



To: Board of Directors  
 From: Alan E. Clanin  
 Date: April 20, 2017  
 Subject: Replacement Financial and Billing System Software

We have had the Signature Systems product Comet for over 30 years. This system is used for water billing, financial, payroll, inventory and work order programs. While the manufacturer is still in business and the software is very functional, the software is outdated and requires specialized knowledge of the system to repair or make corrections. We have looked at several alternatives for the replacement of the Comet system.

Tyler Incode and Caselle are the top two systems reviewed. Other systems were reviewed, but did not meet the District's requirements. The table below compares the cost of the two systems including software, implementation, training and annual recurring fees.

	Tyler Incode 10		Caselle	
	One Time Fees	Annual Fees	One Time Fees	Annual Fees
<b>Summary</b>				
Software	\$38,360.00	\$9,590.00	\$68,950.00	
Maintenance Fees		\$1,984.00		\$22,560.00
Training and Implementation	\$56,450.00		\$43,380.00	
Network Services		\$900.00		
Discount	-\$9,590.00			
Summary Total	\$85,220.00	\$12,474.00	\$112,330.00	\$22,560.00
Contract Total (Including 1st Year Annual Fees)	\$97,694.00		\$134,890.00	

**Tyler Incode 10** is the least expensive of the top two systems reviewed at \$97,694 with annual fees of \$12,474 included in the first-year purchase. This is a server based system that offers most, if not all the features the District requires. Tyler Technologies is well established and has received the highest customer service rating out of all systems reviewed based on user input.

#### **About Tyler Technologies, Inc.**

Tyler Technologies (TYL) is a leading provider of end-to-end information management solutions and services for local governments. Tyler partners with clients to empower the public sector — cities, counties, schools and other government entities — to become more efficient, more accessible and more responsive to the needs of citizens. Tyler’s client base includes more than 14,000 local government offices in all 50 states, Canada, the Caribbean, the United Kingdom and other international locations. Forbes has named Tyler one of “America’s Best Small Companies” eight times and the company has been included six times on the Barron’s 400 Index, a measure of the most promising companies in America.

Other District’s that use Incode are:

- East Valley Water District
- Mojave Water Agency
- Phelan Pinion Hills CSD
- Running Springs Water District

An additional benefit to the District would be that Running Springs Water District has recently switched from the Comet software to Tyler Incode 10 Software. Running Springs has the financial software module up and running and is currently implementing the billing system module. Rogers, Anderson, Malody & Scott, LLP, the Certified Public Accountant that Crestline Village Water District uses is assisting Running Springs Water District in the conversion.

**Caselle** is the more expensive of the top two systems reviewed at \$112,330 with software assurance fees of \$1880 per month or \$22,560 annually. This is a server based system that offers most, if not all the features the District requires with an emphasis on accounting and uses a third party for customer payment and consumption history. Caselle is well established and has received a good customer service rating. Other District’s that use Caselle are:

- Lake Arrowhead Community Services District
- City of Mammoth Lakes
- Sonoma County Water Agency

**Recommendation:** Purchase the Tyler Technologies Incode 10 system with a total contract price of \$97,694. This includes \$85,220 software, implementation and training fees paid over a two-year period plus the 1<sup>st</sup> year annual fees of \$12,474. These prices do not include travel expenses that are incurred based on Federal IRS per diem standards or additional computer equipment, if needed. Consulting fees to Rogers, Anderson, Malody and Scott may be needed in the course of implementing the system. We have \$65,000 in the 2017/18 fiscal year budget for software and \$25,000 for additional computer equipment.



# Proposal

Local Government Division

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*Presented to:*

**Alan Clanin**

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0.00  
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*Proposal date:*

April 12, 2017

*Submitted by:*

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Tyler Technologies  
Local Government Division  
5519 53rd Street  
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Prepared for:

**Alan Clanin**

**Crestline Village Water District**

777 Cottonwood Drive

Crestline, CA 92325-3347

909-338-1727 ext. 225

aecclanin@cvwater.com

Quoted By: **Kip Winget**  
 Quote Date: **04/12/17**  
 Expiration Date: **08/10/17**

