



February 11, 2020

Council Meeting of February 18, 2020  
Subject: Business Registration Software

The Honorable Mayor  
and  
Members of the City Council

Ladies and Gentlemen:

The FY-2020 budget provides for the sole-source purchase of BS&A Software’s Business Licensing application program. The City uses several of the company’s software programs and this application integrates with those currently in use.

The Business Registration software, data import, initiation of online services, and training will cost up to \$15,260. This includes \$2,035 in hosting and online fees for the first year of service. Funds in the amount of \$16,675 are budgeted in the Capital Improvement Fund for this purchase.

Adoption of the attached resolution will authorize the execution of an agreement for the sole-source purchase of the Business Licensing application from BS&A Software of Bath, Michigan in the amount of \$15,260.

Respectfully Submitted,

Mark C. Meyers  
City Administrator

/ss  
Attachment

Administration/City Clerk (231) 798-4391	Assessing Division (231) 799-6806	Building Division (231) 799-6801	Finance/Treasurer (231) 799-6805	Fire Prevention (231) 799-6809	Fire Department (231) 798-2255
Parks/Recreation (231) 799-6802	Planning/Zoning (231) 799-6800	Police Department (231) 733-2691	Public Works (231) 799-6803	Streets Division (231) 798-2156	Water/Sewer (231) 799-6804

RESOLUTION

NOW, THEREFORE, BE IT RESOLVED, that execution of a contract for the sole-source purchase of the Business Licensing application, including first year hosting and online service fees, from BS&A Software of Bath, Michigan, in the amount of \$15,260 is authorized.

At a regular meeting of the Norton Shores City Council, held at the Norton Shores Branch Library Community Room, 705 Seminole Road, on the 18<sup>th</sup> day of February, 2020, the foregoing resolution was moved for adoption by Council Member \_\_\_\_\_. The motion was supported by Council Member \_\_\_\_\_.

Ayes:

Nays:

Resolution declared adopted/denied.

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Shelly Stibitz, City Clerk

Proposal for Software and Services, Presented to...

City of Norton Shores, Muskegon County MI

February 5, 2020

Quoted by: Steve Rennell



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

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

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

## Cost Summary

Applications and Annual Service Fee prices based on an approximate parcel count of 11,283. 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

#### Community Development

Business Licensing .NET	\$6,250
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#### BS&A Online

Business Licensing (includes limited features)	\$1,000
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\$7,250

### Data Conversions/Database Setup

Business Licensing (Import Business Names and Addresses from Excel)	\$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).

\$1,100

## Implementation and Training

- \$1,100/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:	1		<b>\$1,100</b>
Community Development Applications	Days:	3		<b>\$3,300</b>
	Total:	4	Subtotal	<b>\$4,400</b>

# Cost Totals

*Not including Annual Service Fees*

Applications	\$7,250
Database Setup/Data Conversion	\$1,500
Project Management and Implementation Planning	\$1,100
Implementation and Training	\$4,400

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**Total Proposed** **\$14,250**

*Travel Expenses* *\$1,010*

## Payment Schedule

- 1<sup>st</sup> Payment: **\$2,600** to be invoiced upon execution of this agreement.
- 2<sup>nd</sup> Payment: **\$7,250** to be invoiced at start of training.
- 3<sup>rd</sup> Payment: **\$5,410** to be invoiced upon completion of training.



## Annual Service Fees

Unlimited service and support during your first year with the program are 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).

<b>Community Development</b>	
Business Licensing .NET	\$1,250
<b>BS&amp;A Online</b>	
Business Licensing	\$785
	<b>\$2,035</b>



## Additional Information

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### Program Customization

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

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

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

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### BS&A Online

#### *Connection Requirements*

BS&A Online requires a high-speed internet connection (cable modem or DSL).

#### *Payment Processing Requirements*

Acceptance of online payments requires a contract with one of BS&A's approved Online Credit Card Processing companies. Please visit <https://www.bsasoftware.com/solutions/bsaonline/public-records-search/> for information.

# Acceptance

## Signature constitutes...

1. An order for products and services as quoted  
*Quoted prices do not include Program Customization, training beyond the estimated number of days, or recommended Bank Reconciliation Consultation*
2. Agreement with the proposed Annual Service Fees
3. Acceptance of BS&A's hardware recommendations required to efficiently run the .NET applications

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Signature

Date

**BS&A PLEDGE.** We offer a one-year, risk-reversal pledge on our software. If, up to a year after installation, you are not happy with our software and service, you can return our software for a full refund.

## Returning Accepted Proposal to BS&A

*Please return the entire proposal, with signature/date (this page) and contact information (next page) filled out, by any of these methods:*

Mail: BS&A Software  
14965 Abbey Lane  
Bath, MI 48808

Fax: (517) 641-8960

Email: [srennell@bsasoftware.com](mailto:srennell@bsasoftware.com)

Once your proposal is received, a BS&A representative will contact you to begin the scheduling process.



## Contact Information

If any mailing addresses are PO Boxes, please also provide a Street Address for UPS/Overnight mail.

If additional contacts need to be submitted, please make a copy of this page.

### Key Contact for Implementation and Project Management

Name \_\_\_\_\_ Title \_\_\_\_\_

Phone/Fax \_\_\_\_\_ Email \_\_\_\_\_

Mailing Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

### IT Contact

Name \_\_\_\_\_ Title \_\_\_\_\_

Phone/Fax \_\_\_\_\_ Email \_\_\_\_\_

Mailing Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_



## Internal Memo

February 12, 2020

TO: Anthony Chandler, Administrative Services Director

FROM: Shelly Stibitz, City Clerk *Shelly*

SUBJECT: Business Registration Software

As the Business Agent for the Business Registration program, all new, existing and temporary businesses are registered annually through our office. Since inception of the registration program, information for 600 – 700 businesses is input into Word tables and Excel spreadsheets. Creating mail merge invoices, producing and continuously updating Excel lists throughout the year, sending interoffice paper copies to other departments for review and regularly uploading revised lists to the website is all done manually which is extremely time-consuming and, therefore, costly.

Many of the City's departments use BS&A Software including Assessing, Building, Finance and the Water Division which allows sharing of information among applications that would be difficult if a business tracking program from another company were considered. Before our former Clerk retired, and every year since, purchase of BS&A Business Licensing and Human Resources applications have been proposed at budget time to streamline processes, reduce administrative time and allow customers and employees to update personal information online. In January 2019, the Treasurer requested that the City invest in both of these applications to assist the Finance Department in collecting fees, eliminating duplicate data entry of Personnel information and providing access to health benefit data for year-end reporting requirements. The FY20 Capital Improvement Budget includes \$16,675 for purchase of the Business Registration application for software, online services, setup, implementation and (estimated) training time.

In August 2019 BS&A informed me that scheduling training and implementation for the Business application is 5 – 6 months out which would put it past our timeline for renewal. This month I contacted the company again to set up implementation to coordinate with the 2021 registration process and was told that scheduling is now 8 months out and, also, one service in the initial quote was eliminated. Previously, customers were able to set up their own account online and going forward will only be allowed to modify existing information. Due to this change, a new quote was received for \$15,260. Online service and application licensing of \$2,035 is included in the initial cost and billed annually thereafter.

Although, purchase of the Business Licensing application from BS&A was first requested as a tool to improve the Business Registration process and tracking in our office alone, it is clear that the program would enhance the City's quality of services in many departments. In order to be added to the company's schedule, BS&A requires an executed contract for this purchase.

Integration with existing software is key to the success of a business registration program and I would like to request that Council authorize a sole-source purchase of the BS&A Business Licensing application at the February 18, 2020 meeting.