

**AGENDA  
BIG LAKE CITY COUNCIL  
WORKSHOP**

**WEDNESDAY, FEBRUARY 26, 2020  
5:00 p.m.**

**1) CALL TO ORDER**

**2) ROLL CALL**

**3) ADOPT PROPOSED AGENDA**

**4) BUSINESS**

4A. Introduction of Como Lake Marketing Partners

4B. Discuss DEED Community Certification Program – Telecommuter Forward!

4C. Civic System Financial Software Review

4D. New Ideas Discussion

**5) OTHER**

**6) ADJOURN**

**Disclaimer:** This agenda has been prepared to provide information regarding an upcoming workshop of the Big Lake City Council. This document does not claim to be complete and is subject to change.



# WORKSHOP ITEM

## Big Lake City Council

<b>Prepared By:</b> <i>Hanna Klimmek, Community Development Director</i>	<b>Meeting Date:</b> 2/26/2020	<b>Item No.</b> <b>4A</b>
<b>Item Description:</b> <i>Como Lake Marketing Partnership Introduction</i>	<b>Reviewed By:</b> <i>Clay Wilfahrt, City Administrator</i>	
	<b>Reviewed By:</b> <i>N/A</i>	

### **ACTION REQUESTED**

N/A

### **BACKGROUND/DISCUSSION**

The City of Big Lake and the Big Lake EDA issued the Community Brand and Identity Design Project Request for Proposals (RFP) on January 10, 2020. Responses were due on February 7, 2020. We received 3 complete responses from the following: Switchboard, AE2S Communications, and Como Lake Marketing Partners.

An Interview Panel was created and included 1 Council Member, 1 Council Member/EDA Commissioner, 2 EDA Commissioners, and Staff. The Panel interviewed all 3 candidates the morning of Thursday, February 13, 2020.

After discussion and a vote, the Panel is recommending the Big Lake EDA approve a Contract for Service between the Big Lake EDA and Como Lake Marketing Partners.

Como Lake Marketing Partners was established in November of 2018. Their team consists of Principal, Mike Brown; Brand Strategist, John Mayhew; and Brand and Business Strategist/Research and Analysis, Joan Hanson. Mike and John have over 20 years of experience in working together, creating a brand and identity, for both Target and GREATER MSP. Joan worked with Mike and John at Target and is the key team member who will dive into Big Lake research, citizen engagement, data, and analytics.

Quote from RFP response:

“We envision the project to follow a process that has been effective for us in the past. It starts with a Research and Planning phase during which we work with the Big Lake EDA to develop a clear action plan and then immerse ourselves in Big Lake to understand what makes it unique and what drives its success. We want to understand why and what businesses prosper there, and why residents love the community. We look beyond the obvious and most evident to understand the heart of the community.”

### **FINANCIAL IMPACT**

N/A

### **STAFF RECOMMENDATION**

N/A

### **ATTACHMENTS**

N/A



# WORKSHOP ITEM

Big Lake City Council

<b>Prepared By:</b> <i>Hanna Klimmek, Community Development Director</i>	<b>Meeting Date:</b> 2/26/2020	<b>Item No.</b> <b>4B</b>
<b>Item Description:</b> <i>DEED Community Certification Program – Telecommuter Forward!</i>	<b>Reviewed By:</b> <i>Clay Wilfahrt, City Administrator</i>	
	<b>Reviewed By:</b> <i>N/A</i>	

## **ACTION REQUESTED**

Discuss and provide direction to Staff.

## **BACKGROUND/DISCUSSION**

DEED's Office of Broadband Development is now accepting applications to a new economic development tool to help promote the vitality of Minnesota's rural communities – Telecommuter Forward!

The Telecommuter Forward! Program was presented to the Minnesota Legislature by DEED's Broadband team last session. It passed with overwhelming bipartisan support and was signed by Governor Tim Walz in May.

Since 2014, DEED has awarded over \$85Million in broadband infrastructure grants to fund 100 projects across Minnesota, with the goal of border-to-border broadband access. The City of Big Lake has benefited greatly from this funding.

The Telecommuter Forward! Community Certification expands upon these efforts by allowing communities to promote themselves as destinations for Minnesotans who are interested in telecommuting.