**Tyler Related Products and Services**

Description	QTY	License Fees	Hours	Services	Investment	Annual
<b>Incode Financial Management Suite</b>						
Core Financials (GL, Budget Prep, Bank Recon, AP, Express, CellSense, Standard Forms Pkg, Output Director, Positive Pay, Secure Signatures (qty 2))		\$9,995	80	\$8,000	\$17,995	\$2,499
Purchasing		\$3,300	16	\$1,600	\$4,900	\$825
Fixed Assets		\$1,375	12	\$1,200	\$2,575	\$344
Project Accounting		\$2,200	12	\$1,200	\$3,400	\$550
<b>Incode Personnel Management Suite</b>						
Personnel Management		\$5,995	80	\$8,000	\$13,995	\$1,499
Employee Self Service (ESS) (Employee Portal)			8	\$800	\$800	
ESS Time & Attendance (# of FTE Employees)	#		24	\$2,400	\$2,400	\$330
<b>Incode Customer Relationship Management Suite</b>						
Utility CIS System (Collections, Tax Lien Process & Import, Utility Payment Import, Qty 1 Utility Handheld Meter-Reader Interface)		\$11,995	144	\$14,400	\$26,395	\$2,999
Mobile Service Orders		\$500		Included	\$500	\$125
Cashiering (Support Credit/Debit Cards via ETS, PCI Compliant,Cash Collection Interface, Cashiering Receipt Import)		\$3,000	36	\$3,600	\$6,600	\$750
<b>Subtotal</b>		<b>\$38,360</b>	<b>412</b>	<b>\$41,200</b>	<b>\$79,560</b>	<b>\$9,920</b>

### Conversion Services

Description	Fee	Hours	Services	Investment
Financial Applications	\$2,250	-	\$0	\$2,250
Personnel Management/Payroll	\$2,000	4	\$400	\$2,400
Utility Billing	\$5,000	12	\$1,200	\$6,200
<b>Subtotal</b>	<b>\$9,250</b>	<b>16</b>	<b>\$1,600</b>	<b>\$10,850</b>

### Professional Services

Description	Fee	Hours	Services	Investment
Project Management	\$4,000	-	\$4,000	\$4,000
<b>Subtotal</b>	<b>\$4,000</b>			<b>\$4,000</b>

### Tyler Hosted Applications

Description	Services	Investment	Annual
<b>Online Applications</b>			
Utility Billing Online	# of Accounts 2,000	\$400	\$960
<b>Continuing Education</b>			
Tyler U		\$694	\$694
<b>Subtotal</b>	<b>\$400</b>		<b>\$1,654</b>

### Tyler Network Services/Hardware/Third Party

Description	Fee	Hours	Services	Investment	Annual
<b>Network Services</b>					
Basic Network Services	\$0	-	\$0	\$0	\$900
<b>Subtotal</b>	<b>\$0</b>			<b>\$0</b>	<b>\$900</b>

### Summary

	One Time Fees	Annual Recurring Fees
Total Tyler Software	\$38,360	\$9,590
Recurring Solution Fee		\$1,984
Total Tyler Network Services/HW/Third Party	\$0	\$900
Total Tyler Services	\$56,450	
<b>Preferred Customer Software Discount</b>	<b>(\$9,590)</b>	

### Summary Total

**\$85,220**      **\$12,474**

### Contract Total (Including 1st Year Annual Fees)

**\$97,694**

Estimated Travel Expense:

Note: Travel Expenses are not included and are billed as incurred based on Federal IRS per diem standards.

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Prepared for:

**Alan Clanin**

**Crestline Village Water District**

Quoted By: Kip Winget

Quote Date: 04/12/17

Expiration Date: 08/10/17

**Tyler Conversion Services (NOTE: See Conversion Summary Documentation or SOW for Details on Scope)**

Description	QTY	Fee	Hours	Services	Investment
<b>Financial Applications</b>		<b>\$2,250</b>		<b>\$0</b>	<b>\$2,250</b>
<b>General Ledger</b>		1,000	-	-	
- Chart of Accounts - Additional Fee for Historical Views					
<b>Accounts Payable</b>		1,250	-	-	
- Vendor Master Only - Additional Fee for Historical Views					
<b>Personnel/Payroll Applications</b>		<b>\$2,000</b>		<b>\$400</b>	<b>\$2,400</b>
<b>Personnel Management/Payroll</b>		\$2,000	4	\$400	
- Employee Master, Deductions/Taxes, Retirement, Current Leave Totals, Current Direct Deposit - Additional Fee for Historical Views					
<b>Utility Billing</b>		<b>\$5,000</b>		<b>\$1,200</b>	<b>\$6,200</b>
<b>Utility - CIS - Additional Fee for Historical Views</b>		\$5,000	12	\$1,200	
- Contacts/Properties/Accounts					
- Service meter info - meter inventory					
- Transaction/Consumption/Read History (2 Years)					
- Metered services (1 metered service)					
- Non-Metered service (up to 2 services)					
<b>Subtotal</b>					<b>\$10,850</b>



