Village	Cook	1225 Cedar Lane	Northbrook	IL	60062	Michael Strong	(847) 664-4050	GEMS		2015	33,600
Harvey City	Cook	15320 Broadway Ave	Harvey	IL	60426	Louis Williams	(708) 210-5337	ACS		2016	25,000
Park Forest Village	Cook	350 Victory Drive	Park Forest	IL	60466	Stephanie Masson	(708) 283-5626	MSI		2016	22,035
Skokie Village	Cook	5127 W. Oakton St	Skokie	IL	60077	Jim Shaw	(847) 933-8414	HTE		2016	65,176
North Riverside Village	Cook	2401 S. DesPlaines Avenue	North Riverside	IL	60546	Sue Scarpiniti	(708) 447-4211	Harris		2017	6,705
Northfield Park District	Cook	401 Wagner Road	Northfield	IL	60093	Xochitl Guillen	(847) 446-4428	MSI		2017	
Oak Park Village	Cook	123 Madison Street	Oak Park	IL	60302	Steven Drazner	(708) 358-5462	Peoplesoft		2017	52,066
Homewood Flossmoor Park District	Cook	3301 Flossmoor Road	Flossmoor	IL	60422	Sharon Dangles	(708) 957-0300	IDC		2018	
Morton Grove Village	Cook	6101 Capulina Ave	Morton Grove	IL	60053	Hannah Sullivan	847-470-5243	Springbrook		2018	23,500
Morton Grove Park District	Cook	6834 W. Dempster	Morton Grove	IL	60053-1200	Martin O'Brien	(847) 965-1200	AEK		2018	
Merrionette Park Village	Cook	11720 S. Keozie Ave	Merrionette Park	IL	60803	Kelly White	708-396-3183	Quickbooks		2018	1,882
Golf Maine Park District	Cook	8800 W. Kathy Lane	Niles	IL	60714	John Jekot	847-297-6179			2019	
Countryside City	Cook	5550 East Avenue	Countyside	IL	60525	David Schutter	708-485-2464	MSI		2019	5,964
Richton Park Village	Cook	4455 Sauk trail	Richton Park	IL	60471	David Sevier	708-481-8950	MSI		2019	13,505
Kenilworth Village	Cook	419 Richmond Road	Kenilworth	IL	60043	Christopher Strom		Harris		2019	2520
Riverside Village	Cook	27 Riverside Road	Riverside	IL	60546	Karin Jones	708-447-2700	Tyler Incode		2019	8915
Crawford County	Crawford	200 W Michigan Ave	Grayling	MI	49738	Joe Wakeley	(989) 344-3231	New World	2002	2010	13,745
Frederic Township	Crawford	7564 CR 612	Frederic	MI	49733	Sandy Barber	(989) 348-8778	Manual System	2004	2013	1,401
Silver Spring Township	Cumberland	8 Flowers Drive	Mechanicsburg	PA	17050	Raymond Palmer	(717) 766-0178 x3320	Freedom Systems		2017	
Shaker Heights Public Library	Cuyahoga	16500 Van Arken Blvd	Shaker Heights	OH	44120	Susan Ritchey	216-367-3007	CMI		2019	
Shaker Heights Public Library	Cuyahoga	16500 Van Arken Blvd	Shaker Heights	OH	44120	Susan Ritchey	216-367-3007	CMI		2019	
Stoughton City	Dane	381 E Main Street	Stoughton	WI	53589	Laurie Sullivan	(608) 873-6691	Civic Systems		2014	12,588
Verona City	Dane	111 Lincoln Street	Verona	WI	53593	Brian Lamers	608-848-9949	Workhorse		2018	13,107
Doraville City	DeKalb	3725 Park Avenue	Doraville	GA	30340	Lisa Ferguson	(770) 451-8745	Sage		2014	8,485
Tucker City	DeKalb	4119 Adrian Street	Tucker	GA	30084	Lewis Wilkinson	(678) 597-9040	QS1		2018	35,322
DeKalb City	DeKalb	200 South Fourth Street	DeKalb	IL	600115	Marc Thorson	815-762-4181	MSI		2018	43,193
Gladstone City	Delta	PO Box 32	Gladstone	MI	49837	Darla Falcon	(906) 428-3636	Harris	2003	2012	5,032
Delta County	Delta	310 Ludington St	Escanaba	MI	49829	Nora Viau	(906) 789-5100	Harris		2013	36,559

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Iron Mountain City	Dickinson	501 S. Stephenson Ave	Iron Mountain	MI	49801	Carol Bartolameolli	(906) 774-8530	Great Plains		2011	8,154
Breitung Charter Township	Dickinson	PO Box 160	Quinnesec	MI	49876	John Gaudette	(906) 779-2060	Fund Balance		2013	5,930
Norway City	Dickinson	PO Box 99	Norway	MI	49870	Mary Pollard	(906) 563-9961	Fund Balance	2002	2015	2,959
Kingsford City	Dickinson	305 S. Carpenter Ave	Kingsford	MI	49802	Holly Palmer	(906) 774-3526	Fund Balance		2016	5,549
Dickinson County	Dickinson	PO Box 609	Iron Moutian	MI	49801	Brian Bousley	(906) 774-2573	Harris		2017	17,111
Douglasville City	Douglas	6695 Church Street	Douglasville	GA	30134	Karin Callan	(678) 449-3076	Sunguard Bi-Tech		2017	33,252
Alexandria City	Douglas	704 Broadway	Alexandria	MN	56308	Jane Blade	(320) 759-3625	Banyon		2018	11,121
Huntingburg City	Dubois	508 E. 4th Street	Huntingburg	IN	47542	Thomas Dippel	(812) 683-2211	AS400		2013	6,100
Burr Ridge Village	DuPage	7660 County Line Rd	Burr Ridge	IL	60521	Jerry Sapp	(630) 654-8181 ext 55	MSI		2012	10,408
Medinah Park District	DuPage	22 W130 Thorndale Ave	Medinah	IL	60157	Maria Piworski	(630) 893-2560			2014	
Hoffman Estates Park District	DuPage	1685 W. Higgins Rd	Hoffman Estates	IL	60169	Lynne Cotshott	(847) 310-3605	MSI		2016	
St Charles Park District	DuPage	101 S. Second Street	St Charles	IL	60174	Cathy Camm	(630) 336-5918	MSI		2016	
Winfield Park District	DuPage	0N020 County Farm Rd	Winfield	IL	60190	Sue Beilech	(630) 653-3811	AEK		2016	
Winfield Village	DuPage	27West465 Jewell Rd	Winfield	IL	60190	Lynn McCammon	(630) 933-7109	Harris		2017	9,637
Oak Brook Park District	DuPage	1450 Forest Gate Rd	Oak Brook	IL	60523	Marco Salinas	(630) 645-9536	MSI		2018	
Downers Grove Park District	DuPage	2455 Warrenville Road	Downers Grove	IL	60515	Erik Brown	630-960-7257	MSI		2018	
Elmhurst Park District	DuPage	375 W. First Street	Elmhurst	IL	60126	Christi Jacobson	630-993-8196	Eden		2018	
Oakbrook Terrace Park District	DuPage	1S325 Ardmore Avenue	Villa Park	IL	60181	Antonio Washington	630-627-6100	Quickbooks		2019	
Warrenville Park District	DuPage	35260 Warren Avenue	Warrenville	IL	60510	Linda Straka	630-393-7279			2019	
Itasca Park District	DuPage	350 E. Irving Park Dr	Itasca	IL	60143	Christine Kelly	(630) 773-2257	Manual System		2015	
Willowbrook Village	DuPage	835 Midway Drive	Willowbrook	IL	60527	Carrie Dittman	(630) 920-2235	Decision Systems		2015	8,600
Eaton Township	Eaton	3981 E Clinton Trl	Charlotte	MI	48813	Becky Dolman	(517) 543-3308	Quickbooks	2007	2009	4,278
Delta Charter Township	Eaton	7710 W Saginaw Hwy	Lansing	MI	48917	Jeff Anderson	(517) 323-8510	Fund Balance	2006	2010	29,682
Vermontville Village	Eaton	121 Eastside Dr	Vermontville	MI	49096	Nathan Derusha	(517) 726-1429	Quickbooks		2011	759
Eaton Rapids City	Eaton	200 S. Main Street	Eaton Rapids	MI	48827	Marrie Jo Carr	(517) 663-8118 x8107	CMI		2015	5,330
Grand Ledge City	Eaton	310 Greenwood Street	Grand Ledge	MI	48837	Adam Smith	(517) 627-2149	Fund Balance		2016	7,813
Olivet City	Eaton	PO Box 367	Olivet	MI	49076	Erin Bierly	(269) 749-4961	Quickbooks		2016	1,758
Charlotte City	Eaton			MI		Gregg Guetschow		Fund Balance		2019	8,389
Potterville City	Eaton	PO Box 488	Potterville	MI	48876	Aaron Sheridan	517-645-7641	Fund Balance		2019	2168
Carmel Township	Eaton	661 Beech Highway	Charlotte	MI	48813	Laura Goostrey	888-805-6182	Quickbooks		2019	2626
Benton Township	Eaton	5136 Windsor Hwy	Potterville	MI	48876	Jeana Bohrs	517-645-7880	Pontem		2019	2712

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Little Traverse Township	Emmet	8288 S Pleasantview Rd	Harbor Springs	MI	49740	Jane Taylor	(231) 526-0351	Resource	2004	2011	2,426
Pellston Village	Emmet	125 N. Milton Street	Pellston	MI	49769	Lisa Fought	(231) 539-7355	Peachtree		2011	771
Mackinaw City Village	Emmet	102 S Huron Ave	Mackinaw City	MI	49701	Patti Peppler	(231) 436-5351	Fundware		2012	809
West Traverse Township	Emmet	PO Box 353	Harbor Springs	MI	49740	Bob Sanford	(231) 526-7361	Peachtree	2005	2012	1,448
Bear Creek Township	Emmet	373 N Division Rd	Petoskey	MI	49770	Connie Golding	(231) 347-3204	Quickbooks		2016	5,269
Harbor Springs Sewage Authority	Emmet	709 E Hathaway Rd	Harbor Springs	MI	49740	Robert Morris	(231) 526-6682	Peachtree	2006	2017	
Emmet County	Emmet	200 Division Street	Petoskey	MI	49770	Matt Hellens	(231) 348-1705	Grand Traverse System		2018	33,565
Resort Township	Emmet	PO Box 848	Petoskey	MI	49770	Susan Coveyou	(231) 347-7915	Quickbooks		2018	2,479
Brewton City	Escambia	PO Box 368	Brewton	AL	36427-0368	Tyree Newkirk	(251) 809-1772	Citipak		2015	5,367
Canal Winchester City	Fairfield	36 S. High St	Canal Winchester	OH	43110	Amanda Jackson	(614) 837-6937	Ohio Software Services		2015	7,393
Peachtree City	Fayette	151 Willowbend Rd	Peachtree City	GA	30269	Paul Salvatore	(770) 487-7657	Tyler Incode		2015	34,675
Peachtree City Water & Sewage Authority	Fayette	1127 Hwy 74 S	Peachtree City	GA	30269	Bo Davis	770-317-0746	Tyler Incode		2019	
Flagler Beach City	Flagler	105 South 2nd Street	Flagler Beach	FL	32136	Kathleen Doyle	(386) 517-2000 x229	Mainstreet		2012	4,484
Rochester City	Fulton	320 Main Street	Rochester	IN	46975	Shoda Beehler	(574) 223-2510	MegaSystems		2013	6,404
Davison Township	Genesee	1280 N Irish Rd	Davison	MI	48423	Alma Gay	(810) 653-4156	Open Windows (Harris)	2008	2009	17,722
Fenton City	Genesee	301 S Leroy St	Fenton	MI	48430	Cindy Shane	(810) 629-2261	New World		2009	10,582
Flint Public Library	Genesee	1026 E Kearsley St	Flint	MI	48502	Connie Palmer	(810) 249-2043	Creative Solutions		2009	
Grand Blanc Charter Township	Genesee	PO Box 1833	Grand Blanc	MI	48480	Debra Barriger	(810) 424-2654	New World	2006	2009	29,827
Montrose Charter Township	Genesee	139 S Saginaw St	Montrose	MI	48457	Fred Domine	(810) 639-2021	Fund Balance	2008	2009	6,336
Mundy Charter Township	Genesee	3478 Mundy Ave	Swartz Creek	MI	48473	David Guigear	(810) 655-4631	Versys	2007	2009	12,191
Davison City	Genesee	200 E Flint St Ste 2	Davison	MI	48423	Cindy VanMegroet	(810) 653-2191	New World	2006	2010	5,536
Flushing Charter Township	Genesee	6524 N Seymour Rd	Flushing	MI	48433	Karla Carpenter	(810) 659-0800	Resource	2007	2010	10,230
Grand Blanc City	Genesee	203 E Grand Blanc Rd	Grand Blanc	MI	48439	Bethany Smith	(810) 694-1118	New World	2007	2010	8,242
Swartz Creek City	Genesee	8083 Civic Dr	Swartz Creek	MI	48473	Juanita Aguilar	(810) 635-4464	Fund Balance	2008	2010	5,102
Burton City	Genesee	4303 S Center Rd	Burton	MI	48519	Ginger Burke-Miller	(810) 743-1500 ext 1201	Fundware	2007	2011	30,308
Flushing City	Genesee	725 E Main St	Flushing	MI	48433	Nancy Parks	(810) 659-5665	Harris		2011	8,348
Montrose City	Genesee	141 Parkway Drive	Montrose	MI	48457	Dana Hultz	(810) 639-6168	Fund Balance		2012	1,619
Beecher Metropolitan District	Genesee	G-1057 W Louis Ave	Flint	MI	48505	Jacqueline Huddleston	(810) 787-6526	Manual System	2006	2013	
Flint City	Genesee	1101 S Saginaw St	Flint	MI	48502	Tom O'Brien	(810) 766-7255 ext 2205	Peoplesoft	2004	2013	124,943
Linden City	Genesee	132 E. Broard Street	Linden	MI	48451	Lynn Henry	(810) 735-7980	Fund Balance		2014	2,861
Richfield Township	Genesee	5381 N State Rd	Davison	MI	48423-8595	Joseph Madore	(810) 653-3564	Fundware		2014	8,170

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Argentine Township	Genesee	9048 Silver Lake Rd	Linden	MI	48451	Jane Leftler	(810) 735-5050	Fund Balance		2015	6,521
Atlas Township	Genesee	PO Box 277	Goodrich	MI	48438	Tere Onica	(810) 636-2548	Fund Balance		2015	7,257
Vienna Charter Township	Genesee	505 W Vienna St	Clio	MI	48420	Stacey \ Sherrie	(810) 686-7580	Fundware		2015	13,108
Genesee County Land Bank	Genesee	G-2302 Stonebridge Dr Bldg D	Flint	MI	48532	Mia Chapman	(810) 230-8200	NO CONVERSION	2005	2016	
Goodrich Village	Genesee	7338 S State Rd	Goodrich	MI	48438	Jeanie Bradley	(810) 636-2570	Cogitate	2002	2016	1,353
Mt Morris City	Genesee	11649 N Saginaw St	Mt Morris	MI	48458	Vicki Fishell	(810) 686-2160	Fund Balance		2016	3,194
Gaines Township	Genesee	9255 Grand Blanc Rd	Gaines	MI	48436	Michael Dowler	(810) 635-3200	MS Money		2017	6,491
Otisville Village	Genesee	300 East St	Otisville	MI	48463	Lisa Adolph	(810) 631-4680	Pontem		2018	882
Mt Morris Charter Township	Genesee	5447 Bicentennial Dr	Mt Morris	MI	48458	Sonya Burns	(810) 820-9148	New World		2018	23,725
Clayton Charter Township	Genesee	2011 S. Morrish Road	Swartz Creek	MI	48473	Dennis Milem	810-635-4435	Fund Balance		2018	7,546
Clio City	Genesee	505 W. Vienna Street	Clio	MI	48420	Linda Kingston	810-686-5850 x205	Fund Balance		2018	2,483
Gladwin County	Gladwin	401 W Cedar Ave	Gladwin	MI	48624	Laura Brandon	(989) 426-7351	AS400		2011	25,411
Gladwin City	Gladwin	1000 W Cedar Ave	Gladwin	MI	48624	Shannon Greaves	(989) 426-9231 ext 101	Springbrook	2006	2012	3,001
Beaverton City	Gladwin	PO Box 477	Beaverton	MI	48612	Beverly Miller	(989) 435-3511	Resource	2005	2017	1,106
Gogebic County	Gogebic	200 N Moore St	Bessemer	MI	49911	Mary Jendrusina	(906) 663-4517	AS400	2002	2010	15,737
Bessemer City	Gogebic	411 S Sophie St	Bessemer	MI	49911	Jim Trudgeon	(906) 663-4311	Apollo	2005	2014	2,148
Ironwood City	Gogebic	213 S. Marquette St	Ironwood	MI	49938	Paul Linn	(906) 932-5050 x113	Fund Balance		2015	6,293
Garfield Charter Township	Grand Traverse	3848 Veteran Dr	Traverse City	MI	49684	Kay Schumacher	(231) 941-1620	Fund Balance		2013	13,840
East Bay Charter Township	Grand Traverse	1965 N. Three Mile Road	Traverse City	MI	49696	Glen Lile	(231) 947-8647	Fund Balance		2014	9,919
Peninsula Township	Grand Traverse	13235 Center Road	Traverse City	MI	49686	Monica Hoffman	(231) 223-7117	Fund Balance		2014	5,265
Acme Township	Grand Traverse	6042 Acme Rd	Williamsburg	MI	49690	Cathy Dye	(231) 938-1350	Fund Balance		2015	4,332
Green Lake Township	Grand Traverse	PO Box 157	Interlochen	MI	49643	Judith Kramer	(231) 276-9329	Fund Balance		2015	5,009
Long Lake Township	Grand Traverse	8870 N Long Lake Rd	Traverse City	MI	49684	Trish Mehney	(231) 946-2249 ext 16	Fund Balance		2015	7,648
Blair Township	Grand Traverse	2121 County Road 633	Grown	MI	49637	Lynette Wolfgang	(231) 276-9263	Quickbooks		2017	6,448
Traverse City	Grand Traverse	400 Boardman ave	Traverse City	MI	49684	Penny Hill	231-922-444	AS400		2018	14,532
Paradise Township	Grand Traverse	2300 E-M 113	Kingsley	MI	49649	Lisa Gulliva	(231) 263-5251	Quickbooks		2019	4,191
Pine River Township	Gratiot	1495 W Monroe Rd	St Louis	MI	48880	Kevin Beeson/Nancy	(989) 681-5523	Resource	2006	2008	2,451
Ashley Village	Gratiot	114 W. Oak St	Ashley	MI	48806	Shelly Moffit	(989) 847-3050	Quickbooks		2009	563
Breckenridge Village	Gratiot	104 E Saginaw St	Breckenridge	MI	48615	Bridget Suhr	(989) 842-3109	Fund Balance		2009	1,328
Gratiot County	Gratiot	214 E Center St	Ithaca	MI	48847	Mary Sullivan	(989) 875-5220	Resource	2006	2010	41,665
Wheeler Township	Gratiot	8510 E Monroe	Wheeler	MI	48662	Kelly Bushre	(989) 842-3428	Quickbooks		2010	2,785

Customer	County	Address	City	State	Zip	Contact	Phone	Converted From	Pervasive Since	.NET Since	Population
Ithaca City	Gratiot	129 W Emerson St	Ithaca	MI	48847	Barbara Fandell	(989) 875-3200	Fund Balance		2012	3,098
North Star Township	Gratiot	2228 E Hayes Rd	Ithaca	MI	48847	Cheryl Richmond	(989) 875-8933	Quickbooks		2012	996
St Louis City	Gratiot	108 W Saginaw St.	St Louis	MI	48880	Bobbie Marr	(989) 681-6024	CMI		2013	4,494
Perrinton Village	Gratiot	118 S. Robinson Street	Perrinton	MI	48871	Julie Henry	(989) 236-5161	Quickbooks		2018	397
Alma City	Gratiot	525 E. Superior Street	Alma	MI	48801	Cynthia Michels	(989) 463-8346	New World		2018	9,275
Channahon Village	Grundy	24555 S. Navajo Drive	Channahon	IL	60410	Heather Morandi	(815) 467-8331	Fund Balance		2015	12,600
Suwanee City	Gwinnett	330 Town Center Avenue	Suwanee	GA	30024	Amie Sakmar	(770) 904-2797	Harris		2013	15,734
Three Rivers Park District	Hennepin	3000 Xenium Lane North	Plymouth	MN	55441	Howard Koolick	(763) 559-6734	HTE		2018	
Dayton City	Hennepin	12260 S. Diamond Lake Rd	Dayton	MN	55327	Amy Benting	763-421-1791	Banyon		2018	5,011
Jonesville City	Hillsdale	265 E Chicago St.	Jonesville	MI	49250	Lenore Spahr	(517) 849-2104	Resource		2009	2,337
Litchfield City	Hillsdale	PO Box 236	Litchfield	MI	49252	Jill Howard	(517) 542-2921	Versys	2003	2010	1,458
Hillsdale County	Hillsdale	29 N Howell St Rm 15	Hillsdale	MI	49242	David Holcomb	(517) 437-3158	Resource	2007	2011	45,830
Hillsdale City	Hillsdale	97 N. Broad Street	Hillsdale	MI	49242	Bonnie Tew	(517) 437-6446	Fund Balance		2014	8,233
Alachua City	Houghton	PO Box 9	Alachua	FL	32616-0009	Rob Bonetti	(386) 418-6100	ADG		2016	9,300
Houghton City	Houghton	PO Box 606	Houghton	MI	49931	Kurt Kuure	(906) 483-4645	Resource	2002	2009	7,010
Elm River Township	Houghton	33607 Lake Gerald Rd	Toivola	MI	49965	Debbie Maki	(906) 288-3355	Manual System	2007	2012	169
Chassell Township	Houghton	PO Box 438	Chassell	MI	49916	June Michaelson	(906) 523-4000	Cogitate	2005	2015	1,822
Hancock City	Houghton	399 Quincy Street	Hancock	MI	49930	Karen Haischer	(906) 482-2720	Vadim		2015	4,323
Houghton County	Houghton	401 E. Houghton Ave	Houghton	MI	49913	Eric Forsberg	(906) 482-8307	Harris		2015	36,495
Fairhaven Township	Huron	9811 Main St	Bay Port	MI	48720	Ellen McGathy	(989) 656-9901	Custom		2009	1,259
Harbor Beach City	Huron	766 State St	Harbor Beach	MI	48441	Jennifer Capling	(989) 479-3363	Fund Balance		2009	1,837
Elkton Village	Huron	PO Box 516	Elkton	MI	48731	Lonna Fisher	(989) 375-2270	Mas 90		2011	863
Bad Axe City	Huron	300 E Huron Ave	Bad Axe	MI	48413	Kay Goebel	(989) 269-7681	First Computer	2004	2012	3,462
Caseville Township	Huron	6767 Main St	Caseville	MI	48725	Michelle Stirrett	(989) 856-3053	Pontem		2012	2,723
Huron County	Huron	250 E Huron Avenue Room 302	Bad Axe	MI	48413	Chris Prill	(989) 269-6459	AS400		2012	32,065
Port Austin Area Water & Sewer	Huron	PO Box 367	Port Austin	MI	48467	Ken Rutkowski	(989) 738-8366	NO CONVERSION Quickbooks	2002	2013	
Sebewaing Light & Water Department	Huron	110 W Main	Sebewaing	MI	48759	Melanie McCoy	(989) 883-2700			2013	
Sebewaing Village	Huron	110 W Main	Sebewaing	MI	48759	Melanie McCoy	(989) 883-2700	Pontem		2013	1,974
Port Austin Village	Huron	PO Box 336	Port Austin	MI	48467	Judith Binbly	(989) 738-5199	Manual System	2007	2018	737
Port Austin Village	Huron	PO Box 336	Port Austin	MI	48467	Judith Binbly	(989) 738-5199	Manual System	2007	2018	737
Meridian Charter Township	Ingham	5151 Marsh Rd	Okemos	MI	48864	Diana Hasse	(517) 349-1200 ext 4104	Fund Balance	2002	2008	39,116

