

cityofnovi.org

CITY of NOVI CITY COUNCIL

**Agenda Item J
June 6, 2011**

SUBJECT: Approval for purchase and implementation of BS&A Building Department .Net and Field Inspection .Net software modules from BS&A Software in the amount of \$45,000.

SUBMITTING DEPARTMENT: Community Development *mm*

CITY MANAGER APPROVAL: *[Signature]*

EXPENDITURE REQUIRED	\$45,000
AMOUNT BUDGETED	\$45,000
APPROPRIATION REQUIRED	\$0
LINE ITEM NUMBER	101-371.00-986.000

BACKGROUND INFORMATION:

The City's Community Development Department has been using the same permitting software solution, Accela Permits Plus, since 1991. The system is currently used for tracking and issuance of all permits, the Planning approval process, and related fees as well as tracking escrow account balances and individual project checklists. Additionally, there is a direct link to the Integrated Voice Response (IVR) system used for calling in inspection requests and post inspection notification. During the last 20 years several version upgrades and system enhancements have been required to the Permits Plus system to address operational needs. The existing vendor has indicated that they will no longer be enhancing the application. They have developed a new replacement application: Accela Automation. Knowing the move to Accela Automation would be a very costly endeavor, both the Information Technology and Community Development staffs began investigating other *best in class* solutions for the City of Novi.

BS&A's permitting application presents a solution that integrates nicely with our current enterprise wide BS&A deployment solution. The module integrates directly into the General Ledger, Cash Receipts and, being parcel based, allows synchronization with the current BS&A Assessing .Net application. Below are a few key features of the application.

- Allows an unlimited number of permit types and associated fees.
- Creates warnings for expired licensee information
- Allows for an unlimited number of contractor types and tracks both the contractor and licensee(s) separately
- Easily schedule, view and print inspections
- Track an unlimited number of code enforcement types
- Manage rental property inspections
- Integration with Equalizer Internet Services, allowing display of Building Department Permit data on the web
- Reports can be printed to a printer, display, text file or directly to most Microsoft Excel spreadsheets
- Integrated imaging for photos and document attachments

Such enhancements are especially key given the decreasing full-time staffing levels while service expectations remain high and there is an increase in permitting/inspection activity.

RECOMMENDED ACTION: Approval for purchase and implementation of BS&A Building Department .Net and Field Inspection .Net software modules from BS&A Software in the amount of \$45,000.

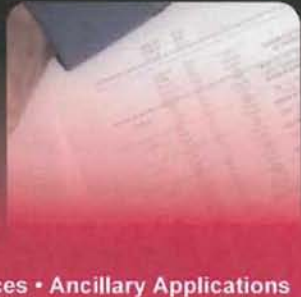
	1	2	Y	N
Mayor Landry				
Mayor Pro Tem Gatt				
Council Member Fischer				
Council Member Margolis				

	1	2	Y	N
Council Member Mutch				
Council Member Staudt				
Council Member Wrobel				



May 19, 2011

Prepared for: City of Novi,
Oakland County



Financial Management Suite • Assessing & Property Tax Suite • Community Development Suite • Internet Services • Ancillary Applications

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



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Proposal to City of Novi, Oakland County, MI

Community Development Systems

Please Note: To efficiently run these applications the Hardware requirements have increased. Please review our required specifications prior to ordering these applications.

Network User Version
Includes one year of additional features and telephone support.
Price quoted based on approximate parcel count of 20,695.

For exclusive use by City of Novi, Oakland County for all parcels within the City.

Building Department	\$15,300
Field Inspection	\$3,000
Data Conversion(s)	\$15,500
Convert <i>Permits Plus</i> data to BSA format. See the "Data Conversion" section of this proposal for more detail on data conversions.	

Annual Service and Support

The first year is free, which includes new features and unlimited telephone support for the Equalizer Systems. Service and support for years 2 and 3 will be as follows, billed annually:

Building Department System	\$3,060
Field Inspection	\$600
Total:	\$3,660

BS&A Software, Inc. guarantees that the annual fee will not change for 3 years from the date of the executed Service Agreement issued upon purchase of the system(s). After 3 years from the purchase date, BS&A Software reserves the right to increase the fee by no more than the cumulative yearly CPI.