Approval of the proposed Resolution will allow the City of Big Lake to become a Telecommuter Forward! Certified Community. Sherburne County approved the same Resolution on January 21, 2020 during their County Board Meeting.

The Big Lake EDA discussed the Telecommuter Forward! Certification during their meeting on February 10, 2020 and they are recommending the City Council approves a Resolution.

## **FINANCIAL IMPACT**

N/A

## **STAFF RECOMMENDATION**

Discuss and provide direction to Staff.

## **ATTACHMENTS**

DEED Press Release

DRAFT Resolution

Permalink: <http://mn.gov/deed/newscenter/social-media/deed-developments/index.jsp?id=1045-416059> (<http://mn.gov/deed/newscenter/social-media/deed-developments/index.jsp?id=1045-416059>)  
[View entire list](#)

## DEED Begins New Community Certification Program: Telecommuter Forward!

1/14/2020 7:56:55 AM



We're pleased to roll out a new economic development tool to promote the vitality of Minnesota's rural communities – Telecommuter Forward! We know that fast, reliable broadband access improves quality of life, makes businesses more competitive, and provides career opportunities for our Greater Minnesota workforce. Friendly telecommuting policies build on those strengths by adding new potential for startup creation among rural entrepreneurs, co-working spaces that spark creativity, and new opportunities for civic engagement and collaboration.

The Telecommuter Forward! Program was presented to the Minnesota Legislature by DEED's Broadband team last session. It passed with overwhelming bipartisan support and was signed by Governor Tim Walz in May.

DEED's [Office of Broadband Development](https://mn.gov/deed/programs-services/broadband/) (<https://mn.gov/deed/programs-services/broadband/>) is now accepting applications for Telecommuter Forward! Community certification. To become certified in the Telecommuter Forward Program, Minnesota cities, villages, towns, or counties must adopt a resolution that includes a statement of support and commitment to promote telecommuting. The Office of Broadband Development has created a [model resolution](https://mn.gov/deed/programs-services/broadband/telecommuter-forward/) (<https://mn.gov/deed/programs-services/broadband/telecommuter-forward/>) to help get you started.

Since 2014, DEED has awarded over \$85 million in broadband infrastructure grants to fund 110 projects across Minnesota, with the goal of border-to-border broadband access. The Telecommuter Forward! Community certification expands upon these efforts by allowing communities to promote themselves as destinations for Minnesotans interested in telecommuting.

For more information about the application process for Telecommuter Forward! certification, contact the Office of Broadband Development at [deed.broadband@state.mn.us](mailto:deed.broadband@state.mn.us) (<mailto:deed.broadband@state.mn.us>) or 651-259-7610.

We're planning to recognize our first certified community in February – and there will be more information to come.

– Commissioner Steve Grove



# Telecommuter Forward! Community Application Form & DRAFT Resolution

Any political subdivision (city, township, or county) in Minnesota that supports and commits to promote the availability of telecommuting options is eligible for the Telecommuter Forward! Community Certification and may apply through the Office of Broadband Development. The political subdivision must demonstrate compliance with the statutory requirements under [Minn. Stat. § 116J.9923](#). The Office of Broadband Development has created a model resolution, which is available below, that satisfies the minimum statutory requirements to assist communities in this effort.

**Please submit this completed form and your community's Telecommuter Forward! Resolution via email to: [deed.broadband@state.mn.us](mailto:deed.broadband@state.mn.us)**

<b>POLITICAL SUBDIVISION</b>	
Name of Political Subdivision	City of Big Lake
Address	160 Lake Street North
Address	
City	Big Lake
Zip	55309
Web Address	<a href="http://www.biglakemn.org">www.biglakemn.org</a>
<b>SINGLE POINT OF CONTACT</b>	
Name	Hanna Klimmek
Title	Community Development Director
Email	<a href="mailto:hklimmek@biglakemn.org">hklimmek@biglakemn.org</a>
Phone	763-251-2979 or 320-282-4994

For more information about the application process for Telecommuter Forward! Certification or for any questions about the Telecommuter Forward! Community Model Resolution, please contact the Office of Broadband Development at [deed.broadband@state.mn.us](mailto:deed.broadband@state.mn.us) or 651-259-7610.