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Leroy Township	Ingham	1685 N. M 52	Webberville	MI	48892	Roberta Hamlin	(517) 521-3729	Excel	2007	2009	3,653
Leslie City	Ingham	PO Box 496	Leslie	MI	49251	Cheryl Neu	(517) 589-8236	Fund Balance	2003	2009	2,044
Locke Township	Ingham	3805 Bell Oak Rd	Williamston	MI	48895	Dorothy Hart	(517) 468-3405	Quicken	2007	2009	1,671
Stockbridge Village	Ingham	PO Box 155	Stockbridge	MI	49285-0155	Timothy Sadowski	(517) 851-7435	Resource	2003	2009	1,260
Delhi Charter Township	Ingham	2074 Aurelius Rd	Holt	MI	48842	Delhi Charter Township-Accounting Eric Smith	(517) 699-3858 (517) 676-9155	First Computer	2003	2010	22,569
Mason City	Ingham	PO Box 370	Mason	MI	48854			First Computer	2004	2010	6,714
Webberville Village	Ingham	PO Box 389	Webberville	MI	48892	Rachel Howd	(517) 521-3984	Harris	2006	2010	1,503
Ingham County Land Bank	Ingham	PO Box 215	Mason	MI	48854	Eric Schertzing	(517) 676-7220	Manual System	2007	2011	
Vevay Township	Ingham	780 S Eden Rd	Mason	MI	48854	JoAnne Keane	(517) 676-9523	Pontem		2011	3,614
Williamstown Township	Ingham	4990 N Zimmer Rd	Williamston	MI	48895	Mickey Martin	(517) 655-3193	Quickbooks	2007	2011	4,834
Aurelius Township	Ingham	1939 S Aurelius Rd	Mason	MI	48854	Tracy Ayres	(517) 628-2093	Versys	2002	2012	3,318
Bunker Hill Township	Ingham	871 Decamp Rd	Stockbridge	MI	49285	Carrie Zeitz	(517) 204-1336	Quickbooks		2012	1,979
Alaiedon Township	Ingham	2021 W Holt Rd	Mason	MI	48854-9451	Sandy Shier	(517) 676-9277	Fund Balance	2002	2013	3,498
Williamston City	Ingham	161 E Grand River Ave	Williamston	MI	48895	Alan Dolley	(517) 655-2774	Fund Balance	2002	2013	3,441
Wheatfield Township	Ingham	985 Holt Rd	Williamston	MI	48895	Holly Miller	(517) 655-4161	Quickbooks		2019	1,641
Hubbardston Village	Ionia	401 S Washington	Hubbardston	MI	48845	Robert Fahey	(989) 981-6141	MS Money	2007	2009	394
Ionia City	Ionia	114 N Kidd St	Ionia	MI	48846	Robin Marhoffer	(616) 527-4170 ext 120	Fund Balance	2007	2009	10,569
North Plains Township	Ionia	401 S Washington	Hubbardston	MI	48845	Robert Fahey	(989) 981-6141	MS Money	2007	2009	1,366
Pewamo Village	Ionia	PO Box 385	Pewamo	MI	48873	Sandy Wolniakowski	(989) 593-2553	Quickbooks	2006	2009	560
Otisco Township	Ionia	9663 Button Rd	Belding	MI	48809	Kim Pennock	(616) 794-3506	Manual System		2010	2,243
Portland City	Ionia	259 Kent St	Portland	MI	48875	Kristina Kinde	(517) 647-2933	CMT	2008	2010	3,789
Ionia County	Ionia	100 W Main St	Ionia	MI	48846	Stephanie Hurlbut	(616) 527-5300	Resource	2003	2011	64,294
Lyons Village	Ionia	PO Box 175	Lyons	MI	48851	Paul Tunell	(989) 855-2125	Quickbooks	2005	2012	339
Lake Odessa Village	Ionia	839 4th Ave	Lake Odessa	MI	48849	Pearl Goodemoot	(616) 374-7110	Quickbooks		2013	2,272
Lakewood Wastewater Authority	Ionia	839 4th Ave	Lake Odessa	MI	48849	Pearl Goodemoot	(616) 374-7110	Fund Balance		2013	
Lyons Township	Ionia	PO Box 187	Lyons	MI	48851	Edith Lincoln	(989) 855-2016	Resource	2003	2015	3,446
Muir Village	Ionia	122 Superior Street	Muir	MI	48860	Jacklyn Laske	(989) 855-2144	Fund Balance		2015	634
Au Sable Charter Township	Iosco	311 5th St N	Au Sable	MI	48750	Sandra Wilson	(989) 739-9169	Quickbooks	2007	2009	2,230
Tawas City	Iosco	PO Box 568	Tawas City	MI	48764	Annette Corey	(989) 362-8688	Fund Balance		2009	2,005
East Tawas City	Iosco	PO Box 672	East Tawas	MI	48730	Blinda Baker	(989) 362-6161	Versys	2006	2010	2,951
Oscoda Charter Township	Iosco	110 S State St	Oscoda	MI	48750	Jaimie McGuire	(989) 739-7532	Versys	2006	2010	7,248

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Iosco County	Iosco	PO Box 778	Tawas City	MI	48764	Elite Shellenbarger	(989) 362-4409	ACS		2013	25,420
Reno Township	Iosco	6672 Miller Rd	Whittemore	MI	48770	Cheryl Hottois	(989) 756-3475	Manual System	2005		656
Baldwin Township	Iosco	1119 Monument Rd	Tawas City	MI	48763	Cathy Pittsley	989-362-3742	Cogitate		2018	1,726
Mastodon Township	Iron	1371 S US 2	Alpha	MI	49920	Judith Anne Hines	(906) 875-6232	Fund Balance	2004	2011	668
Crystal Falls City	Iron	401 Superior Avenue	Crystal Falls	MI	49920	Tara Peltoma	(906) 875-3212 x103	Excel		2013	1,791
Crystal Falls Township	Iron	PO Box 329	Crystal Falls	MI	49920	Donna Gustafson	(906) 875-3062	Cogitate	2003	2013	1,722
Iron County	Iron	2 S. Sixth Street	Crystal Falls	MI	49920	Sue Clisch	(906) 875-0652	Open Windows (Harris)		2013	11,387
Hematite Township	Iron	PO Box 67	Amasa	MI	49903	Tonya Hiltonen	(906) 822-7349	Manual System	2004	2014	352
Iron River City	Iron	106 W. Genesee St	Iron River	MI	49935	David Thayer	(906) .26-5.47 x100	Fund Balance		2016	3,386
Caspian City	Iron	PO Box 273	Caspian	MI	49915	Gina Kosmopoulos	906-265-2514	Fund Balance		2018	997
Mt Pleasant City	Isabella	320 W Broadway	Mt Pleasant	MI	48858	Mary Ann Kornexl	(989) 779-5381	Versys	2008	2009	25,946
Union Charter Township	Isabella	2010 S Lincoln Rd	Mt Pleasant	MI	48858	Mike Kantner	(989) 772-4600 ext. 240	Resource		2009	7,615
Shepherd Village	Isabella	251 W Wright	Shepherd	MI	48883	Gina Gross	(989) 828-5278	ICommander		2010	1,536
Isabella County	Isabella	200 N. Main Street, Suite 205	Mt Pleasant	MI	48858	Margaret McAvoy	(989) 317-4058	ACS		2017	70,698
Commerce City	Jackson	PO BOX 348	Commerce	GA	30530	James Wascher	(706) 335-3277	Harris		2015	6,495
Jackson County	Jackson	1001 Walnut Street	Murphysboro	IL	62966	Michelle Tweedy	(618) 687-7241	Harris		2017	59,677
Columbia Township	Jackson	8500 Jefferson Rd	Brooklyn	MI	49230	Ruth Scott	(517) 592-2000	Fund Balance	2004	2009	7,234
Concord Village	Jackson	PO Box 306	Concord	MI	49237	Nancy Salvatore	(517) 524-8534	Harris	2003	2009	1,101
Jackson City	Jackson	161 W Michigan Ave	Jackson	MI	49201	Steve Maga	(517) 768-6387	New World		2009	36,316
Spring Arbor Township	Jackson	PO Box 250	Spring Arbor	MI	49283	Julia Stonestreet	(517) 750-2800 x210	Fund Balance	2002	2009	7,577
Brooklyn Village	Jackson	121 N Main St	Brooklyn	MI	49230	Victor Cardenas	(517) 592-2591	Peachtree		2010	1,206
Waterloo Township	Jackson	11120 Musbach Rd	Munith	MI	49259	Janice Kitley	(517) 596-8400	Fund Balance		2010	3,069
Henrietta Township	Jackson	11120 Musbach Rd	Munith	MI	49259	Sally Keene	(517) 596-3374	Resource	2004	2012	4,483
Rives Township	Jackson	8427 Rives Jct. Rd.	Rives Jct.	MI	49277	Stacy Stoner	(517) 569-2288	Manual System		2013	4,725
Jackson County	Jackson	120 W. Michigan Ave	Jackson	MI	49201	James Latham	(517) 768-6614	IFAS		2014	159,741
Blackman Charter Township	Jackson	1990 W Parnall Rd	Jackson	MI	49201	Ray Snell	(517) 788-4345	Resource	2002	2015	22,800
Hanover Township	Jackson	PO Box 40	Horton	MI	49246	Mary Ann Greiner	(517) 563-2791	Resource	2005	2015	3,792
Leoni Township	Jackson	913 5th St	Michigan Center	MI	49254	Sandi Bird	(517) 764-4694	Versys	2003	2015	13,459
Napoleon Township	Jackson	PO Box 385	Napoleon	MI	49261	Lawrence Kujawa	(517) 536-8694	Resource	2002	2015	6,962
Pulaski Township	Jackson	12363 Folks Rd	Hanover	MI	49241	Kathy Petrakovitz	(517) 524-6061	NO CONVERSION	2007	2015	1,931
Parma Township	Jackson	2388 Eaton Rapids Rd	Albion	MI	49224	Don Spangler	(517) 829-8277	Pontem	2007	2016	2,696

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Springport Township	Jackson	PO Box 174	Springport	MI	49284	Becky Wilson	(517) 857-2030	Manual System	2005	2016	2,182
Summit Township	Jackson	2121 Ferguson Rd	Jackson	MI	49203	Dave McCumber	(517) 788-4113 ext 231	Pontem		2016	21,534
Grass Lake Charter Township	Jackson	PO Box 216	Grass Lake	MI	49240	Cathy Zenz	(517) 522-8464 x121	Fund Balance		2017	4,586
Region 2 Planning Commission	Jackson	120 W Michigan Ave	Jackson	MI	49201	Julie Hill	(517) 788-4426	GSS	2006	2017	
Norvell Township	Jackson	106 E Commercial Street	Norvell	MI	49263	Andrea Barnett	(517) 536-4370 x224	Fund Balance		2018	2,922
Concord Township	Jackson	110 Hanover St	Concord	MI	49237	Judy Clark	(517) 524-8604			2018	2,692
Springport Village	Jackson	PO BOX 128	Springport	MI	MI 49284	Jennifer Naylor		Civic Systems		2019	704
Grass Lake Village	Jackson	119 N lake street	Grass Lake	MI	49240	Trudi Whitley		Fund Balance		2019	1,082
Grass Lake Village	Jackson	119 N lake street	Grass Lake	MI	49240	Trudi Whitley		Fund Balance		2019	1082
Festus City	Jefferson	711 W. Main Street	Festus	MO	63028	Pat Parsons	(636) 937-4694	Interfund		2013	11,602
Herculaneum City	Jefferson	1 Parkwood Court	Herculaneum	MO	63048	Ronna Alaniz	(636) 475-4447	Interfund		2014	3,468
Oshtemo Charter Township	Kalamazoo	7275 W Main St	Kalamazoo	MI	49009	Nancy Culp	(269) 375-4260	ForFund	2003	2009	17,003
Comstock Charter Township	Kalamazoo	PO Box 449	Comstock	MI	49041	Anna	(269) 381-2360	Springbrook	2005	2010	13,851
Cooper Charter Township	Kalamazoo	1590 W D Ave	Kalamazoo	MI	49009	Bonnie Sytsma	(269) 382-0223	ForFund	2008	2010	8,754
Kalamazoo County Land Bank	Kalamazoo	229 E. Michigan Ave Suite 340	Kalamazoo	MI	49007	Kelly Clarke	(269) 216-9681	Excel		2010	
Climax Village	Kalamazoo	114 E Maple	Climax	MI	49034	Scott Torrance	(269) 746-4174	ForFund		2011	791
Pavilion Township	Kalamazoo	7510 East Q Avenue	Scotts	MI	49088	Karen Siegwart	(269) 327-0462	ForFund		2011	5,829
Schoolcraft Village	Kalamazoo	442 N. Grand St	Schoolcraft	MI	49087	Faith Akert	(269) 679-4304	Fund Balance	2003	2011	1,587
Kalamazoo Charter Township	Kalamazoo	1720 Riverview Drive	Kalamazoo	MI	49004	Don Thall	(269) 381-8080	Springbrook		2012	21,675
Richland Township	Kalamazoo	7401 N 32nd St	Richland	MI	49083	Jackie Light	(269) 629-4921	ForFund	2008	2012	6,491
Texas Charter Township	Kalamazoo	7110 W Q Ave	Kalamazoo	MI	49009	Linda Kerr	(269) 375-1591	ForFund	2005	2012	10,919
Galesburg City	Kalamazoo	200 E Michigan Ave	Galesburg	MI	49053	Diana Skidmore	(269) 665-7000	Resource	2005	2014	1,988
Portage City	Kalamazoo	7900 S. Westnedge Ave	Portage	MI	49002	Devin Mackinder	(269) 324-9217	HTE		2014	44,897
Vicksburg Village	Kalamazoo	126 N Kalamazoo Ave	Vicksburg	MI	49097	Matt Crawford	(269) 649-1919	Springbrook	2005	2014	2,320
Gull Lake Sewer & Water Authority	Kalamazoo	7722 North 37th Street	Richland	MI	49083	Anne Richmond	(269) 731-4680	Peachtree		2015	
Schoolcraft Township	Kalamazoo	50 E VW Ave	Vicksburg	MI	49097	Teresa Scott	(269) 649-1276			2015	7,260
Southwest Michigan Building Authority	Kalamazoo	7275 W Main St	Kalamazoo	MI	49009	Nancy Culp	(269) 375-4260			2016	
Kalamazoo City	Kalamazoo	241 W South St	Kalamazoo	MI	49007	Sue Hoch	269 337-8840			2017	77,145
Ross Township	Kalamazoo	12086 M-89	Richland	MI	49083	Monica Markillie	(269) 731-4888	Peachtree		2017	5,047
Augusta Village	Kalamazoo	PO Box 216	Augusta	MI	49012	Julie Glenn	(269) 731-5517	Excel	2008		899
Alamo Township	Kalamazoo	7901 Nth 6th Street	Kalamazoo	MI		Eric Cornell		Peachtree		2019	3,820

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Kalkaska County	Kalkaska	605 N. Birch St	Kalkaska	MI	49646	Valerie Thornburg	(231) 258-3311	Pontem		2015	17,394
Kalkaska Village	Kalkaska	200 Hyde St	Kalkaska	MI	49646	Jennifer Standerfer	(231) 258-9191	Civic Systems		2015	2,226
Elburn Village	Kane	301 E North Street	Elburn	IL	60119	Doug Elder	(630) 365-5062	MSI		2016	5,661
Gilberts Village	Kane	87 Galligan Road	Gilberts	IL	60136	Marlene Blocker	(847) 428-4167	Harris		2016	7,433
Sugar Grove Village	Kane	10 S. Municipal Drive	Sugar Grove	IL	60554	Pat Chamberlim	(630) 466-4507 x12	MSI		2016	9,104
Dundee Park District	Kane	665 Barrington Ave	Carpentersville	IL	60110	Greg Gannon	847-844-7085 x100	MSI		2019	
Bourbannais Park District	Kankakee	459 N. Kennedy Drive	Bourbonnais	IL	60914	Paula Rogers	(815) 933-9905	Quickbooks		2016	
Bourbonnais Village	Kankakee	600 Main Stree NW	Bourbonnais	IL	60914	Tara Latz	815-802-5350	ACS		2019	18,420
Plano City	Kendall	17 E. Main Street	Plano	IL	60545	Ron Vander Band	(630) 552-8823	MSI		2018	11,097
Salem Town	Kenosha	9814 Antioch Rd	Salem	WI	53168	Pat Casey	(262) 843-2313	Harris		2016	12,000
Somers Town Village	Kenosha	7511-12Th Street	Somers	WI	53171	Tim Kitzman	(262) 859-2822	MSI		2017	8,300
Ada Township	Kent	7330 Thornapple River Dr	Ada	MI	49301	George Haga	(616) 676-9191 ext 50	Fund Balance	2005	2009	9,882
Byron Township	Kent	8085 Byron Center Ave SW	Byron Center	MI	49315	Julie Meza	(616) 878-0660	Fund Balance	2007	2009	17,553
Caledonia Charter Township	Kent	8196 Broadmoor Ave SE	Caledonia	MI	49316	Jennifer Christian	(616) 891-0070 x208	Fund Balance	2008	2009	8,964
Cascade Charter Township	Kent	2865 Thornhills Ave SE	Grand Rapids	MI	49546	Mildred Pinder	(616) 949-1500 ext 208	Versys	2007	2009	15,107
East Grand Rapids City	Kent	750 Lakeside Dr SE	East Grand Rapids	MI	49506	Karen Mushong	(616) 949-2110	DataWest	2003	2009	10,764
Gaines Charter Township	Kent	8555 Kalamazoo Ave SE	Caledonia	MI	49316	Jan Boone	(616) 698-6640	Fund Balance	2008	2009	20,112
Grand Rapids Charter Township	Kent	1836 E Beltline Ave NE	Grand Rapids	MI	49525	Janice Hulbert	(616) 361-7391	ForFund	2008	2009	14,056
Kentwood City	Kent	PO Box 8848	Kentwood	MI	49518	Tom Chase	(616) 554-0766	New World	2007	2009	45,255
Lowell City	Kent	301 E Main St	Lowell	MI	49331	Suzanne Olin	(616) 897-8457	CMI		2009	4,013
Walker City	Kent	4243 Remembrance Rd NW	Walker	MI	49534	Cindy Mielke	(616) 791-6799	Versys		2009	21,842
Algoma Township	Kent	10531 Algoma Ave NE	Rockford	MI	49341	Judy Bigney	(616) 866-1583	Springbrook		2010	7,596
Alpine Township	Kent	5255 Alpine Ave NW	Comstock Park	MI	49231	Jean Wahlfield	(616) 784-1262	Springbrook		2010	13,976
Cannon Township	Kent	6878 Belding Rd NE	Rockford	MI	49341	Bonnie Shupe	(616) 874-6966	Versys	2006	2010	12,075
Grandville City	Kent	3195 Wilson Ave SW	Grandville	MI	49418	Tammy Aue	(616) 530-4970	Springbrook	2004	2010	16,263
Sparta Village	Kent	156 E Division St	Sparta	MI	49345	Sharon DeLange	(616) 887-8251	Fund Balance		2010	4,159
Courtland Township	Kent	7450 14 Mile Rd	Rockford	MI	49341	Marilynn Crosby	(616) 866-0622	Our Town	2005	2011	5,817
Grattan Township	Kent	12050 Old Belding Road	Belding	MI	48809	Monica Burt	(616) 691-8450	Peachtree		2011	3,551
Rockford City	Kent	7 South Monroe Street	Rockford	MI	49341	Linda Lehman	(616) 866-1537	Springbrook	2006	2011	4,626
Sand Lake Village	Kent	2 Maple St.	Sand Lake	MI	49343	Judy Howard	(616) 636-8854	Asyst		2011	492
Cedar Springs City	Kent	PO Box 310	Cedar Springs	MI	49319	Karen Mushong	(616) 696-1330 x101	Fund Balance	2005	2012	3,112

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Vergennes Township	Kent	10381 Bailey Dr	Lowell	MI	49331	Mari Stone	(616) 897-5671	Our Town		2012	3,611
Wyoming City	Kent	PO Box 905	Wyoming	MI	49509	Andrea Boot	(616) 530-7282	New World		2012	69,368
Lowell Charter Township	Kent	2910 Alder Nash SE	Lowell	MI	49331	Linda Regan	(616) 897-7600	Our Town		2014	5,219
Sparta Township	Kent	160 E Division Street	Sparta	MI	49345	Marcy Savage	(616) 887-8863	Fund Balance		2015	8,938
Grand Rapids City	Kent	300 Monroe Ave NW Room 220	Grand Rapids	MI	49503	John Globensky	(616) 456-3285			2016	197,800
North Kent Sewer Authority	Kent	7 S Monroe St	Rockford	MI	49341	Jeff Dood	(616) 766-1537	Quicken	2008	2016	
Solon Township	Kent	2305 19 Mile Rd NE	Cedar Springs	MI	49319	John Rideout	(616) 696-1718	Our Town	2005	2017	4,662
Plainfield Charter Township	Kent	6161 Belmont Ave NE	Belmont	MI	49306	Warren Smith	616-726-8886	Springbrook		2018	30,195
Hayden City	Kootenai	8930 N. Govenment Way	Hayden	ID	83835	Michael Drobnock	208-209-0988	Vadim		2019	14,693
Mount Dora City	Lake	510 North Baker Street	Mount Dora	FL	32756-0176	Mike Sheppard	(352) 735-7179	HTE		2015	12,534
Libertyville Village	Lake	118 W Cook Avenue	Libertyville	IL	60048	Pat Wesolowski	(847) 918-2102	MSI		2011	21,955
Grayslake Village	Lake	10 S Seymour Ave.	Grayslake	IL	60030	Bettina O'Connell	(847) 223-8515	MSI		2014	21,101
Lindenhurst Village	Lake	2301 E. Sand Lake Rd.	Lindenhurst	IL	60046	Vicki VanSlochteren	(847) 356-8252	MSI		2014	14,462
Round Lake Beach Village	Lake	1937 N. Municipal Way	Round Lake Beach	IL	60073	Brian Gosnell	(847) 270-3024	MSI		2014	28,175
Hainesville Village	Lake	100 N Hainesville Rd	Hainesville	IL	60030	Linda Sota	(847) 223-2032	Decision Systems MSI		2015	3,597
Lake Villa Village	Lake	65 Cedar Avenue	Lake Villa	IL	60046	Lori Heitman	(847) 356-6100			2015	8,774
Lincolnshire Village	Lake	One Olde Half Day Road	Lincolnshire	IL	60069	Julia Gabbard	(847) 913-2304	MSI		2015	7,274
Vernon Hills Park District	Lake	294 Evergreen Drive	Vernon Hills	IL	60061	Marla Pineiro	(847) 996-6932	MSI		2015	
Volo Village	Lake	500 S. Fish Lake Road	Volo	IL	60073	Michael May	(847) 740-6982	Quickbooks		2015	5,000
Zion Park District	Lake	2400 Dowie Memorial Dr	Zion	IL	60099	Eric Bradley	(847) 746-5500 x425	MSI		2015	
Bannockburn Village	Lake	2275 Telegraph Rd	Bannockburn	IL	60015-1533	Linda McCulloch	(847) 945-6080	Fundware		2016	1,577
Island Lake Village	Lake	3720 Green Leaf Ave	Island Lake	IL	60042	Edward McGinty	(847) 416-7865	AS400		2016	8,031
Lake Bluff Village	Lake	40 E.Center Ave	Lake Bluff	IL	60044	Susan Griffin	(847) 283-6890	MSI		2017	5,706
Long Grove Village	Lake	3110 Old McHenry Road	Long Grove	IL	60047	David Lothspeich	(847) 634-9440	Quickbooks		2017	7,000
Lake Zurich Village	Lake	70 East Main Street	Lake Zurich	IL	60047	Michael Duebner	847-540-1690			2018	19,967
Mundelein Park District	Lake	1401 N. Midlothian Road	Mundelein	IL	60060	Linda Miller	(847) 388-5456	MSI		2018	
Lake Forest City	Lake	220 E. Deerpath	Lake Forest	IL	60045	Diane Horn	847-810-3598	HTE		2018	19,612
Whiting City	Lake	1443 119th St.	Whiting	IN	46394	Mark Adam	(219) 659-3100	Keystone		2011	5,000
Cedar Lake Town	Lake	7408 Constitution Ave	Cedar Lake	IN	46303	Amy Sund	(219) 374-7000	Keystone		2012	10,981
Highland Town	Lake	3333 Ridge Road	Highland	IN	46322-2089	Michael Griffin	(218) 838-1080	Regional Data Systems		2013	22,641
Lake County	Lake	800 10th St Ste 200	Baldwin	MI	49304	Brenda Kutchinski	(231) 745-2725	First Computer	2008	2009	11,341