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**Tyler Hosted Applications**

Description	QTY	Services	Investment	Annual
<b>Citizens Portal</b>				
<b>Encode Utility Billing Online Component</b>	(# of Accounts)			
- Display of:	2,000	\$400	\$1,360	\$960
• Current status (late, cut off etc)	- Address information including			
• Action needed to avoid penalty	• Legal description*			
• Current Balance	• Precinct*			
• Deposits on file (optional)	• School district*			
• Last payment date	• Services at address			
• Last payment amount	* - Subject to data availability			
• Payment arrangements on file	- Consumption history by service, including graphs			
• Last bill amount	- Request for service (optional)			
• Last bill date	- Information change request (optional)			
• Bill due date	- Security - SSL (Secure Socket Layer)			
• Contracts on file and status				
• Transaction history				
- Online Payments				
• Payment packet is created to be imported to Utility System				
NOTE: Customer pays \$1.25 fee per transaction for payment on-line.				
<b>Subtotal</b>		<b>\$400</b>	<b>\$1,360</b>	<b>\$960</b>



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**Tyler Universtiy**

**Description**

**Annual**

**Tyler U**

- E-learning courses available for all employees during the subscription period
- Unlimited access to hundreds of e-learning courses spanning the entire suite of Tyler applications
- Unlimited access to on-demand Continuing Professional Education credit courses certified by NASBA standards
- Unlimited access to Government compliance courses such as HIPAA Compliance, Red Flag Rules, and Workplace Harassment Prevention
- Available 24/7
- New courses created continually

Tyler Technologies, Inc. is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: [www.learningmarket.org](http://www.learningmarket.org)



## CRESTLINE VILLAGE WATER DISTRICT

	Tyler Incode 10	Caselle	Logics Software Solutions	D.R. Frey	Harris / Microsoft GP	Intedata	Accela	Starnik	Munibilling
Server Based	X	X	X	X	X	X	X		
Cloud Based							X	X	X
General Ledger	X	X	X	X	X	X	X		
Accounts Payable	X	X	X	X	X	X	X		
Accounts Receivable	X	X	X	X	X	X	X		
Asset Management	X	X	X	X	X		X		
Budget Manager	X	X	X	X	X	X			
Bank Reconciliation	X	X	X	X	X		X		
Excel Interface	X	X	X	X	X	X	X		X
GASB 34 Reporting	X	X	X	X	X	X	X		
Inventory Control	X	X	X	X	X		X		
Project/Grant Accounting	X	X		X			X		
Document Management	X	X	X	X	X	X		X	
Utility Billing	X	X	X	X	X	X	X	X	X
Cashiering	X	X	X	X	X	X		X	X
Online Payments/Customer Portal	X	XPRESS *	X	X	3rd party	X	X	X	X
Payroll	X	X	X	X	X	X	X		
Time Entry	X	X	X***		X	X			
Employee Self Service	X	X	X		X		X		
Service Order	X	X	X		X	X	X	X	X
Work Order Management	X		X***	X	X			X	
Purchasing software	X	X	X		X				
Online Consumption Access	X	XPRESS **	X	X	3rd party	X		X	X
AMI Meter Reading Interface	X	X	X	X	X	X	X	X	X
Backflow Management	X	X	X	X	X				
Onsite Training	X	X	X	X	X				
Customer Service Reviews (1-10)	9	7	7	6	4	N/A	5	N/A	7
Annual Fees	\$12,874.00	\$22,560.00	\$8,450.00	\$10,463.00	\$10,600.00				
Total Software Implementation and Training	\$85,220.00	\$112,330.00	\$55,805.00	\$69,648.00	\$155,600.00				
Contract Total	\$97,694.00	\$134,890.00	\$64,255.00	\$80,111.00					

\* XPRESS BillPay. Each month the service is \$94 (includes customer and admin support, hosting, security, etc) plus transaction fees.

Credit cards cost about 1.5 – 2.0% + \$0.30 per transaction. eChecks are \$0.40 per transaction.

\*\* Online Consumption is included with XPRESS BillPay.

\*\*\* Work Order does not interface with time entry.

X Difficult to use