**CITY OF BIG LAKE  
MINNESOTA**

A general meeting of the City Council of the City of Big Lake, Minnesota was called to order by Mayor Mike Wallen at 6:00 p.m. in the Council Chambers of City Hall, Big Lake, Minnesota, on March 11, 2020. The following Council Members were present: The following Council Members were present: Seth Hansen, Rose Johnson, Paul Knier, Mike Wallen, and Scott Zettervall. A motion to adopt the following resolution was made by Council Member \_\_\_\_\_ and seconded by Council Member \_\_\_\_\_

**CITY OF BIG LAKE  
RESOLUTION NO. 2020-XX**

**A RESOLUTION IN SUPPORT OF TELECOMMUTING OPPORTUNITIES  
AND TELECOMMUTER FORWARD CERTIFICATION**

WHEREAS, the City of Big Lake supports and commits to promote the availability of telecommuting options;

WHEREAS, the City of Big Lake hereby appoints Hanna Klimmek, Community Development Director, as the single point of contact for coordinating telecommuting opportunities within the City of Big Lake including the following responsibilities:

1. Coordination and partnership with broadband providers, realtors, economic development professionals, employers, employees, and other telecommuting stakeholders.
2. Collaboration with broadband providers and employers to identify, develop, and market telecommuter-capable broadband packages.
3. Communication and partnership with broadband providers and economic development professionals to develop common goals.
4. Promotion of telecommuter-friendly workspaces, such as business incubators with telecommuting spaces, if such a workspace has been established in the political subdivision at the time the political subdivision adopts the resolution.
5. Familiarity with broadband mapping tools and other state-level resources.
6. Maintaining regular communication with the state broadband office.
7. Making regular reports to the City Council of the City of Big Lake.

NOW, THEREFORE, BE IT HEREBY PROCLAIMED by the City of Big Lake to support telecommuting opportunities for the City of Big Lake in its application for Telecommuter Forward! Community certification.

Adopted by the Big Lake City Council this 11th day of March, 2020

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**Mayor Mike Wallen**

Attest:

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**Gina Wolbeck, City Clerk**

The following Council Members voted in favor:

The following Council Members voted against or abstained:

Whereupon the motion was duly passed and executed.

STATE OF MINNESOTA     )  
  )SS.  
COUNTY OF SHERBURNE )

The foregoing instrument was acknowledged before me this \_\_\_\_ day of March 2020, by the Mayor and City Clerk of the City of Big Lake, a Minnesota municipal corporation, on behalf of the corporation.

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Notary Public



# WORKSHOP ITEM

Big Lake City Council

<b>Prepared By</b> <i>Deb Wegeleben, Finance Director</i>	<b>Meeting Date:</b> 2/26/2020	<b>Item No.</b> <b>4C</b>
<b>Item Description:</b> <i>New Financial software discussion</i>	<b>Reviewed By:</b> <i>Clay Wilfahrt, City Administrator</i>	
	<b>Reviewed By:</b> <i>N/A</i>	

### **COUNCIL DIRECTION REQUESTED**

**Provide direction on upcoming improvements needed in financial software**

### **BACKGROUND/DISCUSSION**

#### **NEW FINANCIAL SOFTWARE NEEDS**

Recently staff view three (3) different financial software for the financial recording as well as payroll, timecard, budgeting, building permits and utility billing to replace the current software that the City uses. Banyon, the current software, has reached the point that the City has out grown its capabilities. Banyon, runs on Access, which does cause problems with reliability as well as storage capability for data. The current software does not have the capability to be utilized through the web and therefore the city would need to constantly upgrade the server to host this software. The software that best meet the needs of the staff was Civic Systems Connect software. Civic systems will provide the opportunities for the city to go paperless through the software Workflow programs through each module as well as streamline several processes. Some of the key advantages of Civic System connect are as follows:

1. Program Language and Database is written in Microsoft’s latest programming language and allows for SQL database.
2. Electronic workflow which will be beneficial for cross training.
3. Each user will be able to customize their own screen based on individual preference and will follow the user’s sign-in regardless what computer they are using.
4. On all reports there is the ability to drill down to see the detail of each transaction as well as exporting each report to either PDF, Excel, or Word.
5. There is the ability to attach images or files to customers account for viewing in inquiry or edit screens.
6. The electronic workflow approvals will allow for an electronic paper trail for tracking items still awaiting approvals.
7. Software for life assures that the City will never be on an old version.
8. miViewPoint will provide real time view only access to pertinent financial, payroll, accounts payable, utility billing and permits.
9. With utility billing payments made to a customer account show in real time; this will be especially useful on shut-off days.
10. Shut-off procedures will be stream-lined with the phone app/GIS directly to public work employees in the field, creating a must less stressful situation for all concern.
11. For building permits, inspections can be electronic routed with the phone app/GIS. In addition, in the very near future individual will be able to apply, pay and sign for the administrative permits, such

as a furnace replacement, with no need to come into City Hall. The individual will also be able to schedule inspections online.

12. Will also be able to electronic route all service orders, such as pot-hole repairs, to the public works department.
13. GIS system can locate and show pictures of property, meter location for public works, code enforcement, etc.
14. With the capability to be web hosted, in the event of an emergency that prohibited staff from coming into City Hall, staff would be able to process claims, payroll, permits, utility billing, etc. remotely.

The upfront cost to implement new software can be expensive, however there will be savings due to efficiencies. As with any software package, there will continue to be annual support costs and annual hosting fees, but again, will provide a savings in employee time that we currently experience due to the limitations of our current outdated software. The upfront cost has been budgeted in the CIP – Computer replacement fund and the increase annual support cost has been built into the 2021 – 2024 concept budgets.

The software proposal received is for 8 concurrent users and unlimited view only users. It also includes a discount. In addition, if we do not add all modules at one time, Civic system will honor the prices for three (3) years. Staff recommends to implement all modules to begin with. The cost is as follows:

- Original Investment Total for all modules - \$128,450
  - This includes the core modules of Accounts Payable, Accounts Receivable, Building Permits, Cash Receipting, General Ledger, Payroll, Utility Billing and miViewPoint.
  - Plus, the add on modules of Business Licenses, Fixed Assets, Payroll Imports (to import from Police Scheduling module), Planning and Zoning and Special Assessments.
- The ongoing Annual Fees including the host fee - \$24,374.

Staff would like to bring the proposal for approval to the next council meeting on March 11, 2020 in order to start the conversion by June or July and finish implementation by the end of 2020.

### ***FINANCIAL IMPACT***

Financial Software upgrade - future budgets would reflect increase in software annual support fees. The original investment has been budgeted in the CIP Fund 194 – Computer/Software Replacement fund.

### ***ALTERNATIVES***

Do not look for any improvements at this time.

### ***ATTACHMENTS***

Civic System Proposal and Information

**Computer Software and  
Conversion Services Proposal**

**City of Big Lake**

**Prepared by Civic Systems, LLC**



**civicsystems**

strong software, strong community

A SUBSIDIARY OF BAKER TILLY VIRCHOW KRAUSE, LLP

Civic Systems, LLC  
Ten Terrace Court  
P.O. Box 7398  
Madison, WI 53707-7398  
Phone: 888.241.1517  
Fax: 608.249.1050  
mlaesch@civicsystems.com  
www.civicsystems.com

February 14, 2020

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strong software, strong community

A SUBSIDIARY OF BAKER TILLY VIRCHOW KRAUSE, LLP

## TRANSMITTAL LETTER

February 14, 2020

City of Big Lake  
160 Lake Street North  
Big Lake, MN 55309

Dear Deb:

It has been great speaking with you about the possible future software needs of the City of Big Lake. We are pleased to have this opportunity to submit our software solutions to you. Our proposal is based on your request for information and our prior experience in providing these services to clients with similar needs.

Civic Systems, LLC (Civic) has the experience and resources necessary to meet your needs and assist you with this very important project. We would like to highlight several factors that distinguish Civic from other firms.