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Pleasant Plains Township	Lake	PO BOX 239	Baldwin	MI	49304	Kellie Allen	(231) 745-4851	Manual System		2013	1,535
Ela Township	Lake	1155 E. Route 22	Lake Zurich	IL	60047	Will Stefaniak	847-438-7823	AMS		2018	44,051
Round Lake Village	Lake	442 N Cedar Lake Rd	Round Lake	IL	60073	Brandy Schoff	847-546-5400 x3002	MSI		2019	18,563
Columbiaville Village	Lapeer	PO Box 100	Columbiaville	MI	48421	Denise Dupack	(810) 793-4411	Cogitate	2006	2009	815
Almont Village	Lapeer	817 N. Main St	Almont	MI	48003	Kim Keesler	(810) 798-8528	Pontem		2012	2,803
Imlay City	Lapeer	150 N. Main Street	Imlay City	MI	48444	Tim Sadowski	(810) 724-2135	Fund Balance		2013	3,869
Elba Township	Lapeer			MI		Rena Fountain		Cogitate	2006	2014	5,462
Lapeer Township	Lapeer	1500 Morris Rd	Lapeer	MI	48446	Dawn Walker	810-664-3700	Quickbooks		2018	5,078
Metamora Township	Lapeer	730 W. Dryden Rd	Metamora	MI	48455	Suzanne Clark	810-678-3345	Quickbooks		2018	4,184
Dryden Village	Lapeer	5602 Main Street	Dryden	MI	48412	Holly Shroyer	810-796-2291	Quickbooks		2018	936
Metamora Village	Lapeer	PO Box 117	Metamora	MI	48455	Tina Sauve	810-678-2932	Quickbooks		2019	564
Basehor City	Leavenworth	2620 N. 155th Street	Basehor	KS	66007-0406	Katherine Renn	(913) 724-1370 x28	Fund Balance		2015	23,754
Suttons Bay Village	Leelanau	Po box 395	Suttons Bay	MI	49682	Shar Fay	231-271-3051	Fund Balance		2018	589
Empire Village	Leelanau	PO Box 253	Empire	MI	49630	Derith Smith	231-326-5466	Quickbooks		2019	378
Addison Village	Lenawee	103 1/2 W Main St	Addison	MI	49220	John Decker	(517) 547-3135	Manual System		2009	627
Blissfield Village	Lenawee	408 E Adrian St	Blissfield	MI	49228	Peggy Nieman	(517) 486-4347	Versys		2009	3,223
Onsted Village	Lenawee	PO Box 420	Onsted	MI	49265	Thanna Oechsle	(517) 467-4618	Quickbooks		2010	813
Adrian City	Lenawee	100 E Church St	Adrian	MI	49221	Jeffery Pardee	(517) 264-4824	First Computer	2005	2012	21,574
Cambridge Township	Lenawee	9990 W. M-50	Onsted	MI	49265	Rick Richardson	(517) 467-2104	Fund Balance		2012	5,299
Madison Charter Township	Lenawee	4008 S Adrian Hwy	Adrian	MI	49221	Janet Bovee	(517) 263-9313	Fund Balance		2012	8,200
Morenci City	Lenawee	118 Orchard St	Morenci	MI	49256	Crystal White	(517) 458-6828	Fundware		2012	2,398
Tecumseh City	Lenawee	309 E Chicago Blvd	Tecumseh	MI	49286	Leisa Still	(517) 424-6549	Fund Balance		2013	8,574
Raisin Charter Township	Lenawee	5525 Occidental Hwy	Tecumseh	MI	49286	Betty Holdridge	(517) 423-3162 ext 1002	Quickbooks	2006	2014	6,507
Rollin Township	Lenawee	PO Box 296	Manitow Beach	MI	49253	Irma David	(513) 218-1628	Pontem		2015	3,176
Fairfield Township	Lenawee	8391 Jefferson St	Jasper	MI	49248	Carol DeLong	(517) 436-3004	Harris	2007	2018	1,756
Fowlerville Village	Livingston	213 South Grand Ave	Fowlerville	MI	48836	Sherry Prevo	(517) 223-3771 ext 15	Resource	2007	2009	2,972
Tyrone Township	Livingston	10408 Center Rd	Fenton	MI	48430	Vicki Butler	(810) 629-8631 ext 206	Fund Balance	2008	2009	8,459
Green Oak Charter Township	Livingston	10001 Silver Lake Rd	Brighton	MI	48116	Michael Sedlak	(810) 231-1333	Resource	2002	2010	15,618
Hamburg Township	Livingston	10405 Merrill Rd	Hamburg	MI	48139	Angela Rabb	(810) 231-1000 x205	Fund Balance		2010	20,627
Hartland Township	Livingston	2655 Clark Rd	Hartland	MI	48353	Susan Dryden	(810) 632-7498	Fund Balance	2008	2010	10,996

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Howell City	Livingston	611 E Grand River Ave	Howell	MI	48843	Catherine Stanislawski	(517) 546-3500	Munis	2004	2010	9,232
Howell Township	Livingston	3525 Byron Rd	Howell	MI	48855	Carolyn Eaton	(517) 546-2817 ext 106	Cogitate	2004	2010	5,679
Oceola Township	Livingston	1577 N Latson Rd	Howell	MI	48844	Kathy McLean	(517) 546-3259 ext 224	Versys	2005	2010	8,362
Pinckney Village	Livingston	220 S Howell St	Pinckney	MI	48169	Judi Paul	(734) 878-6206	Fund Balance	2002	2010	2,141
Portage Sewer Authority	Livingston	PO BOX 726	WHITEMORE LAKE	MI	48189	Tony Randazzo	(810) 231-5600	Quickbooks		2010	
Brighton City	Livingston	200 N. First St.	Brighton	MI	48116	Kelly Hanna	(810) 225-9283	Springbrook		2012	6,701
Handy Township	Livingston	PO Box 189	Fowlerville	MI	48836	Laura Eisele	(517) 223-3228	Resource	2005	2013	7,004
Genoa Charter Township	Livingston	2911 Dorr Rd	Brighton	MI	48116	Adam Van Tassell	(810) 227-5225 ext 14	Springbrook		2016	15,901
Howell Area Fire Authority	Livingston	1211 W Grand River Ave	Howell	MI	48843	Chief Jim Reed	(517) 546-0560		2004	2019	
Pentland Township	Luce	PO Box 412	Newberry	MI	49868	David Carmody	(906) 293-9936	Cogitate	2003	2019	1,788
Bois Blanc Township	Mackinac	PO Box 898	Pointe Aux Pins	MI	49775	Joan Schrocka	(231) 634-7275	Cogitate	2003	2010	71
St Ignace City	Mackinac	396 N State St	St Ignace	MI	49781	Renee Vonderwerth	(906) 643-8545	Harris		2011	2,678
Mackinac County	Mackinac	100 Marley Street	St. Ignace	MI	49781	Nora Massey	(906) 643-7318	Harris		2014	11,042
Clark Township	Mackinac	PO Box 367	Cedarville	MI	49719	Mike Miller	(906) 484-2672	Harris	2003	2017	2,200
New Baltimore City	Macomb	36535 Green St	New Baltimore	MI	48047	Marcia Shinska	(586) 725-2151 x108	Fund Balance		2009	7,405
41-B District Court	Macomb	22380 Starks Dr	Clinton Twp	MI	48036	Lynn Gustafson	(586) 569-7811	Munis	2006	2010	
Eastpointe City	Macomb	23200 Gratiot Avenue	Eastpointe	MI	48021	Randy Altimus	(586) 445-5026	Pentamation		2010	34,077
Fraser City	Macomb	33000 Garfield Rd	Fraser	MI	48026	Tim McCulloch	(586) 294-8908	Versys		2010	15,297
Lenox Township	Macomb	63775 Gratiot	Lenox	MI	48050	Jodi Kethe	(586) 727-2085 x 116			2010	8,433
Roseville City	Macomb	29777 Gratiot Ave	Roseville	MI	48066	Phil Longueuil	(586) 447-4675	Munis	2008	2010	48,129
Utica City	Macomb	7550 Auburn Rd	Utica	MI	48317	Catherine McGrail	(586) 739-1600	Northern Data Systems		2010	4,577
Memphis City	Macomb	35095 Potter Street	Memphis	MI	48041	Jennifer Baranowski	(810) 392-2385	Fund Balance		2011	1,129
New Haven Village	Macomb	57775 Main St	New Haven	MI	48048	Greta Jackson	(586) 749-5301 x 215	Fund Balance		2011	3,071
Center Line City	Macomb	7070 E 10 Mile Rd	Center Line	MI	48015	Steve Adair	(586) 758-8270	Fund Balance		2012	8,531
Clinton Charter Township	Macomb	40700 Romeo Plank Rd	Clinton Township	MI	48038	Donna Lauretti	(586) 723-8002	Munis		2012	95,648
Harrison Charter Township	Macomb	38151 L'Anse Creuse St	Harrison Township	MI	48045	Glen Spencer	(586) 466-1438	Fund Balance	2004	2012	24,461
Warren Police & Fire Pension	Macomb	One City Square Suite 415	Warren	MI	48093	Gregory Suma	(586) 574-4568	Excel		2012	
Washington Charter Township	Macomb	57900 Van Dyke	Washington	MI	48094	Kathy Bosheers	(586) 786-0010 x2	Fund Balance		2012	19,080
Chesterfield Charter Township	Macomb	47275 Sugarbush	Chesterfield Township	MI	48047	Vicki Bauer	(586) 949-0400 x1153	Fund Balance		2013	37,405
South Macomb Disposal Authority	Macomb	23200 Gratiot Ave	Eastpointe	MI	48021	Randall Blum	(586) 445-5034			2013	
Southeast Macomb Sanitary District	Macomb	23200 Gratiot Ave	Eastpointe	MI	48021	Randall Blum	(586) 445-5034			2013	

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Macomb Township	Macomb	54111 Broughton Rd	Macomb	MI	48042	Karen Goodhue	(586) 992-0710 x2262	Munis		2016	50,478
Armada Township	Macomb	23121 E Main	Armada	MI	48005	Mary Swiacki	(586) 784-5200	Quickbooks		2017	5,246
Warren City	Macomb	One City Square Suite 420	Warren	MI	48093	Tom Pawelkowski	(586) 759-9220	IDC		2017	138,247
Richmond City	Macomb	68225 Main St	Richmond	MI	48062	Angel Hatfield	(586) 727-7571	Fund Balance		2018	4,897
Mt Clemens City	Macomb	1 Crocker Blvd	Mt Clemens	MI	48043	Linda Kunath	(586) 469-6838	Munis		2018	17,312
Grosse Pointe Shores Village	Macomb	795 Lake Shore Rd	Grosse Pointe Shores	MI	48236	Rhonda Ricketts	(313) 881-6565	Fund Balance		2019	2957
Alton City	Madison	101 East Third Street	Alton	IL	62002	Jeannie Cowan	(618) 463-3544	Pentamation		2016	27,290
Norfolk City	Madison	309 N. 5th Street	Norfolk	NE	68701	Leon Gentrup	(402) 844-2000 x2121	AS400		2014	23,516
Palmetto City	Manatee	516 8th Ave West	Palmetto	FL	34221	Cheryl Miller	(941) 723-4570 x7111	American Data Group		2014	14,500
Manistee County	Manistee	415 3rd Street, Admin Office	Steele	MI	49660	Roger J. Elbers	(231) 398-3529	Accucomp	2005	2010	24,420
Manistee City	Manistee	PO Box 358	Manistee	MI	49660	Edward Bradford	(231) 723-2558 x 7	Fund Balance		2017	6,586
Onekama Township	Manistee	5435 Main Street	Onekama	MI	49675	Michelle Johnson	(231) 889-3308	Quickbooks		2017	1,514
Bellevue City	Marion	5343 SE Abshier Blvd.	Bellevue	FL	34420	Marge Strausbaugh	(352) 233-2117	Asyst		2014	3,478
Southport City	Marion	6901 Derbyshire Rd	Southport	IN	46227	Diana Bossingham	(317) 786-3585	Excel		2012	1,752
Bennettsville City	Marlboro	501 E. Main Street	Bennettsville	SC	29512	Rebekah Hayes	(843) 479-9001	Harris		2017	8,833
Powell Township	Marquette	PO Box 39	Big Bay	MI	49808	Sara Drury		Quickbooks	2008	2009	724
Marquette City	Marquette	300 W. Baraga Ave	Marquette	MI	49855	Daniel Frederickson	(906) 225-4356	GEMS		2012	20,714
Ishpeming Township	Marquette	1575 US 41 W	Ishpeming	MI	49849	Kristin Thornton	(906) 485-1210 x220	Fund Balance		2014	3,522
Marquette Charter Township	Marquette	1000 Commerce Drive	Marquette	MI	49855	Dulcee Storch	(906) 228-6220	Fund Balance		2014	3,286
Marquette County	Marquette	234 W. Baraga Ave	Marquette	MI	49855	Paul Carley	(906) 225-8472	Harris		2014	67,676
Marquette County Health Department	Marquette	234 W. Baraga Ave	Marquette	MI	49855	Paul Carley	(906) 225-8472	Harris		2014	
Negaunee Township	Marquette			MI		Tiffany Filbrandt	906-475-7460	Quickbooks		2019	2,707
Chocolay Charter Township	Marquette			MI		Suzanne Sundell	906.249.1448 x207	Fund Balance		2019	7,148
Jupiter Island Town	Martin	2 Bridge Road	Hobe Sound	FL	33455	Michael Ventura	(772) 545-0104	Fund Balance		2017	850
Ludington City	Mason	400 S Harrison St	Ludington	MI	49431	Deborah Luskin	(231) 845-6237	Versys	2007	2009	8,357
Mason County	Mason	304 E Ludington Ave	Ludington	MI	49431	Timothy Hansen	(231) 843-8411	Harris	2003	2009	28,000
Pere Marquette Charter Township	Mason	1699 S Pere Marquette Hwy	Ludington	MI	49431	Joanne Kelley	(231) 845-1277	Harris	2005	2009	2,228
Scottville City	Mason	105 N. Main Street	Scottville	MI	49454	Amy Williams	(231) 757-4729	Fund Balance		2018	1,266
Sherman Township	Mason	3566 N. Custer Rd	Scottville	MI	49454	Kurt Lubben	231-462-3205	Our Town		2018	1,090
Fox River Grove Village	McHenry	305 Illinois Street	Fox River Grove	IL	60021	Jennifer Menz	(847) 639-3170	MSI		2014	4,753
McHenry Township Fire Protection District	McHenry	3610 W. Elm Street	McHenry	IL	60050	Marjean Diercks	(815) 385-0075	AMS		2014	

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Johnsburg Village	McHenry	1515 Channel Beach Ave	Johnsburg	IL	60051	Kim Giovanni	(815) 385-6023	MSI		2016	6,300
Harvard City	McHenry	201 W. Diggins	Harvard	IL	60033	Deb Szczap	815-943-6468 x106	MSI		2018	9,260
Hutchinson City	McLeod	111 Hassan St. SE	Hutchinson	MN	55350	Tom Kloss	(320) 234-4245	Civic SQL		2015	13,929
Hutchinson Utilities	McLeod	111 Hassan St. SE	Hutchinson	MN	55350	Tom Kloss	(320) 234-4245	LOGIS		2017	
Big Rapids City	Mecosta	226 N Michigan Ave	Big Rapids	MI	49307	Tim Moslener	(231) 592-4033	Eden		2009	10,849
Mecosta County	Mecosta	400 Elm St	Big Rapids	MI	49307	Sherry Earnest	(231) 592-0786	Resource	2004	2012	43,186
Mecosta Township	Mecosta	19729 11 Mile Rd	Big Rapids	MI	49307	Mary Quinlan	(231) 796-8935	Peachtree	2003	2012	2,435
Barryton Village	Mecosta	PO Box 31	Barryton	MI	49305	Jen Trelfa	(989) 382-7822	Quickbooks		2014	381
Big Rapids Charter Township	Mecosta	14212 Northland Dr	Big Rapids	MI	49307	Sherri Gilbert	(231) 796-3603	Resource	2002	2014	4,208
Stephenson City	Menominee	W628 Samuel St	Stephenson	MI	49887	Judy St. Juliana	(906) 753-6228	CYMS	2008	2010	875
Menominee City	Menominee	2511 10th St	Menominee	MI	49858	Kathy Brofka	(906) 863-1740	Fund Balance	2005	2012	9,131
Spalding Township	Menominee	PO Box 161	Powers	MI	49874	Jerry Bartnicki	(906) 497-5850	Cogitate		2014	1,761
Menominee County	Menominee	839 10th Ave	Menominee	MI	49858	Brian Bousley	(906) 863-7779	Pontem		2016	23,791
Hooksett Town	Merrimack	35 Main Street	Hooksett	NH	03106	Christine Soucie	(603) 485-2712	BMSI		2013	13,451
Biscayne Park Village	Miami-Dade	640 NE 114th Street	Biscayne Park	FL	33161	Larry Spring	(305) 899-8000			2013	3,126
EL Portal Village	Miami-Dade	640 NE 114th Street	Biscayne Park	FL	33161	Larry Spring	(305) 899-8000			2013	2,380
Medley Town	Miami-Dade	7777 NW 72nd Avenue	Medley	FL	33166	Roy Danzinger	(305) 887-9541 x141	Great Plains/MS Dynamic		2016	842
Lee Township	Midland	1485 W. Olson Rd	Midland	MI	48647	Ron Rippee	(989) 832-2874	ICommander		2014	4,411
Jerome Township	Midland	737 W. Beamish	Sanford	MI	48657	Angela Martin	(989) 488-4578 x3	Fund Balance		2016	4,888
Midland Charter Township	Midland	1030 S. Poseyville Rd	Midland	MI	48640	Shelly Armstrong-Miller	(989) 835-8866	Fund Balance		2017	2,297
Water District No. 1	Midland	PO Box 320	Sanford	MI	48657	David Rothman	(989) 513-8491	Quickbooks		2017	
Midland County	Midland	220 W Ellsworth Street	Midland	MI	48640	Tori Meyer	(989) 832-6786	Fund Balance		2018	84,063
Brown Deer Village	Milwaukee	4800 W Green Brook Drive	Brown Deer	WI	53223	Bridget Souffrant	(414) 371-3040	Caselle		2012	11,715
Glendale City	Milwaukee	5909 north Milwaukee River Parkway	Glendale	WI	53209	Shawn Lanser	(414) 228-1717	Caselle		2012	12,580
Shorewood Village	Milwaukee			WI		Cindy Wierzchowski	(414) 847-2602	Banyon		2012	13,500
Franklin City	Milwaukee	9229 W. Loomis Road	Franklin	WI	53132	Paul Rotzenberg	(414) 427-7514	ACS		2013	35,504
Whitefish Bay Village	Milwaukee	5300 N. Marlborough Drive	Whitefish Bay	WI	53217	Jen Amerell	(414) 755-6517	Banyon		2013	14,109
Greenfield City	Milwaukee	7325 W. Forest Home Ave	Greenfield	WI	53220	Paula Schafer	(414) 329-5285	HTE		2015	37,072
Oak Creek City	Milwaukee	8040 S. 6th Street	Oak Creek	WI	53154	Bridget Souffrant	(414) 768-6514	MSI		2015	34,695
South Milwaukee City	Milwaukee	2424 15th Avenue	South Milwaukee	WI	53172	James Shelenske	(414) 768-7499	Alio		2017	21,239
Missaukee County	Missaukee			MI		Susan Rogers	(231) 839-4961 x 242	Accucomp		2012	15,051

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Lake Township	Missaukee	8105 W. Kelly Rd	Lake City	MI	49651	Kay Ouwinga	(231) 839-7655	Peachtree		2016	2,468
Key Largo Wastewater Treatment District	Monroe	98880 Oversears Hwy	Key Largo	FL	33037	Paul Christian	(305) 451-4019 x220	Quickbooks		2013	
Ellettsville Town	Monroe	221 N Sale Street	Ellettsville	IN	47429	Sandra Hash	(812) 876-3860	Komputrol		2013	6,078
Monroe City	Monroe	120 E 1st St	Monroe	MI	48161	Edward Sell	(734) 384-9133	Munis	2005	2010	22,076
Carleton Village	Monroe	PO Box 376	Carleton	MI	48117	Nancy Mell	(734) 654-6255	Cogitate	2003	2011	2,562
Whiteford Township	Monroe	8000 Yankee Spring Rd Suite 100	Ottawa Lake	MI	49267	Angela Christensen	(734) 854-2416	Manual (pencil)		2011	4,420
Bedford Township	Monroe	8100 Jackman Rd	Temperance	MI	48182-0607	David Manning	(734) 847-6791	Fund Balance	2008	2012	28,606
Erie Township	Monroe	PO Box 187	Erie	MI	48133	Jolene Upchurch	(734) 848-5915	Fund Balance	2002	2012	4,850
Monroe County Land Bank	Monroe	51 S Macomb St	Monroe	MI	48161	Kay Sisung	(734) 240-7371			2012	
Berlin CHarter Township	Monroe	8000 Swan View Rd	Newport	MI	48166	Judy Lindquist	(734) 586-2187 ext 4	Fund Balance	2003	2013	6,924
Luna Pier City	Monroe	PO Box 375	Luna Pier	MI	48157	Michelle Cureton	(734) 848-8120 ext 200	Fund Balance	2002	2013	1,483
Monroe County Drain Office	Monroe	1005 S Raisinville Rd	Monroe	MI	48161	Carlene Kostoff	(734) 240-3106	Mas 90	2007	2013	
Ash Township	Monroe	P O Box 387	Carleton	MI	48117	Rob Schock	(734) 654-6992 ext 25	Versys	2005	2014	7,610
South Rockwood Village	Monroe	PO Box 85	South Rockwood	MI	48179	Willene Harold	(734) 379-3683	Manual System	2005	2014	1,284
Dundee Township	Monroe	179 Main St	Dundee	MI	48131	Antoinette Carder	(734) 529-2650	Cogitate	2002	2015	6,341
Exeter Township	Monroe	6158 Scofield Rd	Maybee	MI	48159	Billie Iott	(734) 587-2100	Resource	2004	2015	3,727
Milan Township	Monroe	16444 Cone Rd	Milan	MI	48160	Marg Rock	(734) 529-5136	Manual System	2003	2015	1,670
Raisinville Township	Monroe	96 Ida-Maybee Rd	Monroe	MI	48161	Janet Kuehnlein	(734) 269-2506	Fund Balance	2004	2015	4,896
Dundee Village	Monroe	350 W. Monroe Street	Dundee	MI	48131	David Uhl	(734) 529-3430 x1032	Fund Balance		2016	3,522
Frenchtown Charter Township	Monroe	2744 Vivian Rd	Monroe	MI	48162	Mark J. Baker	(734) 242-5800	Fund Balance	2002		20,777
Carson City	Montcalm	PO Box 340	Carson City	MI	48811	Cindy Schafer	(989) 584-3515	Fund Balance		2010	1,190
Howard City Village	Montcalm	PO Box 510	Howard City	MI	49329	Kim Alexander	(231) 937-4311	ICommander		2011	1,585
Lakeview Village	Montcalm	PO Box 30	Lakeview	MI	48850	Pam Main	(989) 352-6322	ICommander		2012	1,112
Sheridan Village	Montcalm	PO Box 179	Sheridan	MI	48884	Marilyn Klemm	(989) 291-3485	Quickbooks		2014	705
Montcalm County	Montcalm	211 W Main Street	Stanton	MI	48888	JoAnne Vukin	(989) 831-7470	Munis		2017	62,893
Pierson Township	Montcalm	21156 Cannonsville Rd	Pierson	MI	49339	Kathy Hyrns	(616) 636-4911			2017	2,866
Stanton City	Montcalm	225 S. Camburn Street	Stanton	MI	48888	Elizabeth Pynaert	(989) 831-4440	Fund Balance		2017	1,504
Greenville City	Montcalm	411 S Lafayette	Greenville	MI	48838	Norice Rasmussen	(616) 754-5645	Fund Balance		2018	7,935
Crystal Township	Montcalm	217 Park Street	Crystal	MI	48818	Scott Brundage	989-287-1225	Pontem		2018	2,824
Montgomery Township	Montgomery	1001 Stump Rd	Montgomeryville	PA	18936	Shannon Drosnock	(215) 393-6933	SunGard Pentamation		2015	25,000
Montmorency County	Montmorency	12265 M-32	Atlanta	MI	49709	Cherly Neilsen	(989) 785-8022	Pontem		2018	9,259

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Loud Township	Montmorency			MI							284
Montague City	Muskegon	8778 Ferry St	Montague	MI	49437	Susanne McGee	(231) 893-1155	Fund Balance	2003	2009	2,407
Whitehall City	Muskegon	405 E Colby St	Whitehall	MI	49461	Laurie Audo	(231) 894-4048	Fund Balance	2004	2009	2,884
Laketon Township	Muskegon	2735 N. Giles Rd	Muskegon	MI	49445	Christina Achterhoff	(231) 744-2454	Quickbooks		2010	7,363
Ravenna Village	Muskegon	12090 Crockery Creek Drive	Ravenna	MI	49451	Sandy Rollenhagen	(231) 853-2360	Fund Balance		2010	1,206
Casnovia Township	Muskegon	245 S Canada Rd	Casnovia	MI	49318	John Gort	(616) 675-4064	Cogitate		2011	2,652
Norton Shores City	Muskegon	4814 Henry St	Norton Shores	MI	49441	Mike Houston	(231) 332-2031	Fund Balance		2011	22,527
Fruitland Township	Muskegon	4545 Nestrom Rd	Whitehall	MI	49461	Janell Beard	(231) 766-2027		2002	2012	5,235
Fruitport Charter Township	Muskegon	6543 Airline Rd	Fruitport	MI	49415	Rose Dillon	(231) 865-3151	Resource	2005	2012	12,533
Muskegon Charter Township	Muskegon	1990 Apple Ave	Muskegon	MI	49442	Erik Joslyn	(231) 777-2555 x305	Resource	2003	2012	17,737
Muskegon City	Muskegon	933 Terrace Street	Muskegon	MI	49443	Tim Paul	(231) 724-6709	GEMS		2012	40,105
Muskegon County	Muskegon	990 Terrace St.	Muskegon	MI	49442	Dwight Avery	(231) 724-6205	Banner		2012	172,344
Muskegon Heights City	Muskegon	2724 Peck St	Muskegon Heights	MI	49444	Lori Doody	(231) 733-8851	Fund Balance		2012	12,049
Montague Fire District Authority	Muskegon	8778 Ferry St	Montague	MI	49437	Susanne McGee	(231) 893-1155			2013	
North Muskegon City	Muskegon	1502 Ruddiman Dr	North Muskegon	MI	49445	Kristy Mattson	(231) 744-1621	Fund Balance	2004	2013	4,031
Roosevelt Park City	Muskegon	900 Oak Ridge Road	Roosevelt Park	MI	49441	Anthony Chandler	(231) 755-3721	Fund Balance		2013	3,890
Dalton Township	Muskegon	1616 E Riley Thompson Rd	Muskegon	MI	49445	Tracy DeMarse	(231) 766-3043 x402	Resource	2005	2015	8,047
Egelston Township	Muskegon	5428 Apple Ave	Muskegon	MI	49442	Joan Rapp	(231) 788-2308 ext 221	Versys	2005	2016	9,537
Lakewood Club Village	Muskegon	6681 N Automobile Rd	Twin Lake	MI	49457	Wendy Bloem	(231) 894-9008	Manual System	2007	2016	1,006
Sullivan Township	Muskegon	8138 Heights Ravenna Rd	Ravenna	MI	49451	Beth Sims	(231) 853-6900	Quickbooks	2006	2016	2,477
Muskegon Central Dispatch	Muskegon	770 Terrace street	Muskegon	MI	49440	Bill Rensberger	231-332-6600			2019	
Muskingum County	Muskingum	401 Main Street	Zanesville	OH	43701	Debra Nye	740-455-7129	ISSG		2019	86149
Grant City	Newaygo	280 S Maple St	Grant	MI	49327	Lori Gardner	(231) 834-7904	Quickbooks		2010	881
Hesperia Village	Newaygo	33 E Michigan Ave	Hesperia	MI	49421	Scott Kaopel	(231) 854-5915	Manual System	2008	2010	954
Fremont City	Newaygo	101 E Main St	Fremont	MI	49412	Todd Blake	(231) 924-2101	Fund Balance		2011	4,224
Newaygo City	Newaygo	28 State Rd	Newaygo	MI	49337	Jon Schneider	(231) 652-1657 x211	Banyon		2013	1,670
Croton Township	Newaygo	5833 E. Division Street	Newaygo	MI	49337	Kim Edwards	(231) 652-2388	Pontem		2017	3,042
Covington City	Newton	2194 Emory Street, N.W.	Covington	GA	30014	Randy Smith	(678) 212-6140	SunGard Pentamation Fund Balance		2015	13,347
48th-District Court	Oakland	4280 Telegraph Rd	Bloomfield Hills	MI	48302	Nicole O'dea	(248) 647-1141			2009	
Farmington City	Oakland	23600 Liberty St	Farmington	MI	48335	Chris Weber	(248) 474-5500 ext 2247	First Computer	2006	2009	10,423
Groveland Township	Oakland	4695 Grange Hall Rd	Holly	MI	48442	Pam Mazich	(248) 634-4152	Versys	2005	2009	6,150

