To:	President and Members of the Munster Town Council
From:	Wendy Mis Clerk-Treasurer
Date:	August 21, 2023
Re:	Software Upgrade

At the September 21, 2020, meeting, the Council approved the purchase of a new financial software solution for the Town. The Office of the Clerk-Treasurer went live with BS&A Software in June 2021. Since that time, the Town has been able to create efficiencies by eliminating the former paper system of accounts payable, creating workflows for the electronic approvals of purchase orders and accounts payable, offering a variety of new payment options that had been requested by residents for both building permits and utility bill payments.

One drawback to the BS&A Software was the fact that it was premise-based, housed on a server, and maintained in-house. At the time we implemented the software, BS&A was finishing development on a cloud-based version of the software. This version of the software has been made available within the past year. Staff have seen a demonstration of the cloud-based software and would like to make the upgrade. The cloud-based software has resolved some of the look-up and reporting structures in the premise-based version that has proven frustrating to Staff when performing their day-to-day work.

The cloud version also has upgrades to the workflow process which will allow department heads to make their approvals from the notifications they receive; this is something they have requested. As we are all aware, the world of work has changed dramatically over the past three years. The ability to access the software and perform critical functions in it while at home, at a conference or at any location not connected to the Town's server has become a necessity. The cloud-based software allows this.

The quote for the new product is $138,185 which includes all the modules currently in place, data conversion, and training. Annual maintenance is $65,213 for the first two years after implementation. The training amounts could vary depending on how much training is done in-person as opposed to virtually. In addition, there are two modules being reviewed to determine if they are meeting the needs for which they are designed. There is a possibility these could be dropped. If that happens, the overall cost will be reduced. This decision does not need to be made until later.

The original purchase of BS&A was budgeted at $418,117 which included annual maintenance and support for the first year. The project was partially funded ($291,594) by the 2020 General Obligation Bond and there remains a balance of $69,775 which can be used for the upgrade. If all modules are implemented and all the estimated training time is used, the funding breakdown will be as follows.

2020 GO Bond Proceeds	$69,775
Technology	$ 8,491
Water Cash Operating	$38,421
Sewer Maintenance	$14,202
Solid Waste Management	$ 7,296

The final distributions will be determined by the amount of training needed for each module. There is a fourteen- to eighteen-month waitlist to get the new software. Staff sees this as an opportunity for any potential bugs in the software to be resolved. A new agreement would be contemplated within the next eighteen months as the original agreement ends. The agreement has been reviewed by the Town Attorney and changes were made to the document.

RECOMMENDED ACTION:

By motion and voice vote, approve agreement with BS&A Software for an upgrade to cloud-based software.