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Training Options – Not Included in the Purchase Price

BS&A Software offers two options for training. These options are listed for budgetary purposes only. **You will not be billed until you have received the training. The cost of training is not included in the purchase price of the program.**

Options:

Classroom Training: BS&A Software offers regularly scheduled training classes at our office in Bath Township. The class(es) you should consider for the Building Department System are listed below. Cost for these classes is \$195/person/day. The contact person for your jurisdiction will receive a training schedule quarterly listing scheduled dates for these classes or you may call our office or visit our website for a copy of the current schedule.

- Introduction for Inspectors** – Program Introduction, Data Entry specifically for inspectors/code officers
- Introduction for Support Staff** – Program Introduction, Data Entry specifically for office support staff
- Administrative** – Project Management, User Management, Report Writing

On-Site Training: A member of BS&A's training staff will come to your location to provide small group training focusing on the topics selected for your jurisdiction. The cost of on-site training is \$800/day plus \$50/hr for travel time, plus overnight expenses if applicable.

On-Site Training is highly recommended if you plan on utilizing the accounting features and/or rental features of the program.

Recommendations:

Your usage of the system will dictate the amount and type of training needed. Use the recommendations below to calculate your needs.

- | | |
|--|---|
| <input type="checkbox"/> Basic Program Usage. | Two days of program training (classroom or on-site) |
| <input type="checkbox"/> If you plan to track Rental or other certificate types | One day for setup and training (on-site) |
| <input type="checkbox"/> If you plan to use accounting features | One day for setup and training (on-site) |
| <input type="checkbox"/> Implementation (have a BS&A tech on-site when commissioning the system). This option is mostly for large or very active units. | One day (on-site) |
| <input type="checkbox"/> If you will be using the program in conjunction with the Equalizer Cash Receipting System, one day of training should be scheduled between our finance training/support and your cash receipting users. | One day (on-site) |

Prices good for a period of 90 days from date on proposal.



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Important Information About Data Conversion...

Since data conversion can be an extremely time-consuming and complicated process, we feel it is very important to include the below dialogue to assure both parties have a clear understanding of what is expected at the conclusion of the conversion.

A. Should I convert?

We have successfully completed numerous DDP DOS, Sierra DOS, and Cornerstone DOS conversions. Normally these conversions are successful and the jurisdiction is pleased with the outcome. We have also attempted numerous 'home-grown' system conversions and the outcome was NOT as good.

The primary reason for this discussion is that we (BS&A Software) do not want to mislead you, or give you false hopes for a "perfect" conversion. Following are a few reasons why you may not want to attempt to convert your existing data:

- The conversion process takes a great deal of time and consequently a lot of money.
- The previous system, in many or most cases, does not match up very well with our system's data fields, field types and field sizes. Often the old system lacks entire files that the BS&A System requires to function. The distortions caused by translating these differences often render the data either completely useless or so unreliable that you will end up reverting to your old system anyway when there is a question of any importance that requires looking into this data.
- Many times the data from the old system has been damaged for various reasons. The old adage of "garbage in and garbage out" applies here. Garbage from the old system will still be garbage in the new system. It will only have a newer and possibly better presentation.
- The old system may have been designed with basic flaws that caused duplicates of data in property, address, and contractor records. These flaws, when ported across by the data conversion, will make your new system much harder to learn and use. Many times this converted data can be manually corrected, however, the workload falls on your department to do the correcting.
- Since you will likely need to do significant 'data clean-up,' the cost for the conversion (when considering our time and yours) may be more than the cost of the program itself.
- Simply put, we don't want to do a conversion of data and have you be disappointed at the conclusion.

We want our company name to continue to be associated with quality and excellence. We strive for long-term relationships with our jurisdictions. Most of all, we want you to be very satisfied with our software and our services.

B. What about the old data?

There are a few options you could use to view your history data, other than converting it to your new system. Some of our other Municipalities:

- Burn the current system to a CD so the information won't be lost over the years.
- Set up a single machine that can be used for lookup of the old records.
- Export the data to a standard database format like Access or Excel so that the information will be accessible in future years. New operating systems may not function properly with the old system. If the data is stored in a standard format newer programs can manipulate this data for years to come. This data should also be burned to CD.
- Manually enter open permits in the new system going back 6 months to 1 year so that the most active permits will be available in that system. This will avoid a lot of excess lookups in the old system.



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C. THE CONVERSION PROCESS... IMPORTANT! PLEASE READ!