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Huntington Woods City	Oakland	26815 Scotia	Huntington Woods	MI	48070	Tony Lehmann	(248) 541-4300	New World		2009	6,151
Milford Charter Township	Oakland	1100 Atlantic St	Milford	MI	48381	Cynthia Dagenhardt	(248) 685-8731	Northern Data Systems	2007	2009	15,271
Novi City	Oakland	45175 W 10 Mile Rd	Novi	MI	48375	Carl Johnson	(248) 347-0470	First Computer	2006	2009	47,386
Oakland Charter Township	Oakland	4393 Collins Rd	Rochester	MI	48306	Kay Smith	(248) 651-4440 ext 210	Versys	2003	2009	13,071
Pleasant Ridge City	Oakland	23925 Woodward Avenue	Pleasant Ridge	MI	48069	Amy Drealan	(248) 541-2900	Fund Balance		2009	2,594
West Bloomfield Charter Township	Oakland	PO Box 250130	West Bloomfield	MI	48325	Mark Osinski	(248) 451-4802	Sunguard Bi-Tech		2009	64,860
Holly Township	Oakland	102 Civic Dr	Holly	MI	48442	Karen Winchester	(248) 634-9331 ext 301	Versys	2006	2010	10,037
Lathrup Village City	Oakland	27400 Southfield Road	Lathrup Village	MI	48076	Pamela Bratschi	(248) 557-2600 x227	Fund Balance		2010	4,075
Milford Village	Oakland	1100 Atlantic St	Milford	MI	48381	Penny Ray	(248) 684-1515	Fund Balance	2002	2010	6,272
Rose Township	Oakland	9080 Mason St	Holly	MI	48442	Debbie Miller	(248) 634-8701	Vadim		2010	6,210
Sylvan Lake City	Oakland	1820 Inverness St	Sylvan Lake	MI	48320	Dennise Dryden	(248) 682-1440	Fund Balance	2007	2010	1,735
Addison Township	Oakland	1440 Rochester Rd	Leonard	MI	48367	Lori Fisher	(248) 628-5409	Manual System	2002	2011	6,439
Birmingham City	Oakland	151 Martin St	Birmingham	MI	48009	Judy Rumps	(248) 530-1884	HTE		2011	19,291
Holly Village	Oakland	202 S. Saginaw	Holly	MI	48442	Cathrene Behrens	(248) 634-9571	Fund Balance		2011	6,135
Independence Charter Township	Oakland	6483 Waldon Center Dr.	Clarkston	MI	48346	Susan Hendricks	(248) 625-8114	Vadim		2011	32,581
Madison Heights City	Oakland	300 W 13 Mile Rd	Madison Heights	MI	48071	Gary Fiscus	(248) 837-2680	Sunguard Bi-Tech	2004	2011	31,101
Royal Oak City	Oakland	211 Williams St	Royal Oak	MI	48067	Melanie Halas	(248) 246-3055	GEMS		2011	60,062
Springfield Charter Township	Oakland	12000 Davisburg Rd	Davisburg	MI	48350	Laura Moreau	(248) 846-6510	Versys	2005	2011	13,338
Walled Lake City	Oakland	1499 E West Maple	Walled Lake	MI	48390	Colleen Coogan	(248) 624-4847	Springbrook		2011	6,713
Auburn Hills City	Oakland	1827 N Squirrel Rd	Auburn Hills	MI	48326	Will Cagle	(248) 364-6828	Munis		2012	19,837
Berkley City	Oakland	3338 Coolidge Hwy	Berkley	MI	48072	Brenda Cole	(248) 549-1624 ext 473	New World	2004	2012	15,531
Clarkston City	Oakland	375 Depot	Clarkston	MI	48346-1418	Sandra Barlass	(248) 625-1559	Peachtree		2012	962
Commerce Charter Township	Oakland	2009 Township Dr	Commerce Twp	MI	48390	Janet Bushey	(248) 960-7069	Versys	2003	2012	34,764
Hazel Park City	Oakland	111 E Nine Mile Rd	Hazel Park	MI	48030	Joann Bowling	(248) 546-4062 x317	Civic Systems		2012	18,963
Pontiac City	Oakland	47450 Woodward	Pontiac	MI	48342	Joseph Sobota	(248) 758-3129	Banner		2012	66,337
Bloomfield Hills City	Oakland	45 E Long Lake Rd	Bloomfield Hills	MI	48304	Karen Ruddy	(248) 530-1402	Fund Balance		2013	3,940
Oak Park City	Oakland	14000 Oak Park Boulevard	Oak Park	MI	48237	Jeff Schefke	(248) 691-7591	New World		2014	29,793
Oxford Charter Township	Oakland	300 Dunlap Rd	Oxford	MI	48371	Joseph Ferrari	(248) 628-9787 ext. 105	New World		2014	16,025
Oxford Village	Oakland	22 W Burdick	Oxford	MI	48371	Susan Nassar	(248) 628-2543	Fund Balance		2014	3,540
Beverly Hills Village	Oakland	18500 W.13 Mile Rd	Beverly Hills	MI	48025	Chris Wilson	(248) 676-6406 x228	Fund Balance		2015	10,437
Brandon Charter Township	Oakland	PO Box 929	Ortonville	MI	48462-0929	Candee Allen	(248) 627-2851	Civic Systems		2015	14,765

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Ferndale City	Oakland	300 E. 9 Mile Rd	Ferndale	MI	48220	Joseph Gacioch	(248) 546-2300	New World		2015	22,105
South Lyon City	Oakland	335 S Warren	South Lyon	MI	48178	Lynne Ladner	(248) 437-1735	Fund Balance		2015	10,036
White Lake Charter Township	Oakland	7525 Highland Rd	White Lake Township	MI	48383	Mike Roman	(248) 698-3300 x120	Vadim		2015	28,219
Wixom City	Oakland	49045 Pontiac Trl	Wixom	MI	48393	Marilyn Stamper	(248) 624-0885	Fundware		2015	13,263
Clawson City	Oakland	425 N. Main Street	Clawson	MI	48017	Mark Pollock	(248) 435-4500 x111	Fund Balance		2016	12,732
Keego Harbor City	Oakland	2025 Beechmont St	Keego Harbor	MI	48320	Linda Voll	(248) 682-1930	Fund Balance	2003	2016	2,769
Lake Orion Village	Oakland	21 E. Church Street	Lake Orion	MI	48362	Darwin McClary	(248) 693-8391	Northern Data Systems		2016	2,715
Orchard Lake village City	Oakland	3955 Orchard Lake road	Orchard Lake	MI	48323	Rhonda McClellan	(248) 682-2400	Fund Balance		2016	2,215
Franklin Village	Oakland	32325 Franklin Rd	Franklin	MI	48025	James Creech	(248) 626-9666	Quickbooks		2017	2,937
Orion Charter Township	Oakland	2525 Joslyn Road	Lake Orion	MI	48360	Penny Shults	(248) 391-0304 x1047	Fund Balance		2017	33,463
Ortonville Village	Oakland	476 Mill St	Ortonville	MI	48462	Mary Clark	(248) 627-4976	Versys		2017	1,535
Rochester City	Oakland	400 Sixth Street	Rochester	MI	48307	Anthony Moggio	(248) 651-9061	Fund Balance		2017	10,467
Rochester Hills City	Oakland			MI		Joe Snyder	(248) 656-4664			2017	68,825
Southfield City	Oakland	26000 Evergreen Rd	Southfield	MI	48076	LaVern Laury	248-796-4962			2018	78,296
Ortonville Village	Oakland	476 Mill St	Ortonville	MI	48462	Mary Clark	(248) 627-4976	Versys			1,535
West Bloomfield Parks & Recreation	Oakland	4640 Walnut Lake Rd	West Bloomfield	MI	48323	Jennifer Tucker	248-451-1906	Manual System		2018	
Newfield Township	Oceana	3890 S. 198th Ave	Hesperia	MI	49421	Nancy Conley	(231) 854-1635	NO CONVERSION		2009	2,483
Golden Township	Oceana	PO Box 26	Mears	MI	49436	Rachel Iteen	(231) 873-4413	Quickbooks	2008	2010	1,810
Mason Oceana 911	Oceana	9160 N. Oceana Dr	Pentwater	MI	49449	Catherine Walker	(231) 869-7911	Harris		2010	
Pentwater Village	Oceana	327 S Hancock St	Pentwater	MI	49449	Colleen Moser	(231) 869-8301	Fund Balance		2013	968
Oceana County	Oceana	100 State St., STE M-4	Hart	MI	49420	Sue Johnson	(231) 873-6701	Harris		2014	26,221
Shelby Village	Oceana	189 Maple St Ste B	Shelby	MI	49455	Peggy Miller	(231) 861-4400	Fund Balance	2010	2015	1,914
Hart City	Oceana	407 State Street	Hart	MI	49420	Cheryl Abson	(231) 873-2488	Fund Balance		2017	2,111
Rothbury Village	Oceana	7804 S. Michigan Ave	Rothbury	MI	49452	Deb Murphy	(231) 301-5162			2017	426
Oconee County	Oconee	23 N Main street	Watkinsville	GA	30677	Alex Newell	706-610-3520	Smart Fusion		2019	38,028
Oconto County	Oconto	301 Washington Street	Oconto	WI	54153	Teri Boos	920-834-7111	SunGard Pentamation		2018	37,553
West Branch City	Ogemaw	121 N. Fourth Street	West Branch	MI	48661	John Dantzer	(989) 345-0500	Fund Balance		2016	1,926
Byron Park District	Ogle	PO Box 423	Byron	IL		Paul Zepezauer	(815) 234-6277			2017	
Ontonagon Village	Ontonagon	315 Quartz St	Ontonagon	MI	49953	Penny Hill	(906) 884-2305	Fund Balance	2003	2013	1,769
Leroy Township	Osceola	15210 200th Ave	Leroy	MI	49655	Heather Marks	(231) 768-5798			2010	1,159
Osceola County	Osceola	301 W Upton Ave	Reed City	MI	49677	Jon-Thomas Burgess	(231) 832-5572	Accucomp	2006	2010	23,169

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Ewart City	Osceola	200 S Main St	Ewart	MI	49631	Sarah DVoracek	(231) 734-2181	Fund Balance		2015	1,738
Middle Branch Township	Osceola	16692 20th Ave	Marion	MI	49665	Peggy Hoard	(231) 743-6342	Manual System	2005	2016	858
Otsego County	Otsego	225 W Main St Ste 203	Gaylord	MI	49735	Rachel Frisch	(269) 692-2741	Munis	2008	2009	24,158
Gaylord City	Otsego	305 E Main St	Gaylord	MI	49735	Dave Duffield	(989) 732-4060	Fund Balance	2003	2010	3,681
Otsego Lake Township	Otsego	PO Box 99	Waters	MI	49797	Jerry Brown	(989) 732-6923 ext 1	Sage		2015	2,532
Blendon Township	Ottawa	7161 72nd Ave	Hudsonville	MI	49426	Don Vanderkuyt	(616) 875-7707 x 23	Our Town	2008	2009	5,721
Georgetown Charter Township	Ottawa	PO Box 769	Jenison	MI	49429	Dan Carleton	(616) 457-2340 x225	New World	2002	2009	41,658
Holland Charter Township	Ottawa	353 N 120th Ave	Holland	MI	49422	Susan Dalman	(616) 396-2345	Harris		2009	28,911
Hudsonville City	Ottawa	3275 Central Blvd	Hudsonville	MI	49426	Janice Sal	(616) 669-0200 ext 413	Fund Balance	2008	2009	7,160
Park Township	Ottawa	52 152nd Ave	Holland	MI	49424	Jan Steggerda	(616) 738-4236	Peachtree		2009	17,579
Zeeland Charter Township	Ottawa	6582 Bryon Rd	Zeeland	MI	49464	Tami Koomen	(616) 772-6701	Fund Balance		2009	5,805
Zeeland City	Ottawa	21 S Elm St	Zeeland	MI	49464	Rose Borst	(616) 772-0871	Versys	2004	2009	5,805
Chester Township	Ottawa	3509 Sehler St	Conklin	MI	49403	Jan Redding	(616) 899-5544	Manual System	2003	2010	2,315
Coopersville City	Ottawa	289 Danforth St	Coopersville	MI	49404	Keri Rogers	(616) 997-9731	Fund Balance	2008	2010	3,910
Grand Haven Charter Township	Ottawa	13300 168th Ave	Grand Haven	MI	49417	Mark Verberkmoes	(616) 842-5988	Fund Balance	2002	2010	13,278
Olive Township	Ottawa	6480 136th Ave	Holland	MI	49424	Lona Bronkema	(616) 786-9996	Fund Balance	2008	2010	4,691
Ottawa Co Public Utility	Ottawa	14110 Lakeshore Dr	Grand Haven	MI	49417	Chris Binker	(616) 850-7232	Fund Balance	2007	2010	
Spring Lake Township	Ottawa	106 S Buchanan St	Spring Lake	MI	49456	Carolyn Boersma	(616) 844-2101	New World	2002	2010	13,140
Spring Lake Village	Ottawa	102 W Savidge St	Spring Lake	MI	49456	Maribeth Lawrence	(616) 842-1393	Fund Balance	2004	2010	2,514
Allendale Charter Township	Ottawa	6676 Lake Michigan Dr	Allendale	MI	49401	Jack Hagedorn	(616) 895-6295	Fund Balance	2005	2012	13,042
Crockery Township	Ottawa	PO Box 186	Nunica	MI	49448	Judy Van Bemmelen	(616) 837-6868	Manual System	2004	2013	3,782
Ferrysburg City	Ottawa	17290 Roosevelt Rd	Ferrysburg	MI	49409	Debbie Wierenga	(616) 842-5803	Fund Balance		2013	3,040
Grand Haven City	Ottawa	519 Washington Ave	Grand Haven	MI	49417	Jim Bonamy	(616) 935-3214	AS400		2013	11,168
Jamestown Charter Township	Ottawa	PO Box 88	Jamestown	MI	49427	Ruth Pruis	(616) 896-8376 ext 12	Fund Balance	2004	2013	5,062
Ottawa County Central Dispatch Authority	Ottawa	519 Washington Ave	Grand Haven	MI	49417	Jim Bonamy	(616) 935-3214	New World		2013	
Port Sheldon Township	Ottawa	16201 Port Sheldon St	West Olive	MI	49460	Kathy Van Voorst	(616) 399-6121	Custom	2004	2013	4,503
Wright Township	Ottawa	PO Box 255	Marne	MI	49435	Linda Way	(616) 677-3048	Versys	2005	2014	3,286
Tallmadge Charter Township	Ottawa	0-1451 Leonard St NW	Grand Rapids	MI	49534	Brenda Martin	(616) 677-1248	Versys	2006	2015	6,881
Polkton Charter Township	Ottawa	6900 Arthur Street	Coopersville	MI	49404	William Sahlberg	(616) 837-6876	Quicken		2016	2,335
Robinson Township	Ottawa	12010 120th Ave	Grand Haven	MI	49417	Christine Saddler	(616) 846-2210	Our Town		2017	5,588
Tequesta Village	Palm Beach	345 Tequesta Dr	Tequesta	FL	33469	Jody Forsythe	(561) 575-6270	Fund Balance		2017	6,094

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Hiram City	Paulding	217 Main Street	Hiram	GA	30141	Sheila Kendall	770-943-3726	Smart Fusion		2019	3,984
Easley City	Pickens	205 North First Street	Easley	SC	29640	Joni Smith	864-810-0966	Smart Fusion		2018	20,953
Columbus City	Platte	2424 14th Street	Columbus	NE	68602	Heather Lindsley	402-562-4229	AS400		2019	23,128
Fort Meade City	Polk	8 West Broadway Street	Fort Meade	FL	33841	James "Mel" Parker	(863) 285-1174	ADG		2016	5,691
Preble County	Preble	101 East Main Street	Eaton	OH	45320	Lavon Wright	(937) 456-8148	ISSG		2018	42,083
Rogers City	Presque Isle	193 E Michigan Ave	Rogers City	MI	49779	Theresa Heinzel	(989) 734-2191	ACS	2005	2014	3,322
Belknap Township	Presque Isle	5101 Petersville Rd	Rogers City	MI	49779	Terri Koss	(989) 619-1619	Pontem		2018	854
Presque Isle County	Presque Isle	151 Huron Ave	Rogers City	MI	49779	Bridget LaLonda	(989) 734-4075	Pontem		2018	12,841
Presque Isle Township	Presque Isle	12653 E. Grand Lake Rd	Presque Isle	MI	49774	Cynthia Paavola	589-595-2752	Pontem		2018	1,691
Jacksonville City	Pulaski	#1 Municipal Drive	Jacksonville	AR	72076	Cheryl Erkel	(501) 982-4502	Sage		2012	28,808
North Little Rock City	Pulaski	PO Box 5757	North Little Rock	AR	72118	Karen Scott	(507) 975-8800	Harris		2016	64,633
New Brighton City	Ramsey	803 Old Highway 8 NW	New Brighton	MN	55112	Brenda Davitt	(651) 638-2101	Legacy Borrough AS400		2016	22,073
Shoreview City	Ramsey	4600 North Victoria Street	Shoreview	MN	55126	Fred Espe	(651) 490-4622	Legacy Borrough AS400		2017	25,931
Roscommon Village	Roscommon	PO Box 236	Roscommon	MI	48653	Nicole Crespo	(989) 275-5743	Fund Balance		2012	1,133
Lake Township	Roscommon	PO Box 536	Houghton Lake	MI	48629	Richard Brandt	(989) 202-4684	Harris		2016	1,351
Roscommon County	Roscommon	500 Lake Street	Roscommon	MI	48653	Jodi Valentino	(989) 275-7134	Pontem		2016	23,955
Houghton Lake Sewer Authority	Roscommon	1250 South Harrison Rd	Houghton Lake	MI	48629	Renee Nichols	(989) 422-5811	Manual System	2006	2018	
Saginaw Charter Township	Saginaw	4980 Shattuck Rd	Saginaw	MI	48603	Michele Gadd	(989) 791-9820	AS400	2007	2009	39,657
Blumfield Township	Saginaw	1175 W. Vassar Rd	Reese	MI	48757	Lisa Roethlisberger	(989) 868-9512	Pontem		2010	2,014
Buena Vista Charter Township	Saginaw	1160 S Outer Dr	Saginaw	MI	48601	Rene Fulgencio	(989) 754-6536 ext 2319	ACS	2006	2010	10,318
Carrollton Township	Saginaw	1645 Mapleridge Rd	Saginaw	MI	48604	Megan King	(989) 754-4611 ext 29	New World	2007	2010	6,602
Kochville Township	Saginaw	5851 Mackinaw Rd	Saginaw	MI	48604	Lyle Brewster	(989) 792-7596 ext. 114	Resource	2005	2010	3,241
Spaulding Township	Saginaw	5025 East Rd	Saginaw	MI	48601	Tara Stinson	(989) 777-0950	Fund Balance		2010	2,399
Birch Run Village	Saginaw	12060 Heath Street	Birch Run	MI	48415	Alyssa Barto	(989) 624-5711	Civic Systems		2011	1,653
Bridgeport Charter Township	Saginaw	6206 Dixie Hwy	Bridgeport	MI	48722	Tammy McIntyre	(989) 777-0940 x209	Fund Balance		2012	11,709
James Township	Saginaw	6060 Swan Creek Rd	Saginaw	MI	48609	Thomas Dierich	(989) 781-1353	Quickbooks		2012	1,930
Zilwaukee City	Saginaw	319 Tittabawassee Rd	Saginaw	MI	48604	Jeff Zittel	(989) 755-0931	Pontem		2012	1,799
Birch Run Township	Saginaw	8425 Main Street	Birch Run	MI	48415	Kurt Kiessling	(989) 624-9773	Asyst		2013	6,191
Chesaning Village	Saginaw	1100 W Broad St	Chesaning	MI	48616	Lisa Hitchcock	(989) 845-3800	Fund Balance		2013	2,338
Saginaw City	Saginaw	1315 S. Washington Ave	Saginaw	MI	48601	Jeff Kloplic	(989) 759-1414	HTE		2013	61,799
Frankenmuth Township	Saginaw	240 W. Genesee	Frankenmuth	MI	48734	Kathy Marshall	(989) 652-3430 x183	Fund Balance		2016	2,049

Customer	County	Address	City	State	Zip	Contact	Phone	Converted From	Pervasive Since	.NET Since	Population
St Charles Village	Saginaw	110 W Spruce St	St Charles	MI	48655	Deanna Koehler	(989) 866-8257	Fund Balance		2016	2,002
Thomas Township	Saginaw	249 N Miller Rd	Saginaw	MI	48609	Deidre Frollo	(989) 781-0150	Fund Balance		2016	11,877
Carsonville Village	Sanilac	3912 W Sheldon St	Carsonville	MI	48419	Diane Schneider	(810) 657-9400	Quickbooks	2008	2010	514
Worth Township	Sanilac	PO Box 248	Lexington	MI	48450	Marcella Bartniczak	(810) 359-8852	Cogitate	2006	2010	4,021
Lexington Township	Sanilac	7227 Huron Avenue Suite 200	Lexington	MI	48450	Kathryn Calmita	(810) 359-5500	Cogitate		2015	3,688
Lexington Village	Sanilac	7227 Huron Ave	Lexington	MI	48450	Shelly McCoy	(810) 359-8631	Fund Balance		2015	1,104
Croswell City	Sanilac	100 N. Howard	Croswell	MI	48422	Sam Moore	(810) 679-2299	Fund Balance		2016	2,467
Marlette City	Sanilac	6436 Morris St	Marlette	MI	48453	Sarah Kady	(989) 635-7433	Fund Balance		2016	2,104
Sandusky City	Sanilac	26 W Speaker St	Sandusky	MI	48471	Laurie Thompson	(810) 648-4444	Fund Balance		2016	2,745
Forestville Village	Sanilac	PO Box 36	Forestville	mi	48434	Tammy Kolomac	(989) 864-3447	Quickbooks		2017	127
Sanilac County	Sanilac	60 West Sanilac Ave	Sandusky	MI	48471	Meagan Green	8106482933 x8205	Harris		2018	42,605
Gulf Breeze City	Santa Rosa	1070 Shoreline Drive	Gulf Breeze	FL	32561	Steve Milford	(850) 934-5113	HTE		2013	5,763
Longboat Key Town	Sarasota	501 Bay Isles Road	Longboat Key	FL	34228	Jason Keen	(941) 316-6869			2017	7,082
La Vista City	Sarpy	8116 Park View Blvd	La Vista	NE	68128	Pam Buethe	(402) 331-4343	Summit		2016	17,562
Gretna City	Sarpy	PO Box 69	Gretna	NE	68028	Tammy Tisdall	(402) 332-3336 x210	Summit		2017	5,584
Manistique City	Schoolcraft	300 N Maple St	Manistique	MI	49854	Sheila Aldrich	(906) 341-2090	Open Windows (Harris)		2013	3,583
Schoolcraft County	Schoolcraft	300 Walnut Street Rm 164	Manistique	MI	49854	Beth Edwards	(906) 341-3618	Fund Balance		2017	8,173
Prior Lake City	Scott	4646 Dakota St. SE	Prior Lake	MN	55372	Jerilyn Erickson	(952) 447-9841	United Software Technology		2014	23,754
Corunna City	Shiawassee	402 N Shiawassee St	Corunna	MI	48817	Nichole Cowdrey	(989) 743-3650	Fund Balance		2009	3,381
Owosso City	Shiawassee	301 W Main St	Owosso	MI	48867	Richard Williams	(989) 725-0570	GEMS	2008	2009	15,713
Byron Village	Shiawassee	PO Box 4	Byron	MI	48418	Brian Boggs	(810) 266-6160	Manual (pencil)		2010	565
Shiawassee District Library	Shiawassee	301 W Main St	Owosso	MI	48867	Jodi Fox	(989) 725-0504	GEMS	2008	2010	
Durand City	Shiawassee	215 W Clinton St	Durand	MI	48429	Amy Roddy	(989) 288-3113	Fund Balance	2006	2011	3,933
Middlebury Township	Shiawassee	PO Box 622	Ovid	MI	48866	Susan Tomasek-Swan	(989) 834-5842	Manual System		2011	1,491
Owosso Charter Township	Shiawassee	2998 W M-21	Owosso	MI	48867	Pat Skvarenina	(989) 723-2187	Peachtree	2005	2013	4,670
New Lothrop Village	Shiawassee	PO Box 313	New Lothrop	MI	48460	Karen Maksimchuk	(810) 638-5600	Quickbooks	2005	2014	603
Perry City	Shiawassee	203 W Polly St	Perry	MI	48872	Joann Velting	(517) 625-6155 ext 225	Fund Balance		2014	2,065
Woodhull Township	Shiawassee	7315 Beard Rd	Shaftsbury	MI	48882	Carol Maize	(517) 675-4342	Resource	2009	2015	3,850
Burns Township	Shiawassee	PO Box 397	Bryon	MI	48418	Shirley Riley	(810) 444-3972			2017	3,500
Vernon Village	Shiawassee	PO Box 175	Vernon	MI	48476	Ellen Glass	(989) 288-2300	Fund Balance		2018	785
Shiawassee County	Shiawassee			MI		Cindy Richmond	517-886-9536	Harris		2019	68,446