### **Full Service Firm**

Civic provides a full range of software services specifically developed for cities and municipal utilities to over fifty new clients every year. These services include total turnkey software solutions. We are committed to enabling our clients to print utility bills, accounts payable checks, payroll checks, and monthly reports immediately after leaving our training facility. This process eliminates or minimizes the need to run parallel systems.

### **Experience**

We understand the demands on your time and the pressures you face. This understanding comes from our continuing relationship with over 250 municipalities and 300 utilities throughout the Midwest. Our team includes CPAs, trainers with over twenty years of training experience, and quality help desk analysts ready and waiting to answer your every question. Civic is a subsidiary of Baker Tilly Virchow Krause, LLP (Baker Tilly). Baker Tilly is one of the top 15th largest accounting and consulting firms in the United States and prides itself on its public sector practice that includes over 150 full time, fully dedicated public sector practitioners. This unique and strong Civic/Baker Tilly relationship allows us to provide unmatched public sector expertise.

### **Depth of Resources**

Our project team members all have extensive software experience. All team members are available at any time for consultation. Our quality products and service will provide you with information you need to make timely and accurate management decisions, while meeting the needs of your customers.

City of Big Lake

February 14, 2020

Page 2

**Commitment**

Civic has a long-standing tradition and solid reputation of providing high quality services to municipal government. To illustrate that commitment, we have a separate practice group devoted entirely to serving municipalities and their utilities.

**Timely Service**

Our experience with software and conversion services allows us to provide a highly efficient and cost-effective transition from your legacy system.

We appreciate the opportunity to submit this proposal and welcome the opportunity to discuss specific aspects of it with you. The information included in this packet is valid for 90 days. If you have any questions or need additional information, please contact me at 888.241.1517. We look forward to working with you on this important project.

Sincerely,

CIVIC SYSTEMS, LLC

A handwritten signature in black ink, appearing to read "Michael Laesch". The signature is fluid and cursive, with a long horizontal stroke at the end.

Michael Laesch, Vice President – Business Development and Client Relations

ML

Enclosures

# Components of Success

## COMPONENTS OF SUCCESS

A successful software investment involves two critical components: the software itself and the conversion, education, on-site assistance and support services provided with the software.

Caselle's software suite, coupled with the strength and stability provided by Baker Tilly and Civic's years of experience and depth of knowledge, ensures that your software investment will retain its value through the years. Our role as your trusted advisors gives you the peace of mind of knowing that professional, 100% public sector focused CPAs and consultants will guide you along the path toward a successful software investment.

Each critical component of a successful software investment is briefly discussed on the following pages.

### SOFTWARE

Over 14 years ago, Civic Systems entered into an agreement with Caselle, Inc. to represent their software throughout the Midwest. Caselle's software is the result of a long evolution that began in the 1950's as a part of a small CPA firm. Today, Caselle, Inc. provides fully integrated, true Windows-based financial and utility billing software to over 1,100 clients throughout the United States.

All conversion, education, on-site assistance and support services are provided out of Civic's Madison, Wisconsin headquarters.

Caselle's software, coupled with the public sector expertise of Civic and Baker Tilly, provide an unbeatable team to ensure a successful and long-lasting software investment.

### CONVERSION

The success of any project usually depends on adequate up front planning. Software conversion is no different. From the first meeting until the last total is tested, an in-depth timeline and action plan will guide our progress.

#### *Planning and Administration*

Since planning is such a key element in the success of your conversion, an in-depth, pre-conversion working session will be held at your site to identify key individuals, discuss current processes and procedures, evaluate potential challenges and establish a project timeline. The timeline established will document our process, assist with staff availability planning, minimize your staff's duplication of effort and create a clean data cutoff for the conversion team.

#### *Data Extraction*

No one enjoys working overtime or weekends keying in data to new software. Let your staff completely avoid this time-consuming task by having Civic's conversion specialists quickly and accurately convert your data. Control "hooks" created from your current software allow us to map your data to the new software. In this way, existing data can be extracted, converted, tested, adjusted and finalized prior to your arrival for training. This process minimizes data clean up necessary to "go live". All you have to think about is learning the software while utilizing your own data.

Our proposed conversion services are listed on the following page.

