

RFP-RH-17-014	BS&A Software	
Cash Receipting Software System Solution	14965 Abbey Lane	
	Bath, MI 48808	
Year started selling cash receipting software:	2002	
Closest supporting Facility Location:	Bath, Michigan	
Company Headquarter Location:	Bath, Michigan	
List Vendor's Sales of cash receipting		
	2016	\$437,200.00
	2015	\$461,487.00
	2014	\$284,437.00
	2013	\$380,785.00
Employees in the following categories:		
	Sales/Marketing	8
	Management/Administration	15
	Help Desk Staff	49
	Implementation Staff	32
	Development Staff	29
	Other	9
	Total:	142
How long has current version of software been in production:	The .NET version was released in 2008.	
Longest time vendor would agree to "on-site" warranty?	BS&A always offers a one-year, risk-reversal pledge on their software. If up to a year after installation, City is not happy with software and service, it can be returned for a full refund. BS&A will continue to provide on-site support, at their standard rates, as needed, provided the BS&A Annual Support agreement remains in good standing. In this case, BS&A is willing to extend to a 2 year warranty.	
Are all items quoted F.O.B. delivered, freight prepaid and allowed:	Yes	
Does Vendor have a toll-free support line?	Yes	
Does the Vendor have a User group?	Yes	
Will vendor provide periodic enhancements to the software at no charge beyond the annual support agreement?	Yes	
Average response time:	Support staff is available Monday through Friday between 8:30 am and 5:00 pm, Eastern time. Support calls are usually taken immediately. On high volume call days response time can sometimes take about an hour. The average response time is 15 minutes. Maximum callback time is eight hours. Support via email, fax or remote assistance is also available.	
Automatic vs. Demand Upgrade Approach	Both options are available.	
Upgrade/Enhancement Frequency	Vendor has been 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	
How many fully operation installations has vendor completed:	Michigan	Nationally
	City Government	208
	County Government	51
	Other	309
	Overall:	568
Plans to re-write of Merge Application Software:	None.	
Interfaces with other systems?	Vendor/System	Scope of Interface
	Quadrant / CGI	Export of journal entries and Misc. receivables to CGI advantage financials.

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	Harris / Cayenta	Import/Export of payment information for utility billing
	Tyler / Eden	Export of Journal entries to general ledger
	Tyler / New World	Export of journal entries to General ledger and import/export of payment information for utility billing.
	Duncan Parking Control Systems	Import/Export of ticket, and payment information from parking ticket software.
Hardware platform of Proposed Applications	Utilizes Microsoft .Net Framework, and Microsoft SQL for the database engine. Therefore, their systems operate on windows based servers and work stations.	
Operating System of Proposed Application	Windows 7 (Professional 64/32 bit) or windows 8 (professional or above- recommended Windows Vista and Windows 10 are also supported desktop operating systems.	
Database Environment of Proposed Applications	BS&A utilizes Microsoft SQL Server for the database engine. BS&A is compatible with Microsoft SQL 2008 as well as all newer versions.	
Proposed Query/Toolset / Report Writer	SQL allows for the capability of running a number of different queries to access the database information. An integrated report writer, similar to Crystal reports, is available within every module at no cost.	
Cash receipting system process over counter credit/debit and e-check transactions.	Using their third party credit card providers, these receipts would be entered exactly as any other receipt. Then in the payment entry, a tender code, associated with the credit card provider, would be selected. At this time, the customer would be able to swipe their credit/debit card, if a credit reader is used. Alternately, it would be possible for the credit card information to be manually entered into the system. Once the credit card approval had occurred, the	
Are any implementation services done by third party?	No	
Is Vendor's system internet-enabled?		
Functions that are not internet-enabled?	No	
Description of Multiple Environments	BS&A allows each municipality to establish an unlimited number of test and/or training environments. From a licensing standpoint, this is fully supported. Unless there is a desire to run different versions of the software than the production environment, this can be accomplished without the use of additional hardware.	
Will the Vendor contractually agree to:		
Provide on-site staff for training and implementation?	Yes	
Meet Insurance Requirements?	Yes	
Payment hold-backs until fully operational and formally accepted?	Yes	
Allow the City to approve Vendor staff assigned to help with implementation	Yes	
Two Year warranty.	No	
Software Brand Name	BS&A	
Available Software Modules	General ledger.net, accounts payable.net, Fixed assets.net, purchase order.net, payroll.net, human resources.net, timesheets.net, workorder.net. This is just a short list of the software modules vendor has submitted in response.	
Does your firm provide the required hardware to support the proposed cash receipting software?	Only misc printers, card readers, etc	

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Other expenses:		
*Training days are estimated, based on past experience. Training days and travel will be billed based on actual days used.		
*Customizations (modifications to the software, made by request of, and specifically for the City) would require a change order.		
*RFP specification indicate a need to interface with TruPoint Utility Billing System. For a daily batch process, this could likely be accomplished using existing functionality, at no additional cost. In the event that custom imports/exports were required, pricing can be provided based on agreed upon specifications.		
*RFP specifications indicate a need to export summary journal entry information to City's JDE accounting system. More information as to desired file format, account format, and any special requirements needed before pricing can be adequately provided.		
*Various imports were mentioned as possibilities, such as importing from Credit/Debit Card and E-Check processing, as well as a Lockbox. No file specifications were provided, as such these may require an additional customization, if generic imports cannot meet the need.		
Identify any reimbursable that the City may be charged.		
The only reimbursable that the City would be charged for would be the travel expenses, as detailed above. Additional training days may incur additional travel expenses.		
Exceptions		
Two year warranty, no annual support until the end of the warranty period.		
Warranty Information		
BS&A is confident in their ability to provide quality software, that they provide the City with a guarantee. If City is not satisfied with a BS&A product at any time during the first year, simply return it and they will refund 100% of the price of the software.		
Cost Proposal		
Hardware Pricing		
Allowance for Misc Printers, Card Readers, etc.	\$	9,930.00
Software Pricing		
Application Software Module		License Price
General Ledger.net		\$10,700.00
Cash Receipting.net		\$25,880.00
Remote-site POS		No Bid
SUBTOTAL-Application Software		\$36,580.00
Implementation Services		
		Extended Cost
Project Management and Implementation Planning		\$6,875.00
Data Conversion		\$13,000.00
Custom Imports		\$7,500.00
Subtotal - Implementation Services:		\$27,375.00
Training Services		
		Extended Cost
Cash Receipting .NET		\$11,000.00
General Ledger .NET		\$2,200.00
Software Setup		\$1,100.00
Subtotal - Training Services:		\$14,300.00
Pricing Summary		
Subtotal Hardware		\$9,930.00
Subtotal - Application Software		\$36,580.00
Subtotal - Other Software		\$0.00
Subtotal - Implementation Services (includes date conversion)		\$27,375.00
Subtotal Training Services		\$14,300.00
Travel and Lodging		\$1,815.00
Total		\$90,000.00
Annual Maintenance Costs after the first year		\$7,320.00