Customer	County	Address	City	State	Zip	Contact	Phone	Converted From	Pervasive Since	.NET Since	Population
Fairfield Township	Shiawassee	6500 Henderson Drive	Elsie	MI	48831	Richard Zemla	989-666-2159			2019	745
Algonac City	St Clair	805 St. Clair River Dr.	Algonac	MI	48001	Linda Mackie	(810) 794-9361 x220	Fund Balance	2007	2009	4,613
China Charter Township	St Clair	4560 Indian Trl	China	MI	48054	Kristi Donaldson	(810) 765-1145 x207	Fund Balance	2005	2009	3,340
Clay Township	St Clair	PO Box 429	Algonac	MI	48001	Connie Turner	(810) 794-9303	Port Huron System	2005	2009	9,822
St Clair Township	St Clair	1539 S Bartlett Rd	St Clair	MI	48079	Debbie Rickert	(810) 329-9042	Fund Balance	2003	2009	6,423
Ira Township	St Clair	7085 Meldrum Rd	Fair Haven	MI	48023	Crystal Sovey	(586) 725-0263	Fund Balance	2004	2010	6,966
Marine City	St Clair	303 S Water St	Marine City	MI	48039	Mary Ellen McDonald	(810) 765-8847	Fund Balance	2008	2010	4,652
Marysville City	St Clair	1111 Delaware Ave	Marysville	MI	48040	Carolyn East	(810) 364-6613	Port Huron System	2006	2010	9,684
East China Charter Township	St Clair	5111 River Rd.	East China	MI	48054	Sandy Smith	(810) 765-8879 x119	Fund Balance	2007	2011	3,630
Fort Gratiot Charter Township	St Clair	3720 Keewahdin Rd	Fort Gratiot	MI	48059	David Jewell	(810) 385-4489	Versys	2005	2011	10,691
Cottrellville Township	St Clair	7008 Marsh Rd	Marine City	MI	48039	Violet Pfaff	(810) 765-4730	Quickbooks	2005	2012	3,814
Kimball Township	St Clair	2160 Wadhams Rd	Kimball	MI	48074	Joyce Shaffer	(810) 987-9797	Port Huron System	2006	2012	8,628
Riley Township	St Clair	13042 Belle River Rd	Riley	MI	48041	Dawn Franz	(810) 392-3585			2013	3,046
Wales Township	St Clair	1372 Wales Center Rd	Wales	MI	48027	Cynthia Bobcean	(810) 325-1517	Manual System	2005	2013	2,986
Burtchville Township	St Clair	4000 Burtch Rd	Lakeport	MI	48059	Jessica Lize	(810) 385-5577	Resource	2003	2014	3,956
Clyde Township	St Clair	3350 Vincent Rd	Clyde	MI	48049	Stacey Smith	(810) 985-7258	Fund Balance		2014	5,523
Yale City	St Clair	111 W. Mechanic St	Yale	MI	48097	John Osborn	(810) 387-3311	Fund Balance		2014	2,063
Capac Village	St Clair	131 N Main	Capac	MI	48014	Crystal Potter	(810) 395-4355	Fund Balance		2016	1,775
St Clair City	St Clair	547 N. Carney Dr	St Clair	MI	48079	Mike Booth	(810) 329-7876	Springbrook		2016	5,802
Three Rivers City	St Joseph	333 West Michigan	Three Rivers	MI	49093	Catherine Lawson	(269) 273-1075 x109	Fund Balance		2012	7,328
St Joseph County	St Joseph	125 W Main St	Centreville	MI	49032	Joni Smith	(269) 467-5631	AS400		2013	60,946
Colon Township	St Joseph	PO Box 608	Colon	MI	49040	Diane McKelvey	(269) 432-3371	Quickbooks	2006	2014	3,405
Centreville Village	St Joseph	PO Box 399	Centreville	MI	49032	Marty Chiddister	(269) 467-4855	Fund Balance		2016	1,425
Colon Village	St Joseph	110 N. Blackstone Ave	Colon	MI	49040	Tammy Fredenburg	(269) 432-2532	Sage		2017	1,227
Berkeley City	St. Louis	8425 Airport Rd	Berkeley	MO	63134	Debby Stein	(314) 524-3313 x3722	Interfund		2013	8,976
Overland City	St. Louis	9119 Lackland Road	Overland	MO	63114	Melissa Burton	(314) 227-2912	GovernmentO R		2015	16,000
Freeport Park District	Stephenson	PO Box 417	Freeport	IL	61032	Ron Schneider	(815) 235-6114			2016	
Angola City	Steuben	210 N Public Square	Angola	IN	46703	Deb Twitchell	(260) 665-2514 x7552	Komputrol		2012	8,500
Tifton City	Tift	130 1st St E	Tifton	GA	31794	Wayne Putnal	(229) 231-3896	GEMS		2018	16,836
Cass City Village	Tuscola	6506 Main St	Cass City	MI	48726	Nanette Walsh	(989) 872-2911	Harris		2011	2,643
Mayville Village	Tuscola	5950 Fox St	Mayville	MI	48744	Wendy McKenney	(989) 843-6621	Cogitate		2011	930

Customer	County	Address	City	State	Zip	Contact	Phone	Converted From	Pervasive Since	.NET Since	Population
Millington Township	Tuscola	8553 State Rd	Millington	MI	48746	Carrie Petzold	(989) 871-4418	EZ Entry		2012	4,459
Vassar City	Tuscola	287 E. Huron	Vassar	MI	48768	Merri Lemcke	(989) 823-8517	Fund Balance		2017	2,823
Gilford Township	Tuscola	6230 Gilford Rd	Fairgrove	MI		Bob Hains	989-693-6394			2018	833
Millington Village	Tuscola	8569 State St	Millington	MI	48746	Kaylene Long	(989) 871-2702	Fund Balance		2018	1,009
Tuscola County	Tuscola	440 N State St	Caro	MI	48723	Clayette Zechmeister	989-672-3710	Harris		2019	52,764
Almena Township	Van Buren	27625 County Rd 375	Paw Paw	MI	49079	Sandra Rickli	(269) 668-6910	ForFund	2006	2009	4,226
Decatur Village	Van Buren	114 N Phelps St	Decatur	MI	49045	Louann Conklin	(269) 423-6114	ForFund	2006	2009	1,838
Lawrence Village	Van Buren	157 N Paw Paw St	Lawrence	MI	49064	Ken Schaut	(269) 674-8161	Quickbooks	2008	2009	996
Waverly Township	Van Buren	42114 M-43	Paw Paw	MI	49079	Sandy Oakleaf	(269) 657-1776	ForFund		2009	2,467
Bangor City	Van Buren	257 W Monroe St	Bangor	MI	49013	Peter Stanislawski	(269) 427-5831	ForFund	2007	2010	1,933
Lake Area Sewer Authority	Van Buren	32593 Dugin Covet	Lawton	MI	49065	Chris Oxley	(269) 370-1190	NO CONVERSION ForFund		2010	
Paw Paw Township	Van Buren			MI		David Richardson			2005	2010	7,091
Paw Paw Village	Van Buren	111 East Michigan Ave	Paw Paw	MI	49079	Christopher Tapper	(269) 657-3145	CMI		2010	3,534
Antwerp Township	Van Buren	24821 Front Ave	Mattawan	MI	49071	Bonnie Osborne	(269) 668-2615 ext 211	ForFund	2007	2012	10,813
Mattawan Village	Van Buren	24221 Front Avenue	Mattawan	MI	49071	Ruth Goheen	(269) 668-2128	Springbrook		2012	1,997
Covert Township	Van Buren	PO Box 35	Covert	MI	49043	Marilyn Rendell	(269) 764-8986 x3	ForFund		2013	3,141
South Haven City	Van Buren	539 Phoenix St.	South Haven	MI	49090	Wendy Hochstedler	(269) 637-0714	Caselle		2013	5,021
Van Buren County	Van Buren	219 E. Paw Paw St.	Paw Paw	MI	49079-	Stephen Vicenzi	(269) 657-8200	Pontem		2015	75,199
Hartford Township	Van Buren	Suite 303 61310 CR 687	Hartford	MI	1429 49057	Julie Sweet	(269) 621-4658	Cougar Mountain Springbrook	2004	2016	3,159
Lawton Village	Van Buren	PO Box 367	Lawton	MI	49065	Andreia Gailhouse	(269) 624-6407		2007	2017	1,859
Gobles City	Van Buren	PO Box 38	Gobles	MI	49055	Paula Sipes	(269) 628-2246	Manual System	2005		815
Volusia County Clerk of Courts	Volusia	101 N Alabama Avenue	Deland	FL	32724	Jolie Kelly	386-736-5915 x18218	Tangicloud		2019	
Barton Hills Village	Washtenaw	199 Barton Shore Drive	Ann Arbor	MI	48105	Priya King	(734) 222-5209	Quickbooks	2008	2009	335
Scio Township	Washtenaw	827 N Zeeb Rd	Ann Arbor	MI	48103	Jim Merte	(734) 665-2123	Fund Balance	2003	2009	15,759
Chelsea City	Washtenaw	305 S Main St Ste 100	Chelsea	MI	48118	Kim Garland	(734) 475-1771	CMI		2010	4,398
Ann Arbor Charter Township	Washtenaw	3792 Pontiac Trl	Ann Arbor	MI	48105	Marcy Scaturro	(734) 663-3418	Fund Balance	2006	2012	4,720
Dexter City	Washtenaw	8140 Main St	Dexter	MI	48130	Marie Sherry	(734) 426-8303 ext 14	Fund Balance		2012	2,338
Pittsfield Charter Township	Washtenaw	6201 N Michigan Ave	Ann Arbor	MI	48108	Tracy Watkins	(734) 822-3110	Fund Balance		2012	30,167
Superior Charter Township	Washtenaw	3040 N Prospect Rd	Ypsilanti	MI	48198	Susan Mumm	(734) 482-6099	Fund Balance	2003	2012	10,740
Webster Township	Washtenaw	5665 Webster Church Rd	Dexter	MI	48130	Bill Sinkule	(734) 426-5103	Fund Balance	2002	2012	6,784
Ypsilanti Charter Township	Washtenaw	7200 S Huron River Dr	Ypsilanti	MI	48197	Javonna Neel	(734) 544-3601	Fund Balance		2012	49,182

Customer	County	Address	City	State	Zip	Contact	Phone	Converted From	Pervasive Since	.NET Since	Population
Dexter Township	Washtenaw	6880 Dexter-Pinckney Rd	Dexter	MI	48130	Harley Rider	(734) 426-3767	Quickbooks	2005	2013	5,248
Manchester Township	Washtenaw	275 S Macomb St	Manchester	MI	48158	Ann Becktel	(734) 428-7090	Quicken	2008	2013	4,102
Salem Township	Washtenaw	9600 6 Mile Rd	Salem	MI	48175	David Trent	(248) 349-1690 ext 19	Fund Balance	2007	2013	5,562
Sylvan Township	Washtenaw	18027 Old US 12	Chelsea	MI	48118	Rodney Branham	(734) 475-8890	Fund Balance		2013	6,425
Augusta Charter Township	Washtenaw	8021 Talladay Rd	Whittaker	MI	48190	Kathy Giszczak	(734) 461-6117 x201	Fund Balance	2002	2014	4,813
Loch Alpine Sanitary Authority	Washtenaw	827 N Zeeb Rd	Ann Arbor	MI	48103	Sandy Egeler	(734) 433-0835	Fund Balance	2003	2014	
Milan City	Washtenaw	147 Wabash St	Milan	MI	48160	Sherry Steinwedel	(734) 439-1501	Fund Balance	2002	2014	4,775
Northfield Township	Washtenaw	PO Box 576	Whitmore Lake	MI	48189	Cindy Wilson	(734) 449-2880 ext 11	Fund Balance	2006	2014	8,252
York Charter Township	Washtenaw	11560 Stony Creek Rd	Milan	MI	48160	Helen Neill	(734) 439-0587	NO CONVERSION	2003	2014	7,392
Lima Township	Washtenaw	PO Box 59	Chelsea	MI	48118	Arlene Bareis	(734) 475-2202	Fund Balance	2003	2015	3,224
Manchester Village	Washtenaw	912 City	Manchester	MI	48158	Julie Schaible	(734) 428-7877	Fund Balance		2015	2,160
Saline City	Washtenaw	100 N Harris St	Saline	MI	48176	Mickey Jo Bennett	(734) 429-4907 ext 2203	Northern Data Systems		2018	8,034
Butler Village	Waukesha	12621 W. Hampton ave	Butler	WI	53007	Kayla Chadwick	262-783-2525	Banyon		2018	1,846
Mukwonago Village	Waukesha	440 River Crest Ct	Mukwonago	WI	53149	Diana Doherty	269-368-3118	Banyon		2019	8,123
Wayne County	Wayne	341 E. Walnut Street	Jesup	GA	31546	Amanda Hannah	(912) 427-5900			2017	29,949
Grosse Ile Township	Wayne	9601 Groh Rd	Grosse Ile	MI	48138	Ann Darzniek	(734) 676-4422 ext 224	Pentamation		2009	10,894
Inkster City	Wayne	26215 Trowbridge Ave	Inkster	MI	48141	Lynn Ellyn	(313) 563-4266	New World		2009	30,115
Riverview City	Wayne	14100 Civic Park Dr	Riverview	MI	48192	Denise Kuch	(734) 281-4200	New World	2008	2009	13,272
Southgate City	Wayne	14400 Dix-Toledo Rd	Southgate	MI	48195	David Angileri	(734) 258-3017	Versys	2007	2009	30,136
Trenton City	Wayne	2800 3rd St	Trenton	MI	48183	Theresa Monthei	(734) 675-7200	Pentamation	2005	2009	19,584
Brownstown Charter Township	Wayne	21313 Telegraph Rd	Brownstown	MI	48183	Donna Hall	(734) 675-9960	ACS		2010	22,989
Ecorse City	Wayne	3869 West Jefferson	Ecorse	MI	48229	Sarah Laird	(313) 294-3740	New World		2010	11,229
Lincoln Park City	Wayne	1355 Southfield Rd	Lincoln Park	MI	48146	Lisa Griggs	(313) 386-1800 x 231	Munis		2010	40,008
Northville Charter Township	Wayne	44405 6 Mile Rd	Northville	MI	48167	Marina Neumaier	(248) 348-5810	Fund Balance	2002	2010	21,036
Northville City	Wayne	215 W Main St	Northville	MI	48167	Sandi Wiktorowski	(248) 449-9912	Fund Balance	2003	2010	6,459
Plymouth City	Wayne	201 S Main St	Plymouth	MI	48170	Tom Alexandris	(734) 453-1234 ext 201	Fund Balance	2007	2010	9,022
River Rouge City	Wayne	10600 W Jefferson Ave	River Rouge	MI	48218	Susan Joseph	(313) 842-5604	Versys	2008	2010	9,917
Woodhaven City	Wayne	21869 West Rd	Woodhaven	MI	48183	Katherine Oehring	(734) 675-4913	Fund Balance	2003	2010	12,530
Grosse Pointe City	Wayne	17147 Maumee Ave	Grosse Pointe	MI	48230	Lois Zaremski	(313) 885-5800	Fund Balance		2011	5,670
Grosse Pointe Woods City	Wayne	20025 Mack	Grosse Pointe Woods	MI	48236	Deeann Irby	(313) 343-2604	Civic Systems		2011	17,080
Dearborn Heights City	Wayne	6045 Fenton St	Dearborn Heights	MI	48127	John Riley II	(313) 791-3417	New World		2012	58,264

Customer	County	Address	City	State	Zip	Contact	Phone	Converted From	Pervasive Since	.NET Since	Population
Hamtramck City	Wayne	3401 Evaline St	Hamtramck	MI	48212	Michael Wilk	(313) 870-0322	New World	2007	2012	22,976
Melvindale City	Wayne	3100 Oakwood Blvd	Melvindale	MI	48122	Bryan C. Smith	(313) 429-1065	New World		2012	10,735

K. Total Cost

Appendix B – Total Cost Summary

PROPOSER NAME: **BS&A Software**

DATE: **1.3.20**

ITEM	PURCHASE PRICE	ANNUAL MAINTENANCE** Charged 1 year from purchase date	DATA CONVERSION	INSTALLATION & TRAINING	TOTAL PRICE ** Does not include Annual Maintenance Fee
MODULE					
Administration Management Functionality included in other modules	N/A				
Code Enforcement – included in Building Department .NET	\$18,120	\$3,625	\$10,900	\$19,800	\$48,420
Engineering – included in Building Department .NET					
Inspections	\$7,610	\$1,520	N/A	\$9,900	\$17,510
GIS - included in BD .NET					
Planning and Zoning - included in Building Department .NET					
Property Tax	N/A				
Document Management	N/A				
Accounts Payable/Purchasing – these are 2 separate modules	\$24,690	\$4,940	\$6,175 – AP only	\$6,600	\$37,465
Accounts Receivable	\$12,345	\$2,470	\$1,650	\$3,300	\$17,295
Bank Reconciliation - included in General Ledger .NET					
Budgeting - included in GL .NET					
Cash Receipting	\$12,345	\$2,470	\$6,175	\$2,200	\$20,720
Fixed Assets	\$12,345	\$2,470	\$6,175	\$2,200	\$20,720
General Ledger	\$14,495	\$2,900	\$7,250	\$3,300	\$25,045
Local Improvement Districts	\$12,345	\$2,470	N/A	\$2,200	\$14,545
Payroll (and Timesheets)	\$24,790	\$4,960	\$11,960	\$26,400	\$59,940
Project Management Tracking - included in General					
Human Resources	\$14,495	\$2,900	\$3,300	\$3,300	\$21,095
Licensing	\$10,145	\$2,030	\$8,625	\$2,200	\$20,970
Online Portal	\$33,055	\$7,615	N/A	\$4,400	\$37,455
Permits included in Building Department .NET	N/A	N/A	\$10,900	N/A	\$10,900
Utility Billing	\$12,100	\$2,420	\$10,300	\$16,500	\$38,900
Work Orders/Service Requests – 2 separate modules	\$22,490	\$4,500	\$2,000	\$4,400	\$28,890

SUBTOTAL	\$231,370	\$46,850 *not included in total	\$85,410	\$106,700	\$420,270
ITEM					PRICE
Travel Costs					\$57,690
Other Costs:					
Software Setup					\$7,700
Post Go-Live Assistance					\$4,400
Custom Building Department Import					\$1,500
Project Management and Implementation Planning					\$50,600
SUBTOTAL					\$121,890
GRAND TOTAL					\$545,370

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.

Applications

Financial Management

General Ledger .NET	\$14,495
Accounts Payable .NET	\$12,345
Cash Receipting .NET	\$12,345
Miscellaneous Receivables .NET	\$12,345
Fixed Assets .NET	\$12,345
Purchase Order .NET	\$12,345
Work Orders .NET	\$12,345
Utility Billing .NET (6,050 utility accounts)	\$12,100

Personnel Management

Payroll .NET	\$13,745
Human Resources .NET	\$14,495
Timesheets .NET	\$8,845

Community Development

Building Department .NET	\$18,120
Field Inspection .NET	\$7,610
Business License .NET	\$10,145
Citizen Request for Action .NET	\$10,145

Property

Special Assessment .NET	\$12,345
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BS&A Online

Community Development <i>Permit Application Feature - Enables contractors and the general public to submit permit applications online (A fee of \$2/application is accumulated and billed to the municipality).</i>	\$11,415
Employee Self-Service	\$9,570
Financials	\$9,570
Public Records Search + Online Bill Pay <i>With use of integrated Credit Card Processor</i>	\$2,500

Subtotal **\$231,370**

Data Conversions

Conversion scope and price are estimates, pending review of preliminary data.

Convert existing Springbrook Version 7 MSSQL data to BS&A format:	
General Ledger (COA, Balances, Budget, Up to 10 Years Journal Transaction history)	\$7,250
Accounts Payable (Vendors, Up to 10 years invoices and check history)	\$6,175
Cash Receipting (Receipt items, Up to 10 years receipt history)	\$6,175
Payroll (Database Setup, Employee detail and YTD, Up to 10 years check history)	\$11,960
Utility Billing	\$10,300
Convert existing PermitTrax data to BS&A format:	
Building Department (Permits)	\$10,900
Convert existing Access data to BS&A format:	
Building Department (Code Enforcement)	\$10,900
Business Licensing (per database)	\$8,625
Database Setup:	
Miscellaneous Receivables (Setup of Billing Items, Penalties)	\$1,650
Fixed Assets (Setup of Assets, Entry of Value, Accumulated Depreciation)	\$6,175
Work Orders (Setup of Work Order Types, Facilities, Assets, Equipment, Materials, Workers (if not using Employees as Workers)	\$2,000
Human Resources (Setup of Licenses, Certifications, Benefit Plans, Positions. Not assigned to Employees)	\$3,300
Subtotal	
	\$85,410
No conversion or database setup to be performed for:	
Purchase Orders	
Timesheets	
Field Inspection	

Custom Import

Custom import from third-party software to populate Building Department database with parcels, properties, and current owners.	\$1,500
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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).

\$50,600

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:	7	\$7,700
Financial Management Applications	Days:	35	\$38,500
Personnel Management Applications	Days:	28	\$30,800
Community Development Applications	Days:	32	\$35,200
Property Applications	Days:	2	\$2,200
		Total:	104
		Subtotal	\$114,400

Post-Go Live Assistance

- Review and consult on streamlining day-to-day activities as they relate to the processes within the BS&A applications
- Assist customers with more detailed and advanced report options available within the BS&A applications
- Revisit commonly-used procedures discussed during training
- As needs arise, provide assistance with bank reconciliations
- \$1,000/day
- Days quoted are estimates; you are billed for actual days used

Post-Go Live for all Financial Mgt. apps for which training was performed Days: 4

\$4,400

Cost Totals

Not including Annual Service Fees

Applications	\$231,370
Data Conversions	85,410
Custom Import	\$1,500
Project Management & Implementation Planning	\$50,600
Implementation and Training	114,400
Post Go-Live Assistance	\$4,400

Total Proposed	\$487,680
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<i>Travel Expenses</i>	<i>\$57,690</i>
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Payment Schedule

- 1st Payment: **\$136,010** to be invoiced upon execution of this agreement.
2nd Payment: **\$231,370** to be invoiced at start of training.
3rd Payment: **\$177,990** to be invoiced upon completion of training.

Annual Service Fees

Unlimited support during your first year with the program is included in your purchase price. Thereafter, Service Fees are billed annually. After two (2) years, BS&A Software reserves the right to increase the Annual Service Fee by no more than the yearly Consumers Price Index (CPI).

Financial Management

General Ledger .NET	\$2,900
Accounts Payable .NET	\$2,470
Cash Receipting .NET	\$2,470
Miscellaneous Receivables .NET	\$2,470
Fixed Assets .NET	\$2,470
Purchase Order .NET	\$2,470
Work Orders .NET	\$2,470
Utility Billing .NET	\$2,420

Personnel Management

Payroll .NET	\$3,190
Human Resources .NET	\$2,900
Timesheets .NET	\$1,770

Community Development

Building Department .NET	\$3,625
Field Inspection .NET	\$1,520
Business License .NET	\$2,030
Citizen Request for Action .NET	\$2,030

Property

Special Assessments .NET	\$2,470
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BS&A Online

Community Development	\$2,285
Financials	\$1,915
Employee Self-Service	\$1,915
Public Records Search	\$1,500

Total Annual Service Fees	\$47,290
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L. Proposal Signature Form

The undersigned, as proposal responder, declares that he/she has carefully examined all the items of the Specifications and Instructions herein that he/she fully understands and accepts the requirements of the same, and he/she agrees to furnish the specified items and will accept, in full payment therefore, the amount specified below.

Proposals shall include installation services, and the successful respondent shall obtain all required permits and pay fees required

Note: terms are firm for one hundred twenty (120) days.

Total Price: \$545,370

Proposer Name: BS&A Software

Date: 1/3/2020

Address: 14965 Abbey Lane

Bath, MI 18808

Telephone: (517) 641-8900

Signature:



(Person executing response and official capacity)

M. Appendices

Appendix A – Insurance Requirements

BS&A agrees to the requirements listed in Appendix A.

Appendix B – Total Cost Summary

Included as part of tab K

Appendix C – Exception Form

Section #	Explanation
Terms and Conditions - #3	Please see Exhibit A, page 90 for BS&A standard payment terms.
Terms and Conditions - #7	BS&A does not agree to liquidated damages.
Terms and Conditions - #9	End User License agreement to be executed prior to project initiation, not after final payment.
Terms and Conditions - #12	Warranty term for software to be one (1) year. BS&A will warranty that software performs substantially the same as indicated in the RFP response, but will not warranty that the software will substantially meet the City's requirements, other than as indicated in the RFP response.
Terms and Conditions - #13	Remedy of warranty for professional services limited to re-performance of affected professional services.
Terms and Conditions - #17	Subject to the Limitation on Liability in section 14 of the following Sample Software Licenses and Services Agreement.
Terms and Conditions - #18	Subject to the Limitation on Liability in section 14 of the following Sample Software Licenses and Services Agreement.