## Components of Success

The following outlines the conversion services to be provided for the core modules. Depending on the data integrity in the legacy system, below is our typical data conversion when converting from a legacy system.

### **Accounts Payable**

- > Vendor Information
- > 3 years of invoice and check history
- > Report preparation
- > AP check formatting

### **Cash Receipting**

- > Setup receipt categories and corresponding GL accounts
- > Report preparation

### **General Ledger**

- > Chart of Accounts
- > Financial statements
- > Report preparation
- > 3 years detail information
- > 3 years of budget information

### **Payroll**

- > Employee information
- > Pay code setup
- > Current Year to Date Totals
- > Recalculate payroll to ensure data accuracy
- > Report preparation
- > Leave time balances
- > Paycheck formatting

### **Utility Billing**

- > Customer information
- > Customer balances by service
- > Meter information
- > Location information
- > 13 months consumption History
- > Report preparation
- > Utility billing formatting
- > Recalculate bill run to ensure data accuracy
- > Setup rates and services

## Components of Success

### EDUCATION

Civic's Educational Services include individualized, hands-on instruction at our Madison, Wisconsin training facility. Our thorough, patient instructors guide you through all the software features necessary for effective use. At completion, you will immediately be able to begin using the software.

#### *Classroom Training*

Civic's four high-tech training classrooms in Madison, Wisconsin allow an excellent learning experience. Hands-on instruction along with in-depth training ensures maximum product comprehension. Product overviews and fun classroom games ensure that key objectives are learned.

#### *Professional, Experienced Trainers*

Our trainers have extensive software and industry knowledge and will help you apply it to your community. Our senior trainers have over twenty years of municipal software training experience. Their knowledge of municipal issues provides a strong foundation to help you with budgeting, utility billing and other community operations.

#### *Structured, Yet Individual, Training*

Our structured training curriculum clearly outlines course objectives and goals to help you maximize your learning experience. Your trainer will guide you through this well-planned process. Group sessions and one-on-one instruction aid in the learning experience.

#### *Customized Learning Using Your Own Data*

Custom reports and screens can be designed using your data. You will be able to immediately begin using the software at training completion.

#### *Post Training Assistance*

During the first 90 days following training, you are welcome to contact your classroom trainer for software support. This helps create a smooth transition, since your trainer will be aware of any unique issues discussed during training. After 90 days, our experienced customer support representatives will be able to effectively handle any support issues.

## Components of Success

### ON-SITE ASSISTANCE

During the initial use of your new software, it can be reassuring to have an expert at your side. Civic's on site service provides you with the comforting reassurance of an expert on site to answer questions, correct any mistakes, offer helpful suggestions and monitor the overall progress of your software transition.

### SUPPORT

#### ***Support Center***

The Civic Systems Support Center prides itself on timely and accurate support. Friendly, helpful representatives facilitate prompt issue resolution so your operations are not interrupted. All support calls are tracked and prioritized based on timing and urgency.

#### ***Support Center Objectives***

Civic Systems Support Center's number one objective is responsive issue resolution. Every call is tracked and prioritized, based on urgency through our Customer Support Portal, which is accessible via the Internet, customers can view the status of a ticket at anytime, 7 days a week.

#### ***Methods for Requesting Service***

You may contact the Civic Support Center by phone, fax or e-mail. Customers also have the option of submitting, canceling or adding more information to existing service tickets online through CIVIC's Customer Support Portal, which is accessible through the Internet. If the issue requires a more in depth look, we will access your data using PC Anywhere software.

#### ***Civic Systems Support Center Hours***

Monday through Friday 7:00 AM – 5:00 PM Central Standard Time.  
Saturday/Sunday – Please leave a message on the voice mail system for processing on Monday morning.

#### ***Annual Support Fees include:***

- Unlimited, toll free telephone support for purchased CIVIC software applications.
- All software enhancements and updates.

#### ***Updates and Enhancements***

Yearly updates are included in your annual support fee.

## PRODUCTS SELECTED

The software products available for selection include:

### ***Accounts Payable***

Review, approve, verify and validate invoices while ensuring maximum use of vendor terms and discounts.

### **miExcel AP**

Allows for easy import of expenses such as P Card information from the bank without reentering it manually.