On average, the entire conversion process (from the time that you say you would like one to the go-live date) is between 2 and 3 months. The process is quite involved and time-consuming, and the data must be in place before going live. Here is a rundown of the complete process:

- The first step is for us to look at the data, so we can let you know what the cost will be. We need the data in a format that we can read, without using your existing software. Examples would be flat ASCII files, Microsoft Access tables, or dBASE files.
- We can not assume the responsibility of contacting people for you to let them know what we need. For example, if you are not sure whether or not your current program is capable of creating the file formats we need, you will need to contact your software vendor.
- Once BS&A receives the data, we will review it within 1 or 2 days, and give you a proposal. You will need to sign and return the document to continue the process. Please note: If there happens to be a corrupt file that cannot be accessed by us, you need to contact the appropriate person to fix the file(s). The file must be resent to us. We will need a complete set of data prior to giving you a firm quote.
- The next 1 to 2 weeks will be dedicated to running and checking the data. There are a number of things that happen during this time, all of which can affect the amount of time it takes for you to receive your first run of the data. We locate and correct obvious flaws and re-run the data until we feel it is ready for you to review. We will also run the property import from your assessing system if the files have been sent.
- When you receive your first run, it is extremely important that you check the data thoroughly.** There are going to be items that are specific to your municipality and the way your data was entered into your previous system. There may have been problems during the conversion with regard to these items that, because they are specific to your municipality, remained hidden to our eyes. You need to locate these items and convey to us what you need.
- Do not rush your checking! We suggest that you have multiple people looking through the data, and that you spend a good 2 weeks on this. But at the same time, do not worry about finding everything right away. Formulate your list and send what you have. Then you can take a break from checking until the next run is sent. Data correction/re-entry is not something that will be taken care of during the conversion process, and must be manually fixed by you after implementation.
- After you have given us issues to correct, we will attempt to fix the problem during the conversion process. We must run the conversion, verify the changes, and ship the data. You will most likely receive a new data run in no less than 2 days. If we encounter problems it could take up to 4 or 5 days to get a new run in the mail.
- Once you have the new run, it is important that you also verify the changes. You will want to check the data again for new issues. This process of checking, fixing, re-running, and sending can go on as long as you need it to. We want the data to meet your standards. You will make the final call.
- Once you have decided the data is ready, scheduling and timing is very important. We need to agree on a "go-live" date and make sure training dates are available. To ensure that the data is ready for your go-live date, we need to receive the final data to be converted 1 week in advance.

Prices good for a period of 90 days from date on proposal.



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Signature Page: City of Novi, Oakland County, MI

Recap:

Building Department System, network version	\$15,300
Field Inspection Module	\$3,000
On-Site Training Est. 13 days @ \$900/day	\$11,700
Convert existing permit data (Permits Plus)	\$15,500

***Client has option to pay for programs over multiple budget years, interest free.**

Total:	\$45,500
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Building Department - Yearly service fee (after the first year)	\$3,060
Field Inspection - Yearly service fee (after the first year)	\$600

BS&A Software promises that if you are not satisfied with our products or services after the first year, you may return the program and we will fully refund the purchase price of your software.

<p>Please mark the box if you wish to take advantage of our payment plan. Payment will be spread over multiple budget years, interest free.</p>	<input type="checkbox"/> 2 - year
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Internet & Server Considerations:

*We strongly recommend you have Internet Access. This allows you to:

- a) Download BS&A Software .NET Program Updates as soon as they become available. This can save you several days of transit time when you are waiting for a new feature you may have requested.
- b) Send email to our web site when you have questions or comments about our software and service.

*We strongly recommend you have a network with a dedicated file Server...not a Peer-to-Peer Network. Peer-to-Peer Networks are typically less stable and more prone to problems as compared to networks with dedicated file servers. Our software runs much more efficiently on networks with a dedicated file server. See our Hardware Specifications for more details.

Signature below constitutes:

- 1) An order for products & services as quoted in this proposal
- 2) That you have reviewed the proposed support/service fee amounts since they may have increased from your previous agreement
- 3) That you have read and concur with the hardware specifications required to efficiently operate the .Net applications.

Quoted by: Ted Droste, **May 19, 2011**

Accepted by: _____ Date: _____

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Please complete the following for our records

Contact Person for SUPPORT & NEWSLETTERS:

Contact Name _____ **Title** _____
Mailing Address _____
(if PO Box, please provide Street Address for UPS or Overnight Mail Shipments)
Street Address _____
City, State Zip _____
Phone Number _____ **Fax Number** _____
Email _____

Contact Person for PROGRAM UPDATES:

Contact Name _____ **Title** _____
Phone Number _____
Email _____

IT Contact Person:

Contact Name _____ **Title** _____
Phone Number _____
Email _____

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