SAMPLE SOFTWARE LICENSE AND SERVICES AGREEMENT

This Software License and Services Agreement that includes attached Exhibits ("Agreement") is between Bellefeuil, Szur & Associates, Inc. ("BS&A"), a Michigan corporation, and the City/Township of XXXXX ("Customer"), effective the date of the signature of the last Party to sign the Agreement ("Effective Date"). Each party to the Agreement is referred to as a "Party" and the parties, collectively, are referred to as "Parties."

This Agreement sets the terms and conditions under which BS&A will furnish certain licensed software and certain services described herein to Customer.

SECTION A – SOFTWARE LICENSE

1. License Grant.

1.1. Upon the Effective Date, subject to the terms of this Agreement and Customer's ongoing compliance therewith, BS&A hereby grants to Customer a perpetual, non-exclusive, non-transferable, and non-assignable license to install and use the BS&A Software Products for Customer's internal business purposes only (and not, for example, as a data center, reseller, or service bureau for third parties), only on servers owned by Customer and located at Customer's facilities, and otherwise in accordance with this Agreement. "BS&A Software Product(s)" means, the: (i) BS&A software products set forth in **Schedule 1 to Exhibit A**; (ii) related interfaces and customizations; (iii) BS&A manuals, BS&A official specifications, and BS&A user guides provided in or with BS&A software products set forth in **Schedule 1 to Exhibit A** ("Documentation"); and (iv) all modifications to the BS&A software products set forth in **Schedule 1 to Exhibit A**, including, but not limited to, fixes, new versions, new releases, updates, upgrades, corrections, patches, work-arounds (collectively, "Modifications"). For the avoidance of doubt, Documentation does not include advertising, other general statements about products, or statements by sales or other staff members. Customer may make and keep (securely) one archival copy of each BS&A Software Product solely for use as backup.

1.2. Customer will not sublicense, modify, adapt, translate, or otherwise transfer, reverse compile, disassemble or otherwise reverse engineer BS&A Software Products or any portion thereof without prior written consent of the BS&A. Without limiting the foregoing, the BS&A Software Products may not be modified by anyone other than BS&A. If Customer modifies the BS&A Software Products without BS&A's prior written consent, any BS&A obligation to provide support services on, and the warranty for, the BS&A Software Products will be void. All rights not expressly granted are reserved.

2. License Fees. Customer agrees to pay BS&A, and BS&A agrees to accept from Customer as payment in full for the license granted herein, the software fees set forth in **Schedule 1 to Exhibit A**.

3. Limited Software Warranty.

3.1. BS&A warrants and represents for a period of one (1) year from the installation of BS&A Software Product that: (i) such BS&A Software Product will perform substantially in the same manner as official demonstration versions and in accordance with BS&A's authorized online tutorials and videos that may have been made available as part of the sales and negotiation process leading up to this Agreement; and (ii) the BS&A Software Product shall conform to the Documentation and be free of material defects in workmanship and materials. Any claim under this Limited Software Warranty must be made within one (1) year from the installation of the applicable BS&A Software Product. Customer's exclusive remedy in the event of a breach of this warranty shall be to have BS&A use reasonable efforts to repair or replace the non-conforming BS&A Software Product so as to render it conforming to the warranty, or in the event that is not possible to render it conforming with reasonable efforts, to receive a refund of the amount paid for the BS&A Software Product.

3.2. THE FOREGOING LIMITED SOFTWARE WARRANTY IS IN LIEU OF ALL OTHER REPRESENTATIONS OR WARRANTIES RELATING IN ANY WAY TO THE BS&A SOFTWARE PRODUCTS, INCLUDING, *BUT NOT LIMITED TO*, THEIR FEATURES, ATTRIBUTES, FUNCTIONALITY, AND PERFORMANCE. THE FOREGOING LIMITED SOFTWARE WARRANTY IS IN LIEU OF ALL SUCH REPRESENTATIONS OR WARRANTIES WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OR

REPRESENTATIONS OF MERCHANTABILITY, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND THOSE ARISING BY STATUTE OR OTHERWISE IN LAW OR FROM THE COURSE OF DEALING OR USAGE OF TRADE. BS&A DOES NOT REPRESENT OR WARRANT THAT THE BS&A SOFTWARE PRODUCTS WILL MEET ANY OR ALL OF CUSTOMER'S PARTICULAR REQUIREMENTS, THAT THE OPERATION OF THE BS&A SOFTWARE PRODUCTS WILL OPERATE ERROR-FREE OR UNINTERRUPTED, OR THAT ALL PROGRAMMING ERRORS IN THE BS&A SOFTWARE PRODUCT(S) CAN BE FOUND IN ORDER TO BE CORRECTED.

4. Ownership of BS&A Software Products/Proprietary Information.

4.1. BS&A shall retain ownership of, including all intellectual property rights in and to, the BS&A Software Products. Customer agrees not to challenge such rights and hereby assigns any and all copyrights and other intellectual property rights in and to the BS&A Software Products to BS&A and agrees to execute any and all documents necessary to effect the purposes of this paragraph. "Intellectual property rights" means all trademarks, copyrights, patents, trade secrets, moral rights, know-how, and all other proprietary rights.

SECTION B – PROFESSIONAL SERVICES

5. Professional Services. BS&A shall provide the services ("Professional Services") set forth in **Schedule 2 to Exhibit A** and **Exhibit D** (Statement of Work), for the prices indicated, provided Customer fulfills its obligations set forth in this Agreement. The Parties may enter into future Statements of Work, which shall become part of this Agreement.

6. Change Orders. If Customer requires the performance of professional services not covered by the existing Agreement, or requires a change to the existing Professional Services, Customer shall deliver to BS&A's Project Manager a written change order and specify in such change order the proposed work with sufficient detail to enable BS&A to evaluate it ("Change Order"). BS&A may, at its discretion, prescribe the format of the Change Order. BS&A shall provide the Customer with an evaluation of the Change Order, which may include a written proposal containing the following: (i) implementation plans; (ii) the timeframe for performance; and (iii) the estimated price for such performance. Upon execution, all Change Orders shall be governed by the terms and conditions of this Agreement, unless mutually agreed upon otherwise in writing. Customer acknowledges that such Change Orders may affect the implementation schedule and Go-Live Dates.

7. License and Ownership.

7.1. All rights, including all intellectual property rights, in and to work product delivered as a result of Professional Services under this Agreement shall be owned by BS&A. For the avoidance of doubt, work product that constitutes a BS&A Software Product or portion thereof shall be governed by Section A including Section 1.1 thereof.

7.2. Subject to Section 7.1 and Customer's compliance with this Agreement (including payment in full), BS&A grants to Customer a perpetual, non-exclusive, non-transferable, and non-assignable license to use the work product and the intellectual property rights therein for Customer's internal business purposes only.

8. Cancellation. In the event Customer cancels or reschedules Professional Services, and without prejudice to BS&A's other rights and remedies, Customer is liable to BS&A for: (i) all expenses incurred by BS&A on Customer's behalf; and (ii) daily fees associated with the canceled Professional Services (in accordance with the daily fee rate), if less than thirty (30) days advance notice is given regarding the need to cancel or reschedule and BS&A cannot reasonably reassign its affected human resources to other projects where comparable skills are required.

9. Limited Professional Services Warranty.

9.1. BS&A warrants that its Professional Services will be performed in a professional and workmanlike manner, materially in accordance with the Statement of Work attached as Exhibit D. In the event of a

breach of the foregoing warranty and a claim in accordance with the next sentence, BS&A's sole obligation and Customer's exclusive remedy with respect to such claim will be to have BS&A re-perform the portion of the Professional Services with respect to which the warranty has been breached, to bring it into compliance with such warranty. Any claim for breach of the foregoing warranty must be made by notice to BS&A within thirty (30) days of performance of the portion of the Professional Services with respect to which the claim is made, or said claim shall be deemed waived.

- 9.2.** THE FOREGOING LIMITED PROFESSIONAL SERVICES WARRANTY IS IN LIEU OF ALL OTHER REPRESENTATIONS OR WARRANTIES RELATING TO THE PROFESSIONAL SERVICES, EXPRESS OR IMPLIED INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OR REPRESENTATIONS OF MERCHANTABILITY, MERCHANTABLE QUALITY AND FITNESS FOR A PARTICULAR PURPOSE, AND THOSE ARISING BY STATUTE OR OTHERWISE IN LAW, OR FROM THE COURSE OF DEALING OR USAGE OF TRADE.

SECTION C – MAINTENANCE AND SUPPORT

10. Maintenance and Support Generally.

- 10.1.** For a one-year period, commencing on the installation of the BS&A Software Products, and subject to Customer's compliance with the Agreement, BS&A will provide, at no charge to Customer, "Maintenance and Support," meaning the following: (i) Modifications (such as patches, corrections, and updates) as are generally provided at no additional charge (beyond the cost of annual Maintenance and Support) by BS&A to BS&A customers; and (ii) technical support, as further described in Section 11, during BS&A's normal business hours.
- 10.2.** Commencing one (1) year from the installation of the BS&A Software Products, Maintenance and Support will be provided on an annual basis, subject to compliance with the terms of the Agreement and payment of the annual Maintenance and Support fees outlined in **Exhibit B**. Maintenance and Support will be renewed annually unless either Party notifies the other at least sixty (60) days prior to the anniversary of installation of its intent to terminate.
- 10.3.** BS&A guarantees that the Maintenance and Support annual fee set forth in **Exhibit B** will not change for two (2) years from the date of the installation of the BS&A Software Products. After that date, BS&A reserves the right each year to increase the fee over the previous year by no more than an amount that is proportionate to the increase (measured from the beginning of such previous year) in the Consumer Price Index as set forth by the U.S. Department of Labor, Bureau of Labor Statistics, Consumer Price Index – All Urban Consumers – U.S. City Average (the "Annual Renewal Fee").

11. Support.

- 11.1.** With respect to Errors following expiration of the Limited Software Warranty, BS&A's sole obligation and Customer's sole remedy are set forth in this section 11. Subject to Customer's compliance with the terms of the Agreement and purchase of Maintenance and Support, BS&A shall use commercially reasonable efforts, commensurate with the severity level, to achieve its support response and resolution targets with respect to Errors as set forth in **Exhibit C**. An "Error" means a verifiable and reproducible failure of a BS&A Software Product to operate in accordance with the Documentation) under conditions of normal use and where the Error is directly attributable to the BS&A Software Product as updated with current Modifications. If the customer modifies the BS&A Software Products without BS&A's written consent, BS&A's obligation to provide support services on the BS&A Software Products will be void.
- 11.2.** Support does not include the following: (i) installation or implementation of the BS&A Software Products; (ii) onsite training/support, remote training, application design, and other consulting services; (iii) support of an operating system, hardware, or support outside of BS&A's normal business

hours; (iv) support or support time due to a cause external to the BS&A Software Products adversely affecting their operability or serviceability, which shall include but not be limited to water, fire, wind, lightning, other natural calamities, transportation, misuse, abuse, or neglect; (v) repair of the BS&A Software Products modified in any way other than modifications made by BS&A or its agents; (vi) support of any other third-party vendors' software, such as operating system software, network software, database managers, word processors, etc.; and (vii) support of the BS&A Software Products that have not incorporated current Modifications. All such excluded Maintenance and Support Services performed by BS&A at Customer's request shall be invoiced to Customer on a time and materials basis, plus reasonable expenses associated therewith.

- 11.3.** Notwithstanding anything to the contrary, in order to maintain the integrity and proper operation of the Software, Customer agrees to use commercially reasonable efforts to implement, in the manner instructed by BS&A, all Modifications in a timely manner. Customer's failure to implement any Modifications may limit or restrict the ability of Customer to implement future Modifications. Customer shall provide prompt notice of any Errors discovered by Customer, or otherwise brought to the attention of Customer. Proper notice may include, without limitation, prompt telephonic and written (either via e-mail or postal mail) notice to BS&A of any purported Error. If requested by BS&A, Customer agrees to provide written documentation of Errors to substantiate those Errors and to otherwise assist BS&A in the detection and correction of said Errors. BS&A will use its commercial reasonable judgment to determine if an Error exists.
- 11.4.** Customer acknowledges and agrees that BS&A and product vendors may require online access to the BS&A system in order for BS&A to provide Maintenance and Support Services hereunder. Accordingly, Customer shall provide a connection to the Internet to facilitate BS&A's remote access to BS&A's system. BS&A shall provide remote connection software, which may require installation of a software component on a workstation or server computer.

SECTION D – GENERAL TERMS AND CONDITIONS

- 12. Customer Assistance.** Customer acknowledges that the implementation of the BS&A Software Products is a cooperative process requiring time and resources of Customer personnel. Customer shall, and shall cause Customer personnel to, use all reasonable efforts to cooperate with and assist BS&A as may be reasonably required to meet the project deadlines and other milestones agreed to by the Parties for implementation. BS&A shall not be liable for failure to meet such deadlines and milestones when such failure is due to force majeure (as defined in Paragraph 27. below) or to the failure by Customer personnel to provide such cooperation and assistance (either through action or omission).

13. BS&A Proprietary Information.

- 13.1.** Customer acknowledges that the information associated with or contained in the BS&A Software Products and information used in the performance of Professional Services include trade secrets and other confidential and proprietary information of BS&A (the "Proprietary Information").
- 13.2.** The Customer shall maintain in confidence and not disclose Proprietary Information, directly or indirectly, to any third party without BS&A's prior written consent. Customer shall safeguard the Proprietary Information to the same extent that it safeguards its own most confidential materials or data, but in no event shall the standard implemented be less than industry standard. Proprietary Information shall be used by Customer solely to fulfill its obligations under this Agreement. Customer shall limit its dissemination of such Proprietary Information to employees within the Customer's business organization who are directly involved with the performance of this Agreement and have a need to use such Proprietary Information. Customer shall be responsible for all disclosures by any person receiving Proprietary Information, by or through it, as if Customer itself disseminated such information.

- 13.3.** Proprietary Information shall not include any information that: (a) is or becomes publicly known through no wrongful act or breach of any obligation of confidentiality by Customer; (b) was lawfully known to Customer prior to the time it was disclosed to or learned by Customer in connection with this Agreement, provided that such information is not known to Customer solely because of its prior business relationship with BS&A; (c) was received by Customer from a third party that is not under an obligation of confidentiality to BS&A; or (d) is independently developed by Customer for a party other than BS&A without the use of any Proprietary Information. The following circumstances shall not cause Proprietary Information to fall within any of exceptions (a) through (d) above: (i) a portion of such Proprietary Information is embraced by more general information said to be in the public domain or previously known to, or subsequently disclosed to, the Customer; or (ii) it is a combination derivable from separate sources of public information, none of which discloses the combination itself.
- 13.4.** If Customer is required, or anticipates that it will be required, to disclose any Confidential Information pursuant to a court order or to a government authority, Customer shall, at its earliest opportunity, provide written notice to BS&A so as to give BS&A a reasonable opportunity to secure a protective order or take other actions as appropriate. Customer shall, at all times, cooperate with BS&A so as to minimize any disclosure to the extent allowed by applicable law.
- 14. Limitation on Liability and Damages.** BS&A'S ENTIRE LIABILITY AND RESPONSIBILITY FOR ANY AND ALL CLAIMS, DAMAGES, OR LOSSES ARISING FROM THE BS&A SOFTWARE PRODUCTS (INCLUDING BUT NOT LIMITED TO THEIR USE, OPERATION, AND/OR FAILURE TO OPERATE), PROFESSIONAL SERVICES, MAINTENANCE AND SUPPORT, ANY THIRD-PARTY PERFORMANCE OR LACK THEREOF, OR OTHERWISE ARISING OUT OF OR RELATING TO THIS AGREEMENT, SHALL BE ABSOLUTELY LIMITED TO DIRECT DAMAGES NOT IN EXCESS OF THE PURCHASE PRICE OF BS&A SOFTWARE PRODUCTS PLUS, TO THE EXTENT APPLICABLE, THE PURCHASE PRICE OF ANY PROFESSIONAL SERVICE SET FORTH IN THIS AGREEMENT THAT GIVES RISE TO THE CLAIM. NOTWITHSTANDING ANY PROVISION CONTAINED HEREIN, BS&A SHALL NOT BE LIABLE FOR ANY INDIRECT, CONSEQUENTIAL, SPECIAL, INCIDENTAL, OR CONTINGENT DAMAGES OR EXPENSES, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, ARISING IN ANY WAY OUT OF THIS AGREEMENT, BS&A SOFTWARE PRODUCTS, ANY THIRD-PARTY PERFORMANCE, OR LACK THEREOF, OR BS&A'S PERFORMANCE, OR LACK THEREOF, UNDER THIS AGREEMENT, INCLUDING, WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, LOSS OF REVENUE, PROFIT, OR USE. TO THE EXTENT THAT APPLICABLE LAW DOES NOT PERMIT THE LIMITATIONS SET FORTH HEREIN, THE LIABILITY AND DAMAGES SHALL BE LIMITED AND RESTRICTED TO THE EXTENT PERMITTED BY LAW.
- 15.** Customer is solely responsible for its data, its database, and for maintaining suitable back-ups of the data and database to prevent data loss in the event of any hardware or software malfunction. Customer covenants and agrees to undertake all necessary measures to protect and secure its data, including implementation of technical, administrative and physical protections. BS&A SHALL HAVE NO RESPONSIBILITY OR LIABILITY FOR DATA LOSS REGARDLESS OF THE REASONS FOR SAID LOSS. To the maximum extent authorized by law, Customer agrees to defend, indemnify and hold BS&A harmless for any claim by any person or entity arising out of any loss or compromise of data or data security or arising out of Customer's breach of this Agreement.
- 16. Additional Disclaimer.** SUPPLIER PROVIDES NO WARRANTY FOR ANY THIRD-PARTY SOFTWARE AND/OR HARDWARE. EXCEPT AS SET FORTH IN THIS AGREEMENT, SUPPLIER WILL NOT BE RESPONSIBLE FOR ANY THIRD-PARTY SOFTWARE, THIRD-PARTY SERVICES AND/OR HARDWARE.
- 17. Indemnification for Intellectual Property Infringement.** If a claim is made or an action is brought alleging that a BS&A Software Product infringes on a U.S. patent, or any copyright, trademark, trade secret or other proprietary right, BS&A will defend Customer against such claim and will pay resulting costs and damages finally awarded, provided that: (a) Customer promptly notifies BS&A in writing of the claim; (b) BS&A has sole control of the defense and all related settlement negotiations; (c) Customer reasonably cooperates in

such defense at no expense to BS&A; and (d) Customer remains in compliance with the Agreement and has continued to purchase Maintenance and Support Services. The obligations of BS&A under this Section are conditioned on Customer's agreement that if the applicable BS&A Software Product, in whole or in part, or the use or operation thereof, becomes, or in the opinion of BS&A is likely to become, the subject of such a claim, BS&A may at its expense either procure the right for Customer to continue using the BS&A Software Product or, at the option of BS&A, replace or modify the same so that it becomes non-infringing (provided such replacement or modification maintains the same material functionality and does not adversely affect Customer's use of the Update as contemplated hereunder).

- 18. No Intended Third-Party Beneficiaries.** This Agreement is entered into solely for the benefit of BS&A and Customer. No third party will be deemed a beneficiary of this Agreement, and no third party will have the right to make any claim or assert any right under this Agreement.
- 19. Bridge Agreement.** With approval from BS&A, similarly situated local government entities may use this contract as a bridge or piggyback agreement, at any point during the life of contract, for the purchase of similar software and services. BS&A reserves the right to refuse the use of this contract as a bridge contract for any reason, including, but not limited to; differences in size or scope of the agreement, changes in price structure, or market based differences. Any purchases made by other government entities shall be understood to be transactions between that entity and BS&A; Customer shall not be responsible for any such purchases.
- 20. Termination.** Without prejudice to other rights and remedies, and except as otherwise provided in this Agreement, either Party may terminate this Agreement for the other Party's material breach upon failure to cure such breach after thirty (30) days' written notice identifying with specificity the nature of the breach. Upon termination of this Agreement: (a) Customer shall promptly pay all amounts payable to BS&A for Services rendered up to the date of termination; and (b) Customer shall return or destroy, at the direction of BS&A, BS&A's Proprietary Information in its possession. The termination of this Agreement will not discharge or otherwise affect any pre-termination obligations of either Party existing under this Agreement at the time of termination. Sections 1.2, 4.1, 7.1, 13 through 16, 18, 20 through 29, and the provisions of this Agreement, which by their nature extend beyond the termination of this Agreement, will survive termination of the Agreement. No action arising out of this Agreement, regardless of the form of action, may be brought by Customer more than one (1) year after the date the action occurred.
- 21. Payment Terms.** Customer shall pay BS&A for all amounts in accordance with this Agreement and **Exhibit A**.
- 22. Governing Law and Venue.** This Agreement shall be governed by, and construed in accordance with, the laws of the state of Michigan, without regard to its choice of law rules. BS&A and the Customer agree that the exclusive venue for any legal or equitable action shall be the Courts of the County of Clinton, State of Michigan, or in any court of the United States of America lying in the Western District of Michigan.
- 23. Entire Agreement.** This Agreement represents the entire agreement of Customer and BS&A with respect to the subject matter hereof, and supersedes any prior agreements, understandings, and representations, whether written, oral, expressed, implied, or statutory. Customer hereby acknowledges that in entering into this Agreement, it did not rely on any information not explicitly set forth in this Agreement.
- 24. Export.** Customer will comply with all applicable laws, including applicable export control laws that prohibit export or diversion of certain products and technology to certain countries or individuals, including foreign nationals in the United States. Customer undertakes to determine any export licensing requirements and to comply with such obligations. The BS&A Software Products are deemed to be commercial computer software as defined in FAR 12.212 and subject to restricted rights as defined in FAR Section 52.227-19 "Commercial Computer Software-Restricted Rights" and DFARS 227.7202, "Rights in Commercial Computer Software or Commercial Computer Software Documentation," as applicable, and any successor regulations. Any use, modification, reproduction release, performance, display, or disclosure of BS&A's Software Products by the U.S. Government shall be solely in accordance with the terms of this Agreement.

- 25. Severability.** If any term or provision of this Agreement, or the application thereof, to any extent, be held invalid or unenforceable, the remainder of this Agreement or the application of such term or provision to persons or circumstances, other than those as to which it is held invalid or unenforceable, will not be affected thereby, and each term and provision of this Agreement will be valid and enforced to the fullest extent permitted by law.
- 26. Successors and Assigns.** This Agreement shall be binding upon the successors, permitted assigns, representatives, and heirs of the Parties hereto. For avoidance of doubt, any expanded use by Customer of the Program, for example, in the event of annexation or desired shared services, shall require the consent of BS&A.
- 27. Force Majeure.** "Force Majeure" is defined as an event beyond the reasonable control of a Party, including governmental action, war, riot or civil commotion, fire, natural disaster, problematic weather, lack of availability of Customer provided technology, labor disputes, restraints affecting shipping or credit, delay of carriers or any other cause that could not, with reasonable diligence, be foreseen, controlled or prevented by the Party. Neither Party shall be liable for delays in performing its obligations under this Agreement to the extent that the delay is caused by Force Majeure.
- 28. Notice.** All notices, requests, demands, and determinations under the Agreement (other than routine operational communications), shall be in writing and shall be deemed duly given: (i) when delivered by hand; (ii) one (1) business day after being given to a nationally recognized overnight delivery service for next-business-day delivery, all fees prepaid; (iii) when sent by confirmed facsimile with a copy sent by another means specified in this provision; or (iv) six (6) calendar days after the day of mailing, when mailed by United States mail, *via* registered or certified mail, return receipt requested, postage prepaid, and in each case addressed as shall be set forth below. A Party may from time-to-time change its address or designee for notification purposes by giving the other prior written notice of the new address or designee and the date upon which it will become effective.

If to BS&A:
BS&A Software
14965 Abbey Lane
Bath, MI 48808
Attn: Contracts Manager
Telephone: 517-641-8900

If to Customer:

Telephone No.: _____

- 29. Independent Contractor.** This is not an agreement of partnership or employment of BS&A or any of BS&A's employees by Customer. BS&A is an independent contractor for all purposes under this Agreement.
- 30.** The text of the Agreement without any Exhibits and Schedules shall control over any inconsistent text in any of the Exhibits or Schedules.

31. Contract Documents and Order of Precedence. The text of the Agreement without any Exhibits and Schedules shall control over any inconsistent text in any of the Exhibits or Schedules. This Agreement includes the following Exhibits and Schedules:

Exhibit A – Payment Terms Generally

Schedule 1 to Exhibit A – License/Interface/Customization Fees

Schedule 2 to Exhibit A – Professional Services Fees

Exhibit B – Maintenance and Support Fees

Exhibit C – Support Call Process

Exhibit D – Statement of Work

IN WITNESS THEREOF, the Parties hereto have executed this Agreement as of the dates set forth below.

BS&A SOFTWARE, INC.

By: _____

Name: _____

Title: _____

Date: _____

CUSTOMER

By: _____

Name: _____

Title: _____

Date: _____

EXHIBIT A

Payment Terms

1. Customer shall pay BS&A within thirty (30) days of invoice. Payments not received within fifteen (15) days of the due date shall be subject to a one and one-half percent (1.5%) per month interest charge (or, if lower, the highest amount chargeable at law) assessed against the unpaid balance from the date due until the date payment is received.
2. Any amount not subject to good faith dispute and not paid within fifteen (15) days of the due date of each invoice shall, without prejudice to other rights and remedies, be subject to an interest charge equal to the lesser of 1.5% monthly or the maximum interest charge permissible under applicable law, payable on demand. Any charges not disputed by Customer in good faith will be deemed approved and accepted by Customer. For purposes of this Agreement, a good faith dispute regarding amounts owed exists only if Customer provides in writing at least ten (10) days prior to due date of payment on the invoice, notification of such dispute, the specific portion of the invoice in dispute, and the specific grounds of the dispute (which must be asserted in good faith), and Customer pays in timely fashion such portions that are not subject to such dispute.
3. BS&A shall invoice Customer \$XXXX upon Effective Date for BS&A's Project Management/Implementation Planning Fees and Data Conversion fees as set forth in Schedule 2.
4. BS&A shall invoice Customer \$XXXX at start of On-Site Implementation and Training. Such amount equals BS&A's software license fees as set forth in Schedule 1.
5. BS&A shall invoice Customer \$XXXX at completion of On-Site Implementation and Training. Such amount equals On-Site Implementation and Training costs, Customization and Interface costs, and travel expenses, as set forth in Schedule 2.
6. Customer shall be responsible for all taxes (including sales taxes) imposed as a result of any transaction associated with this Agreement, exclusive of taxes on BS&A's net income.

Schedule 1 to Exhibit A

License Fees

Schedule 2 to Exhibit A

Professional Services Fees

EXHIBIT B

Maintenance and Support Fees

EXHIBIT C

Support Call Process

BS&A's standard hours for support are from 8:30 a.m. to 6:00 p.m. (EST), Monday through Thursday, and 8:30 a.m. to 5:00 p.m. (EST) on Friday, excluding holidays.

You can lodge a support request in three ways: (i) **Contact Customer Support** option located within the Help menu of all of our applications (ii) our toll-free support line (1-855-BSA-SOFT) or (iii) via email.

BS&A targets less than thirty (30) minutes for initial response ("Initial Response Target").

Customer service requests fall into four main categories:

- A. Technical.** Questions or usage issues relating to I.T. functionality, future hardware purchases, and configuration. BS&A tries to resolve these issues within BS&A's Initial Response Target or as soon thereafter as reasonably possible.
- B. Questions/Support.** General questions regarding functionality, use, and setup of the applications. BS&A tries to resolve these issues within BS&A's Initial Response Target or as soon thereafter as reasonably possible.
- C. Requests.** Customer requests for future enhancements to the applications. Key product management personnel meet with development staff on a regular basis to discuss the desirability and priority of such requests. BS&A tries to resolve these issues within BS&A's Initial Response Target or as soon thereafter as reasonably possible.
- D. Issues/Bugs.** Errors fall into three (3) subcategories:
 - i. Critical.** Cases where an Error has rendered the application or a material component unusable or not usable without substantial inconvenience, causing material and detrimental consequences to business -- with no viable Customer workaround or alternative. The targeted resolution time for critical issues is within one (1) day.
 - ii. Moderate.** Cases where an Error causes inconvenience and added burden, but the application is still usable by Customer. The targeted resolution time for all moderate issues is within two (2) weeks, which is within our standard update cycle.
 - iii. Minimal.** Cases that are mostly cosmetic in nature, and do not impede functionality in any significant way. These issues are assigned a priority level at our regular meetings, and resolution times are based on the specified priority.

Remote Support Process

Some support calls may require further analysis of Customer's database or setup to diagnose a problem or to assist Customer with a question. BS&A's remote support tools share Customer's desktop *via* the Internet to provide Customer with virtual on-site support. BS&A's support team is able to quickly connect remotely to Customer's desktop and view its setup, diagnose problems, or assist Customer with screen navigation.

EXHIBIT D

Sample Statement of Work

Appendix D – Module Requirements Summary

Module Currently Available? Y or N

❖ Administration Management	
• Address Listing	Y
• Certificates of Insurance	Y
• Records Requests	Y
❖ Community and Economic Development (CED)	
• Code Enforcement	Y
• Engineering	Y
• Inspections - Online data entry from field	Y
• GIS – Integration with ESRI ArcGIS	Y
• Planning and Zoning	Y
• Property Tax - Parcel data only	N
❖ Document Management System	
• Integrated with/into software system	Y 3 rd
• Capture/retrieve/meta-tag/backup documents	Y 3 rd
❖ Financial	
• Accounts Payable/Purchasing	Y
• Accounts Receivable	Y
• Bank Reconciliation	Y
• Budgeting	Y
• Cash Receipting	Y
• Fixed Assets	Y
• General Ledger	Y
• Local Improvement Districts /Special Assessments	Y
• Payroll	Y
• Project Management Tracking	Y
❖ Human Resources	
• Applicant Tracking	Y
• Open Enrollment for Benefits	Y
• Employee Event Tracking	Y
• Employee Position Control	Y
• Personnel Management	Y
• Electronic Timesheets	Y
• Performance Evaluation Process Management	N

Module Currently Available? Y or N

❖ Licensing	
• Business	Y
• Liquor	Y
• Parking Tickets	N
• Citations (<i>Animal Control, etc.</i>)	N
❖ Online Portal - <i>external facing for access/lookup/payments/submittals</i>	Y
❖ Permits	Y
• Building; Right-Of-Way; Sign	Y
• Catering	Y
• Solicitors (<i>registration</i>)	Y
❖ Utility Billing	Y
• Water, Sewer, Stormwater, Refuse, Street lights Billing	Y
❖ Work Orders/Service Requests	Y
❖ Other Areas	
• Track Public Records Requests and Fees	Y
• Current Manual Permits	Y
• Invoice Approval Including Purchase Orders, etc.	Y
• Work Hour and Leave Scheduling	N

N. Additional Information

Sample Screen Captures

AP Invoice Entry

This screen capture shows the Invoice Entry screen in the background, and an example of a scanned-in vendor invoice in the foreground. This latter example is used with our "Batch Add Invoices" process, which simplifies invoice entry, allows you to attach the scanned-in invoice, and then access that image via drill-down.

The screenshot displays the 'Accounts Payable' software interface. In the foreground, a 'Batch Add Invoices From Attachments' window is open, showing a scanned 'Skyline' invoice (Quote #1422). The invoice details include: Skyline Exhibits and Services, 2010 Lark Lane, Warsaw, NY 14550, Phone: (516) 485-0400, Fax: (516) 485-0408. The invoice is dated 01/01/18 and is for Client # 17319. The invoice items are: 101-215.000-727.000 PROJECTOR (Amount: 800.000), 101-257.000-727.000 BOOTH WITH NEW LOGO (Amount: 600.000), and 206-336.000-727.000 SHIPPING (Amount: 40.000). The total amount is \$1,440.00. The background window shows the 'Invoice Entry' screen with the following data:

Vendor and Bank Info: Vendor Code: 6977, Bank Code: CONSO, Vendor Name: SKYLINE EXHIBITS AND SERVICES.

Invoice Info: Invoice #: 61422, Desc: BOOTH EQUIPMENT AND PROJECTOR, Invoice Date: 03/01/2018, Post Date: 03/23/2018, Due Date: 04/23/2018, Pay By: Paper Check, Amount: \$1,440.00.

Allocation Table:

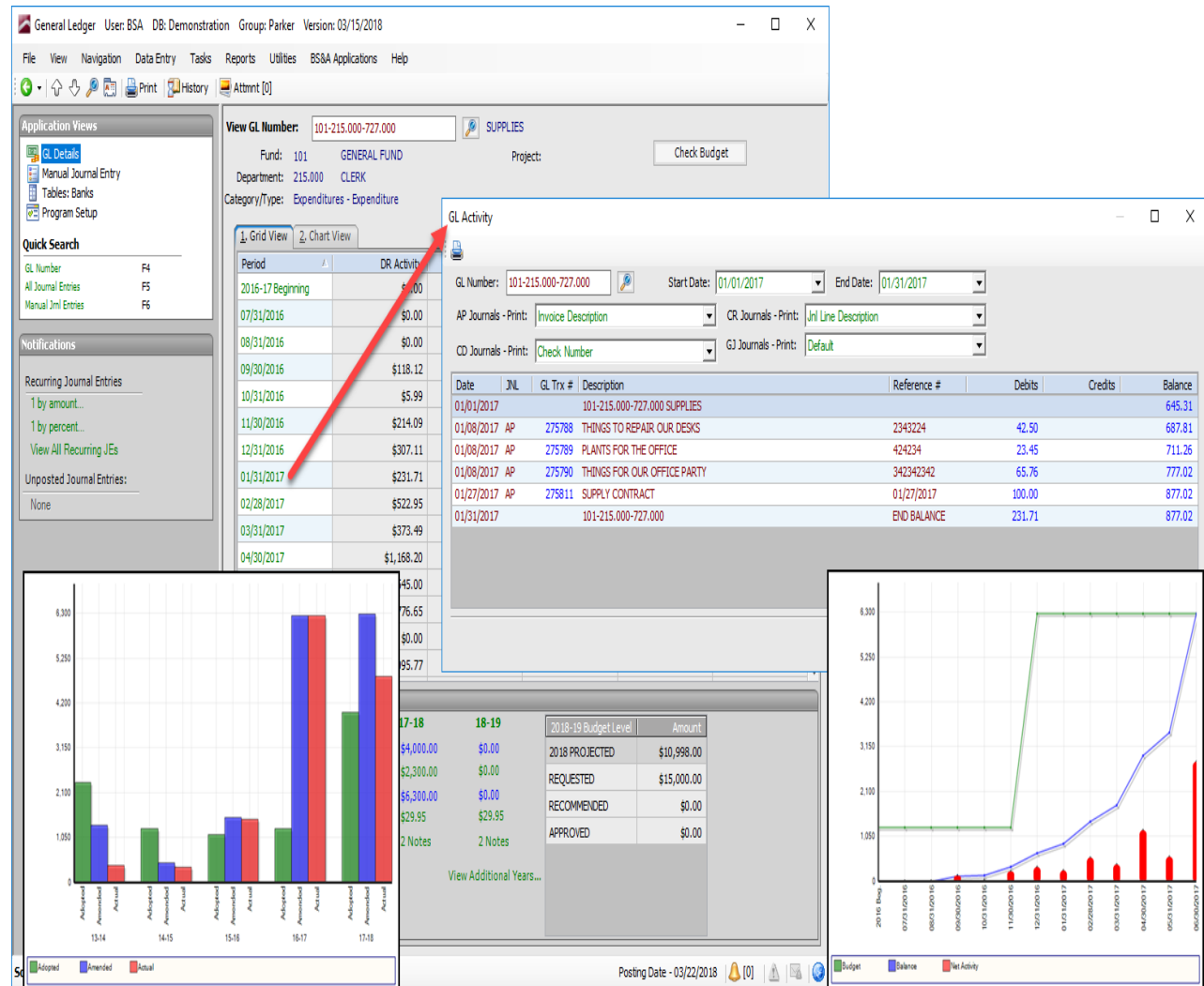
GL Number	Item Description	Amount	Enc
101-215.000-727.000	PROJECTOR	800.000	E
101-257.000-727.000	BOOTH WITH NEW LOGO	600.000	E
206-336.000-727.000	SHIPPING	40.000	E

Balance To Apply: \$0.00

Footer: Adding New Invoice, Help Video..., View changes..., Save, Cancel, Posting Date - 03/23/2018.

General Ledger Home Screen

This screen capture shows the "home" GL Details screen for a particular account. Original budget, budget amendments, and encumbrances (purchase orders), are summarized at the bottom of the screen. Budget footnotes are also provided. Every field on this screen can be drilled into for additional details. Data can be presented in chart form as well, which also offers drill-down capability.



General Ledger "Column Chooser" & Reports

This screen capture shows the "column chooser," which provides extremely easy, flexible generation of reports. Drag a column from the left to the right to add it to the report output. Reports can be viewed on screen, exported to Excel, or saved as PDFs for attachments to emails.

Report Column Options

Columns Available	Columns Selected
Column	Column
Account	1. GL # or Account
Account Type	2. Description
Amended Budget Previous Year	3. Period Balance Previous Year
Available Balance	4. Amended Budget
Available Balance Previous Year	5. Period Balance
Available Balance Previous Year End	
Beg. Year Balance	
Beg. Year Balance DR(CR)	
Current Period Activity	

Book1 - Excel

REVENUE AND EXPENDITURE REPORT FOR MY CITY Page: 1/51

PERIOD ENDING 11/30/2017

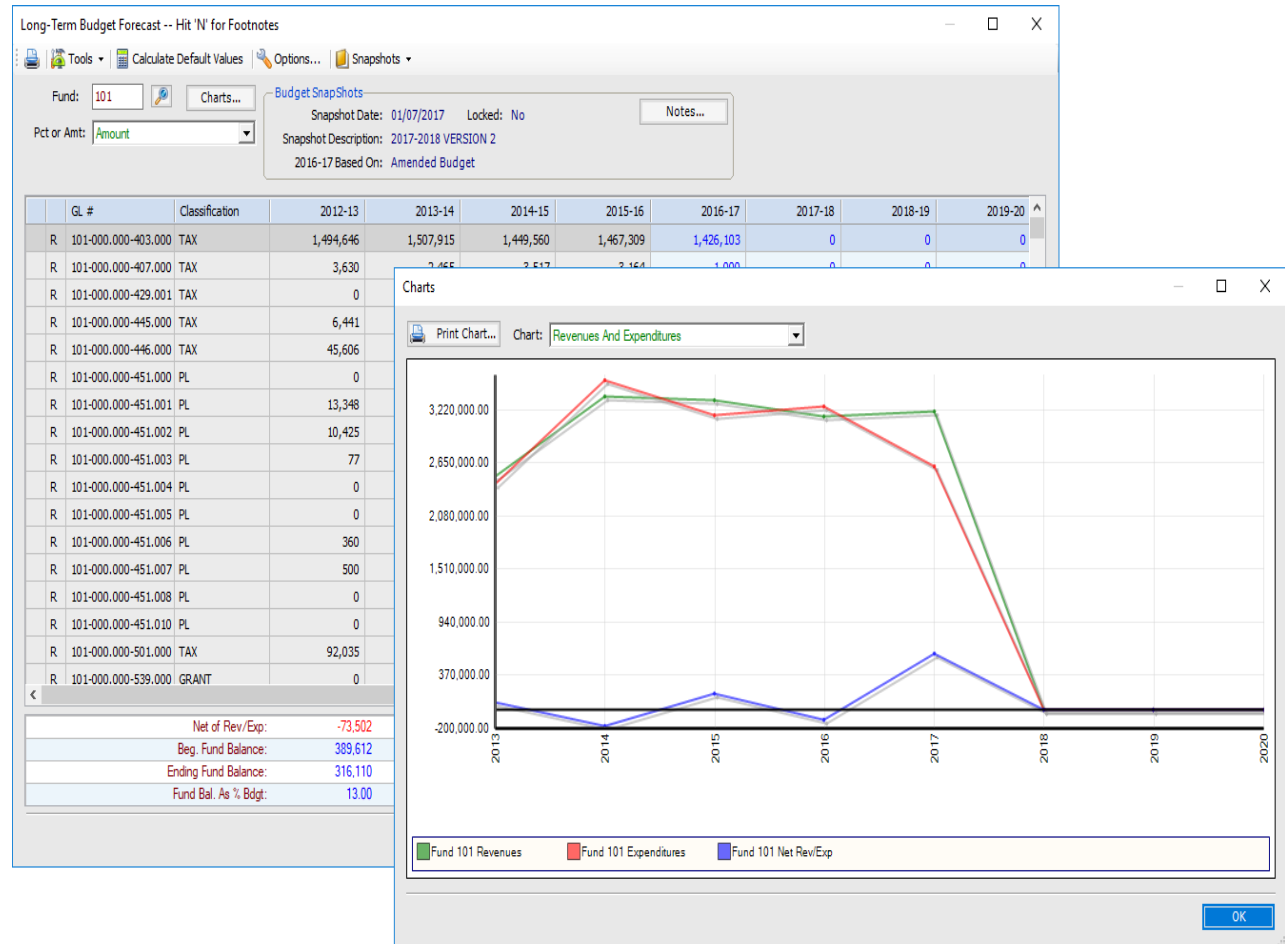
*NOTE: Available Balance / Pct Budget Used does not reflect amounts encumbered.

GL NUMBER	DESCRIPTION	2017-18 AMENDED BUDGET	YTD BALANCE 11/30/2017	ACTIVITY FOR MONTH 11/30/2017	AVAILABLE BALANCE	% BUDT USED
Fund 101 - GENERAL FUND						
Revenues						
Dept 000.000 - GENERAL						
101-000.000-403.000	CURRENT PROPERTY TAXES	1,500,000.00	625,000.00	125,000.00	875,000.00	41.67
101-000.000-407.000	DELINQUENT PERSONAL PROPERTY TAXES	1,025.00	427.10	85.42	597.90	41.67
101-000.000-429.001	STATE PPT REIMBURSEMENT	256.00	106.65	21.33	149.35	41.66
101-000.000-445.000	INTEREST AND PENALTIES TAXES	5,125.00	2,135.40	427.08	2,989.60	41.67
101-000.000-446.000	ADMIN. FEES - TAXES	42,736.00	17,806.65	3,561.33	24,929.35	41.67
101-000.000-451.000	LICENSE & PERMITS	0.00	0.00	0.00	0.00	0.00
101-000.000-451.001	BUILDING PERMITS	2,255.00	1,619.60	187.92	635.40	71.82
101-000.000-451.002	ELECTRICAL PERMITS	1,281.00	583.75	106.75	697.25	45.57
101-000.000-451.003	YARD SALE PERMITS	103.00	276.90	242.68	(173.90)	269.83
101-000.000-451.004	ZONING VARIANCES	103.00	42.90	9.59	60.10	41.65
101-000.000-451.005	REZONING APPLICATIONS	154.00	64.15	12.83	89.85	41.66
101-000.000-451.006	PROPOSAL/SOLICITOR PERMITS	154.00	64.15	12.83	89.85	41.66
101-000.000-451.007	SITE PLAN REVIEWS	3,075.00	1,281.25	256.25	1,793.75	41.67
101-000.000-451.008	TELECOMMUNICATIONS PERMIT FEE	0.00	0.00	0.00	0.00	0.00
101-000.000-451.010	OTHER PERMITS	0.00	0.00	0.00	0.00	0.00
101-000.000-501.000	FEDERAL GRANTS	400,000.00	166,666.65	33,333.33	233,333.35	41.67
101-000.000-539.000	STATE GRANTS	0.00	0.00	0.00	0.00	0.00
101-000.000-547.000	GRANTS - OTHER	0.00	0.00	0.00	0.00	0.00
101-000.000-573.000	LOCAL COMMUNITY STABILIZATION SHARE APP	100,794.00	41,997.50	8,399.50	58,796.50	41.67
101-000.000-574.000	STATE REVENUE SHARING	324,826.00	135,944.15	27,069.83	188,881.85	41.67
101-000.000-575.000	STATE LIQUOR LICENSES	5,125.00	2,135.40	427.08	2,989.60	41.67
101-000.000-606.000	PUBLIC PROPERTIES GENERAL FEES	100.00	41.90	8.39	60.10	41.65

Revenue and Expenditure Report Sheet1

General Ledger Long Term Budget Forecasting

This screen capture illustrates how a specified number of years of budget history can be used to predict a specified number of years into the future. Items have been categorized to simplify the display. Budget forecasts can also be viewed in detail. Data that is mathematically calculated can be adjusted or overridden, and can be displayed in chart form.



This screen capture shows the “master” Employee Information screen. Our payroll software manages a wealth of data, and each crucial screen – from Pay Codes to Retirement Info – can be easily navigated by way of Application Views. Included in this screen capture are examples of three of these additional employee screens: Leave Banks; Pay Codes; Deductions and Expenses.

* = Ded/Exp is Overridden

Human Resources

This screen capture shows the “master” Employee Information screen. Like our payroll software, our human resources software also manages a wealth of data. Each crucial screen, both Applicant and Employee, can be easily navigated by way of Application Views. Included in this screen capture are examples of four of these additional employee screens: Dependents; Licenses & Certifications; Position History; Personnel Action Forms.

Human Resources User: BSA DB: Demonstration Group: Parker Version: 03/15/2018

File View Navigation Data Entry Tasks Reports Utilities BSA Applications Help

Application Views

- Task Management
- Applicant
 - Employment/Education
 - Skills/References
 - Licenses/Testing
 - Questionnaire
 - Application Events
- Employee Information
 - Dependents
 - Employment
 - Benefit Plans
 - Professional Development
 - HR Information
 - Year to Date Info
 - Check History
 - Payroll Information
 - Pay Codes
 - GL Distributions
 - Leave Banks
 - Print Document

Quick Search

Applicant Last Name F4
Employee ID F5
Employee Last Name F6
Applicant ID F7

Employee: DEMO HRLY RT TB

Image Not Set

HR.NET
by BSA SOFTWARE
BSA Message Center

Sort Index: Employee ID

Employee Information

Employee ID: DEMO HRLY RT TB Full Name: JONES, JEFFREY T

1. General 2. Personal Info 3. HR Info 4. User Fields 5. Work Order Info

Employment Information

Employer: BSA Resident: Yes
Location: DPW Hire Date: 01/11/2013
Type: Full-Time Longevity Date: 12/25/2007
Status: Active Longevity Pay Date: 01/01
Termination Type: None Termination Date: //
Termination Reason: None Re-Hire Date: //

Employee Classifications

Department: DPW PUBLIC WORKS
Bargaining Unit 1: AFSCME AFSCME
Job Class: DPW DPW
Primary Position: Street Maintenance I Street Maintenance I
Group Memberships...

Primary Pay Information

Pay Frequency: Bi-Weekly
Primary Pay Code: HOURLY RATE TBL
Primary Pay Method: Hourly

Validation

Status:
Employee Rules: Success
Position Control Rules: Success

Dependents

Add Edit Display Active Records Only Delete

Name	Relationship	Date of Birth	Phone	Record Status
Jones, Thomas 23423 W Ten Mile Bath, MI 48808	Child Gender: Male	10/30/2001		Active
Jones, Christine J	Spouse	5/23/1987	(242) 342-4334	Active

Licenses & Certifications

Add Edit Display Active Records Only Delete

License Name	Certification ID	Expiration Date	Issue Date
CDL	345345345	12/31/2017	01/01/2017
SANITATION CERTIFICATION	SC15-234324	12/31/2017	08/25/2016

Position History

Add Edit Display Active Records Only Delete

From	To	Position	Description	Occupied	Primary	FTE	Rate	Pay Code	Record Status
06/13/2010	09/15/2010	Life Guard	Pool Life Guard			1.00	\$8,2500/hr	HOURLY RATE TBL	Active
06/01/2011	09/30/2011	Greens Keeper	Golf Course Green			1.00	\$9,5000/hr	HOURLY RATE TBL	Active
01/11/2013		Street Maintenance	Street Maintenance			1.00	\$21,3011/hr	HOURLY RATE TBL	Active

Personnel Action Forms

Add

Form Type	Status	Effective Date	Applied Date	Reason	User	Created
RATE INCREASE	Canceled	01/01/2017		PAY RATE INCREASE	BSA	11/8/2016
RATE INCREASE	Applied	07/01/2017	07/13/2017	RATE STEP INCREASE FROM	BSA	6/1/2017
ADD DEPENDENT	Applied	06/01/2017	06/09/2017	BIRTH OF A CHILD	BSA	6/1/2017

Utility Billing Cycle Manager

This screen capture shows UB's Billing Cycle Manager, a step-by-step utility that walks users through billing tasks. Billing tasks can be customized for your municipality, and includes exports and imports to and from your meter reading system. The Billing Cycle Manager lets you see at a glance which tasks have been completed and which tasks still need to be done.

The screenshot displays the 'Cycle Control' window for 'Cycle 469 of 469'. The interface includes a menu bar with options like Add, Delete, Audit, and Tools. The main area is divided into several sections:

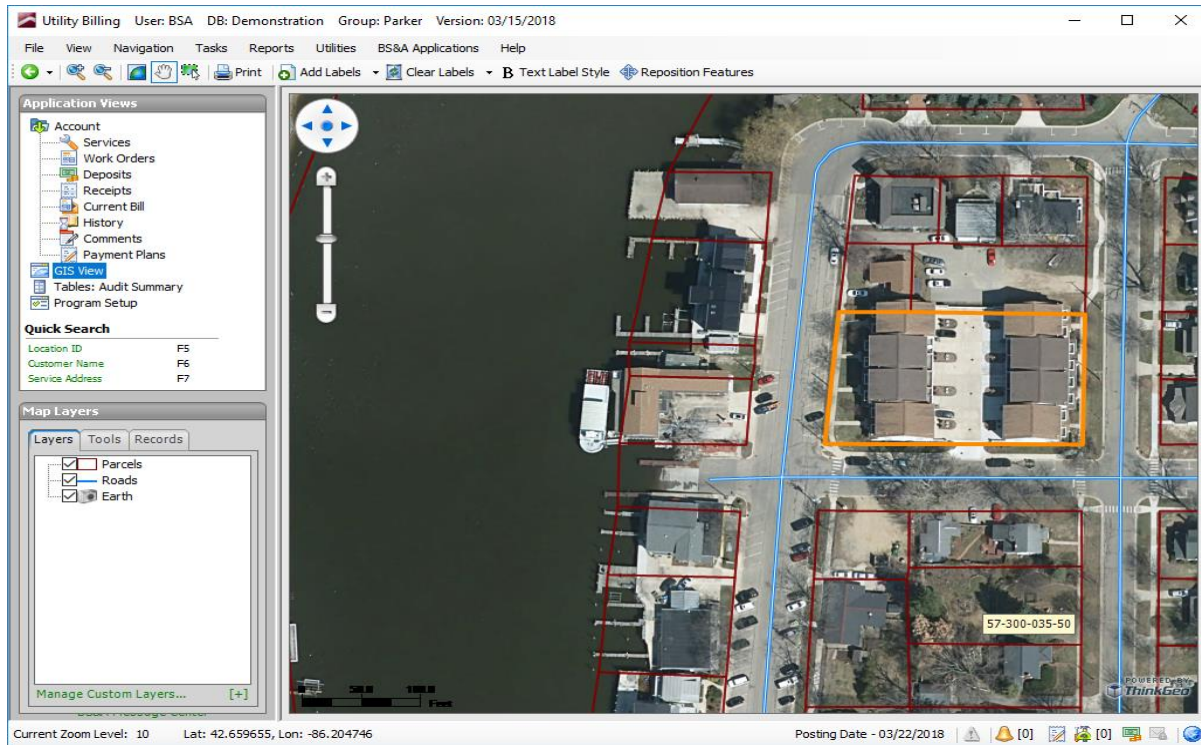
- Cycle Tasks:** A table listing tasks with their status (checked or unchecked), scheduled dates, completion dates, and completion by.
- Cycle Control Dates:** Fields for Created (04/10/2017) and Completed (//).
- Billing Information:** Fields for Billing Date (04/10/2017), Billing From (//), Billing To (//), Billing Days (0), Due Date (//), and Past Due (//). It also includes a 'Final Cycle' checkbox and a link to 'Set cycle task display order...'.
- Filter Options:** A search field for the cycle and a checkbox for 'Show non-completed cycles only'.

At the bottom, there are buttons for 'Discard Changes' and 'Close'.

Cycle Task Name	Scheduled Date	Completed Date	Completed By
✓ Export Meter Reads		03/22/2018	BSA
✓ Import Meter Reads		03/22/2018	BSA
✗ Print Consumption Report			
✗ Print Abnormal Usage			
✗ Print Estimate Report			
✗ Calculate Bills			
✗ Print Billing Register			
✗ Email Bills			
✗ Print Bills			
✗ Export Bills to Printing Company			
✗ Journalize Bills			
✗ Export ACH File			
✗ Calculate Penalty			
✗ Print Penalty Register			
✗ Print Interest Register			
✗ Run Past Due / Shutoff Wizard			

Utility Billing GIS Integration

This screen capture shows UB's integration with GIS mapping. When you view an account, you can "jump" to GIS View, where the account is shown bordered in a color separate from the other parcels.



Building Department

This screen capture shows the “master” Property record. Building Department .NET aggregates all relevant data, including parcel data, in its file structure. Separate folders are provided to track Projects, Permits, PZE (Planning, Zoning, and Engineering) Processes, Code Enforcements, Certificates, Certificates of Occupancy, and Inspection Groups. Open any folder to view/manage the data. Pictures and documents, such as drawings, letters, etc., can be attached to nearly every record and easily viewed.

The screenshot displays the Building Department .NET application window. The title bar indicates the user is BSA, the database is Demonstration, the group is Parker, and the version is 03/15/2018. The menu bar includes File, View, Navigation, Tasks, Reports, Utilities, BS&A Applications, and Help. The toolbar contains icons for Search, Index, Add, Delete, Audit, Hide, Print, Tools, Inspector's View, Map, and Names.

The left sidebar shows the Application Views tree, with folders for Property, Address, Miscellaneous, Attachments, Projects, Permits, PZE Processes, Enforcements, Certificates, Certificates of Occupancy, Inspection Groups, Tables, GIS, and Program Setup. The Property folder is selected, showing a list of properties with details like Owner (BEARD GLENNA L REV TRUST) and Taxpayer (BEARD GLENNA L REV TRUST).

The main window displays the Property Information form for the property at 1601 N MCEWAN ST, Parcel Number 051-027-400-16. The form includes tabs for Property, Building, Rental, Comment, Cross Connects, and Parking Details. The Property tab is active, showing fields for Occupant, Subdivision, Lot, Zoning (R2), Parking Spaces (0), Year Built (1972), Block, Use Groups, Occup. Load (0), and Vacant status. The Setbacks section shows Front and Rear setback fields.

Below the form, the Parcel Information tab is visible, showing the Owner (BEARD GLENNA L REV TRUST). To the right of the form is a site map showing the property location within a larger development area, with a legend indicating Phase I, Phase IA, Phase IB, Phase II, and Future Development.

At the bottom left, a floor plan is displayed, showing the layout of the property. The floor plan includes a Master Bedroom, two Bedrooms, a Kitchen, a Dining Room, a Deck, a Garage, and several Closets. The layout is detailed with room names and architectural symbols.

Building Department – Inspections

Inspectors can display a list of inspections, generate shortest route directions, view activities in a calendar, or display the property on a GIS map. Comprehensive checklists are provided to improve efficiency and consistency when flagging violations. Field tablets can be used to capture pictures.

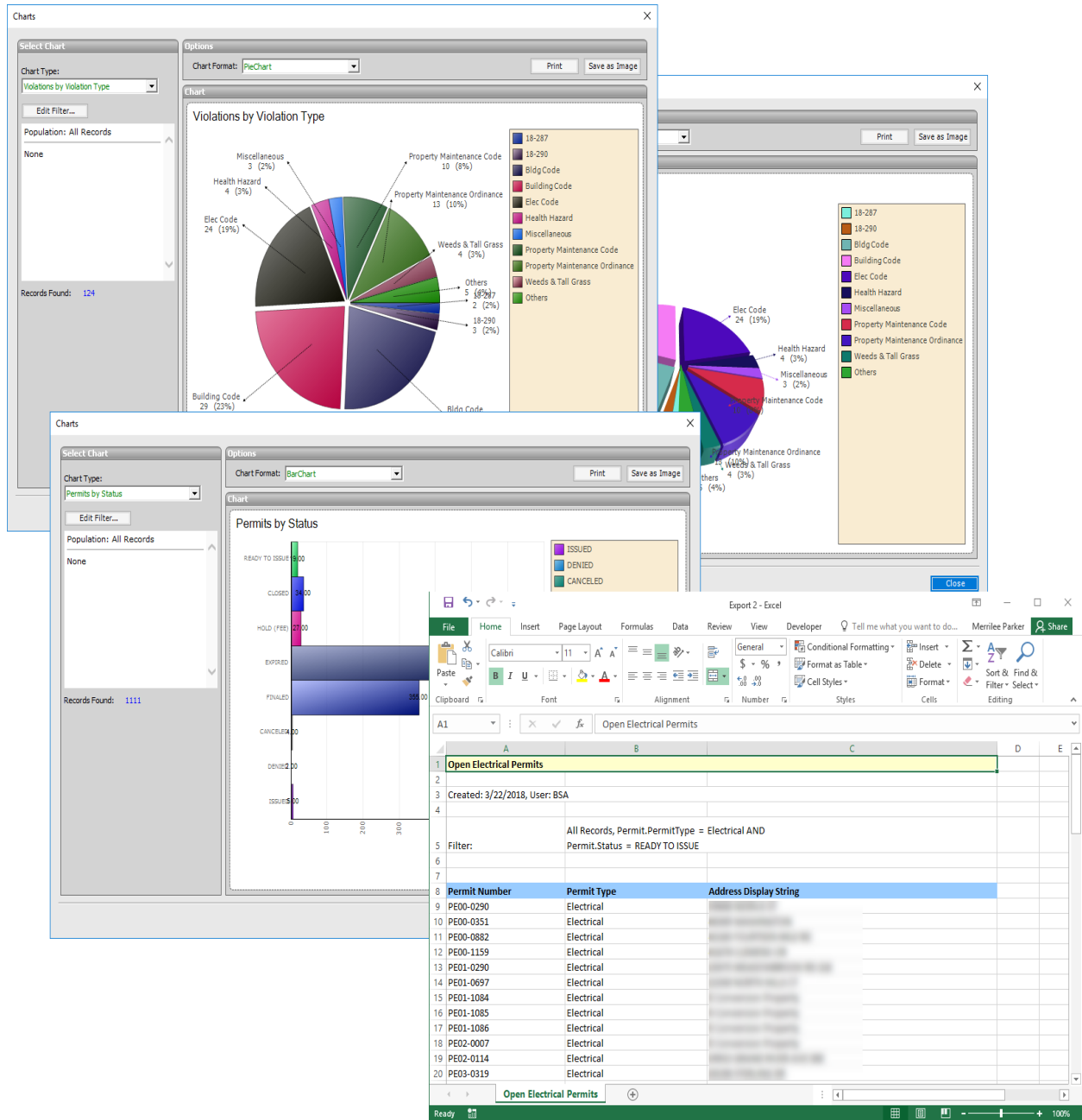
The screenshot displays the 'Inspector's View' of the software. The main window is divided into several sections:

- Calendar:** A calendar for December 2017 is shown, with the 17th highlighted. A pop-up window titled 'Appointment Details' provides information for a specific appointment:
 - Inspector: DAVE WILLIAMS
 - Insp. Type: Footing Inspection for Permit PB17-008 - Completed
 - Start: 8:00 AM
 - End: 9:00 AM
 - Location: 13471 BLAISDELL DR, Clare, MI, 48617
 - Comments: Permit PB17-008
- Filters:** A section for filtering inspections, currently showing '6 matching inspections'.
- Actions:** A list of actions including 'Assign inspector to inspections...', 'Set scheduled date for inspections...', 'Set scheduled time for inspections...', 'Print list of inspections...', 'Print inspector's schedule...', 'Get driving directions...', and 'Approve selected inspections...'.
- Inspection List:** A table listing inspections with columns for Address, Inspector, Linked Record, Type, and Scheduled time.

Address	Inspector	Linked Record	Type	Scheduled
13471 BLAISDELL DR	DAVE WILLIAMS	PB17-008	Footing	12:00
13471 BLAISDELL DR	BRUCE KEIDEL	PW17-001	Final	12:00
13471 BLAISDELL DR	BRUCE KEIDEL	PS17-001	Final	12:00
13471 BLAISDELL DR	DAVE WILLIAMS	PB17-008	Final	8:00
13471 BLAISDELL DR	DAVE WILLIAMS	PB17-008	Footing	8:00
13471 BLAISDELL DR	DAVE WILLIAMS	PB17-008	Rough	8:00

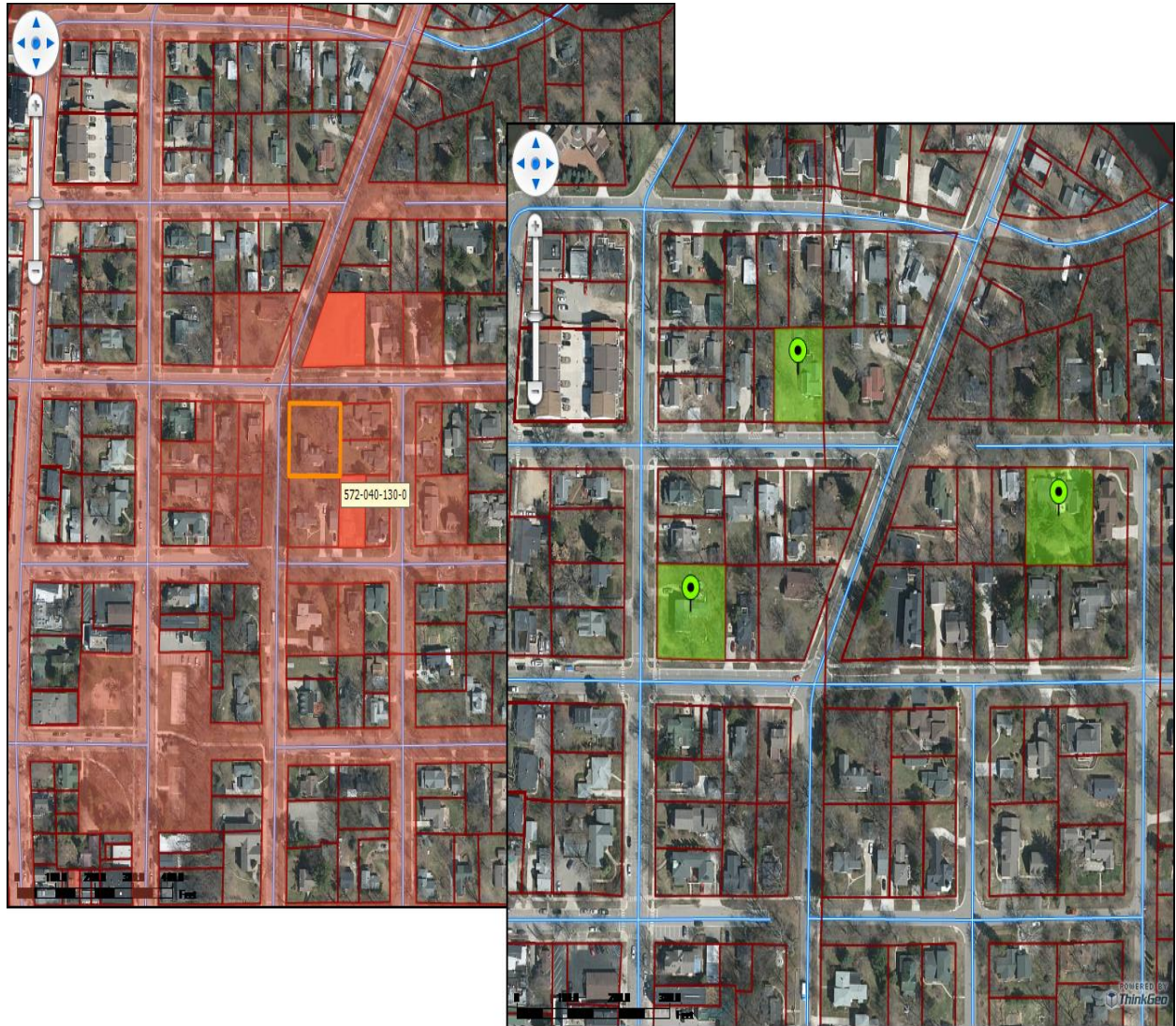
A 'Do Inspection' dialog box is open, showing a checklist for 'Accessory Structure (s)'. The checklist includes categories like 'Electrical', 'Exterior - Yard', 'Exterior - House', and 'Zoning'. A photo of a wooden structure with a blue electrical panel is shown, with a red circle highlighting a specific area. The dialog also includes fields for 'Building', 'Unit', 'Area', and 'Add Area Description...'. At the bottom, there are fields for 'Date Completed' (02/06/2018) and 'Inspection Result' (Inferred, Manual, Completed).

View data on screen in charts or graphs, or dump the data into Microsoft Excel for even more robust reporting.



GIS Integration

Building Department .NET can integrate with your existing GIS system to allow for visual analysis of your data, as compared to the spatial data from GIS. The image on the left is an example of a radius of parcels within 200 feet of the selected parcel – the parcel bordered in yellow. The image on the right is an example of all code enforcements filed within a specified date range.



Online Permit Applications

Permits and inspections can be requested through BS&A Online Services. The yellow text is specific to each jurisdiction.

Search: **All Records** By: **Address** Enter an address or address range such as 100-200 Main St

☐ Use Advanced Address Search

ONLINE SERVICES

Internet Services

[All Record Search](#)
[Assessing Search](#)
[Building Department Search](#)
[Current Tax Search](#)
[Property Sale Search](#)
[Special Assessment Search](#)
[Utility Billing Search](#)

Online Payments

[Building Department Payments](#)
[Current Tax Payments](#)
[Utility Billing Payments](#)

Building Department

[Apply for a Permit](#)
[Building Department Search](#)
[Schedule an Inspection](#)

Employee Self Service

[Enter Employee Timesheets](#)
[My Time Sheet](#)
[Personal Employment Info](#)
[Personal Financial Info](#)
[Year To Date Info](#)
[Employee Documents](#)

EMPLOYMENT OPPORTUNITIES

[All Employment Opportunities \(Local\)](#)
[Search for Employment Opportunities](#)

MUNICIPALITIES

[Select a Municipality](#)

ACCOUNT

[Sign In](#)
[Register](#)
[Why Register?](#)

 **Homeowner Application for Permit**
Submit a permit application online.

[Contractor Learn](#)

Thank you for using City of Novi Online Permit Application and Inspection Scheduling module! If you have any questions regarding this process, please call the City of Novi Community Development Department at 248-347-0415.

HOMEOWNER AFFIDAVIT
I hereby certify the permit work described on this permit application shall be installed by myself in my own home in which I am living or about to occupy. All work shall be installed in accordance with the State Plumbing Code and shall not be enclosed, covered up, or put into operation until it has been inspected and approved by the City Inspector. I will cooperate with the City Inspector and assume the responsibility to arrange for necessary inspections.

Section 23a of the state construction code act of 1972, 1972 PA 230, MCL 125.1523A, prohibits a person from conspiring to circumvent the licensing requirements of this state relating to persons who are to perform work on a residential building or a residential structure. Violators of section 23a are subjected to civil fines.

EXPIRATION OF PERMIT: A permit remains valid as long as work is progressing and inspections are requested and conducted. A permit shall become invalid if the authorized work is not commenced within six months after issuance of the permit or if the authorized work is suspended or abandoned for a period of six months after the time of commencing the work. A PERMIT WILL BE CLOSED WHEN NO INSPECTIONS ARE REQUESTED AND CONDUCTED WITHIN 180 DAYS OF THE DATE OF ISSUANCE OR THE DATE OF A PREVIOUS INSPECTION. CLOSED PERMITS CANNOT BE REFUNDED. THE CHARGE TO RE-OPEN A CLOSED PERMIT IS \$50.00

[Select a Property](#)

[Enter Permit Details](#)

[Enter Applicant Information](#)

[Estimate Fees](#)

Step 1: Select a Property

[Click here if you are a contractor](#)

☐ **Property Search**

Search By: **Address**

Search For:

106

 **BS&A**
SOFTWARE

City of Moscow, ID
Enterprise Resource Planning Software System RFP
January 3, 2020

Report Library for Permits

Each category has many reports to choose from.

The screenshot shows a 'Report Library' dialog box with a close button (X) in the top right corner. It is divided into two main sections: 'Categories' on the left and 'Reports (check to enable)' on the right. The 'Categories' list includes Accounting, Attachment, Audit, Bond, Certificate, Checklist, Contractor, Enforcement, Inspection, Inspection Group, Licensee, Name, Occupancy, Other Reports, Parcel, Permit (highlighted in blue), Project, Property, PZE Process, QTextEntries, Reminder, Review, Setup Reports, Stop Work Order, Variance, and Violation. The 'Reports (check to enable)' section features a search bar and a scrollable list of reports. Most reports are checked, including Weather Card (1), * Blank *, 11, Alton Permits By Status, ALTON-OCCUPANCY HARD CARD, Apartments, Approved, Closed & Finaled Permits, Byron-Permit Inspections by Inspector, C404 Form, Category Detail, Category Detail Report, Category Totals, Census & SEMCOG Report, Certificate of Completion, CLARK COUNTY MONTHLY PERMIT LIST, Clark County Permit New, Construction Categories, Cooper City - Completion Time Detail Report, Cooper City Card-NEW UPDATED, Cooper City ISO Report, COOPER CITY REVIEW ISO, daltons testreport, Dodge Biweekly Report, DodgeReport, Dodge/Census List, Envelope - Applicant, Example, Example3, Expired Permit Notice, Florida Surcharge Fee, FOIA List Report, Home Occupation Permit, ISO Report, ISSUE REPORT (BUILDING2), List of Fees Due, Livonia-Marilyn Permit Category List, Mail Label - Applicant, Minnesota Surcharge Fee, and Month-End Commercial Permits. At the bottom right are 'OK' and 'Cancel' buttons.

Category	Report	Enabled
Permit	Weather Card (1)	Yes
	* Blank *	Yes
	11	Yes
	Alton Permits By Status	Yes
	ALTON-OCCUPANCY HARD CARD	Yes
	Apartments	No
	Approved, Closed & Finaled Permits	No
	Byron-Permit Inspections by Inspector	Yes
	C404 Form	Yes
	Category Detail	Yes
	Category Detail Report	Yes
	Category Totals	Yes
	Census & SEMCOG Report	No
	Certificate of Completion	No
	CLARK COUNTY MONTHLY PERMIT LIST	Yes
	Clark County Permit New	Yes
	Construction Categories	Yes
	Cooper City - Completion Time Detail Report	Yes
	Cooper City Card-NEW UPDATED	Yes
	Cooper City ISO Report	Yes
	COOPER CITY REVIEW ISO	Yes
	daltons testreport	Yes
	Dodge Biweekly Report	No
	DodgeReport	Yes
	Dodge/Census List	Yes
	Envelope - Applicant	Yes
	Example	Yes
	Example3	Yes
	Expired Permit Notice	No
	Florida Surcharge Fee	Yes
	FOIA List Report	Yes
	Home Occupation Permit	No
	ISO Report	Yes
ISSUE REPORT (BUILDING2)	Yes	
List of Fees Due	Yes	
Livonia-Marilyn Permit Category List	Yes	
Mail Label - Applicant	Yes	
Minnesota Surcharge Fee	Yes	
Month-End Commercial Permits	No	

MEMORANDUM



To: Mayor and City Council
From: Gary J. Riedner, City Supervisor
c: Sarah L. Banks, Finance Director
Date: February 7, 2020
Re: Enterprise Resource Planning Software

Sixteen years ago, the City selected Springbrook software as the City's financial software vendor. At that time there were relatively few software applications which met the City's needs for an integrated financial software package, which was both affordable and scale-able to a city the size of Moscow.

Since that time, Springbrook has met the City's needs, however, issues have arisen regarding ease of use of the current software, availability of integrated modules, and perceived declining customer service. Staff tested additional modules (such as Human Resource and Permits) in order to increase efficiencies and integration of services, but ultimately abandoned those modules as unsatisfactory. In addition, in order to utilize audit tracking of transactions, Springbrook informed staff that the only option was to upgrade to a cloud-based system, which included additional subscription costs to the City.

During the FY2020 budget process, staff proposed that a convenience fee be authorized, to offset the estimated \$140,000 in financial and banking transaction charges being incurred by the City as a consequence of the payment of City fees and charges by means of credit cards and on-line payments. When staff made inquiry to Springbrook regarding the ability of the current software to accommodate convenience fees, staff was informed that the software could not accommodate the new charges. During the budget session, Council was advised that staff would be seeking other alternatives for implementation of the convenience fee, which was authorized in the FY2020 fee resolution.

In identifying potential solutions (including consideration of an independent third-party vendor for collection of the convenience fee) it was determined that other enterprise resource planning (ERP) solutions were available, which would address the convenience fee collection issue, as well as to improve services currently being provided by our current software.

To that end, staff approached City Council on November 18, 2019, with a proposal to fund the purchase of replacement ERP software, to appropriate that funding in the FY2020 open budget process and seeking authorization to issue a Request for Proposals to address the City's current and future needs. As noted during the FY2020 budget session, since the information regarding the inability of the City's current financial software to allow implementation of the convenience fee was not known in time to include funding in the FY2020 budget proposal, funds were not appropriated in the FY2020 budget for the purchase of new software. Council authorized staff to

proceed with the proposal, including approval of the issuance of an RFP and preliminary authorization of the funding proposal.

The RFP for ERP was issued on November 23, 2019, with a closing date of January 6, 2020. Three (3) responses were received. Staff evaluated the three responses and selected BS&A for a presentation to an evaluation committee. That committee included representatives from Administration, Finance, Human Resources, Information Systems, Community Planning & Design, and Public Works & Services. The presentation took place over the course of two days, January 28-29, 2020. After consideration of the proposal, staff is recommending the selection of BS&A ERP software.

The ERP software includes at this time, the following service modules:

- Financial Management
 - General Ledger
 - Accounts Payable
 - Cash Receipting
 - Miscellaneous Receivables
 - Fixed Assets
 - Purchase Orders
 - Utility Billing
- Personnel Management
 - Payroll
 - Human Resources
 - Timesheets
- Business Licensing
- Local Improvement District Special Assessments

Although not included in the current modules, the software also has an integrated Community Development module which includes Building Department and Field Inspection. Staff will continue to compare the BS&A Community Development program to the City's current Building Permit software program. Staff has negotiated a one-year term for that evaluation, during which time the pricing contained in the BS&A Response will be protected, awaiting the City's decision.

BS&A will also provide conversion of the City's data to integrate into the BS&A program. This is a critical component of the implementation of the ERP software, and will include BS&A's staff working on the conversion from the firm's office in Bath, Michigan, and on-site here in Moscow. The conversion is expected to take nine months to one year for portions of the program, and during that time, the City will continue to utilize the current financial software, and the two programs will run in parallel until final cutover of the BS&A software.

Because of the City's selection of modules which are slightly different than contained in BS&A's response, the final pricing for the suite of modules is still under negotiation. Likewise, the Annual Service Fees as proposed. Final pricing will be determined prior to the City Council meeting on February 18, 2020.

Funding has been identified in the Water, Sewer, and Sanitation utilities in the amount of \$100,000 per fund, and the balance of the expected cost of the software would be funded from the General Fund, utilizing unanticipated fund balance (funds appropriated in FY2019 in the General Fund and not expended) in the amount of \$160,000. If approved by City Council, staff will bring the appropriation forward in the FY2020 open budget process.

As noted, staff is continuing to negotiate with BS&A on the software license and service agreement, including final costs. In order to move the implementation of the program forward as quickly as possible, staff is seeking Council approval to approve the software license and service agreement as negotiated by staff, as well as the funding proposal identified above, with the direction to bring the appropriation forward in the FY2020 open budget process.