### ***Accounts Receivable***

Manage customer accounts, invoicing, billing and payments with the Accounts Receivable module. You can create an unlimited number of billing categories with ease and flexibility.

### ***Building Permits***

Provides an easy way to generate and track the active license status of individuals. Interfaces with Cash Receipting and Business Licenses.

### ***Code Enforcements***

Easily create inspections schedules and checklists and provides the capability to charge fees, issue notices, schedule inspections for violation and escalate tracked complaints to violations.

### ***Cash Receipting***

From point of payment to the bank deposit, the cash receipting system provides user friendly daily cash control. This software registers and prints all receipts from individual workstations with full descriptions, distributions, change due and account balance.

### ***Cash Receipting Import***

Civic will establish an import file from your cash receipting to input customer payments.

### ***General Ledger***

Quickly and easily enter, inquire, review and report important financial information. Pre-defined journal entries, online management tools, customized reports, previous history and tracking project costs over multiple years are a few of the features you'll enjoy using.

### ***miExcel GL***

This module provides a direct connection to GL through Excel. Importing budgets, importing JE's and building custom reports has never been so easy.

### ***miViewPoint Dashboard Reporting Tool***

Gain real time access to pertinent financial, payroll, accounts payable and utility billing information on a browser look and feel with no training required and no limit on the number of system users.

### ***miAP workflow***

It doesn't matter if your AP process starts at a central location, within each department or both you will find our workflow system can handle your needs. Items are scanned and can be attached to multiple predefined customized workflow processes based on the department it is for, the dollar amount or a combination of both. Invoices can be coded at any step of the way through the final approval and once the final approval is made the images get attached into Account Payment and into miViewPoint for easy look up.

### ***miBudget***

Allows for Department Head budget entry with access to account information and previous budgets to actual. Budgets can be entered by line item and attachments and notes can be added. Once submitted the budget goes through a predefined workflow for approval.

### ***miUtility Inquiry Portal***

Access real-time resident information from any utility service address, including interface to GoogleMaps.

### ***Payroll***

Easy payroll processing and development of your own customized, comprehensive employee information system. Federal and state government reporting requirements are complied with while providing complete fund and departmental allocations.

### ***Direct Deposit***

Electronically transfer employee earnings to banking accounts.

### ***Electronic Submittals***

Create electronic submittals for your W2's and 1099's.

### ***miPay (Paystubs and W2s)***

Allow employees to go paperless with their paystubs and W-2's. Employees can log in with user name and password from any computer with internet access to view their current and past paystubs and W-2's. Employees also have self service capabilities like filling out forms for a change of address or W-4 withholdings. Employees can also input time off requests which notifies their manager for approval or denial.

### ***miTime***

Allow employees to enter payroll hours over the web. Submitted time then goes through a predefined approval process to ensure accuracy. This module can eliminate the paper headache of the payroll process.

### ***Utility Billing***

A comprehensive customer information system designed to address the unique challenges faced by municipal utilities. Features such as rate calculation computation, multiple project meter database, and consolidated master meters allow your utility to customize the product based on your needs.

#### ***ACH Direct Pay***

Customers automatically pay their utility bills from their checking or savings account.

#### ***Electronic Read Interface***

Importing meter files is easy and hassle-free with the Electronic Read Interface. We are able to integrate all major hand held meter reading devices.

#### ***miExcel UB***

Provides built in functions to easily update rates and services, change meters, export meter data and customer usage and provides revenue analysis functions.

#### ***Service Orders***

Create service orders to assign specific, user defined tasks including final reads and meter replacements.

#### ***Mobile Service Orders***

This module is an add on to service orders which allows service orders to be assigned and then completed in the field using your mobile device. The mobile device will receive notification if a service order is added and a map of where that service order is located will be present. Once items are completed it is updated to the service order application in the Caselle system. If you are using miViewPoint there will be a screen that shows you outstanding service orders along with a pin map of where those service orders are located.

#### ***Splitter***

When utility bills are run a PDF of each customer's bill will be attached to each customer for easy viewing and printing at a later date. No more recalculating old bills when rates there are rate changes or Power Cost Adjustments.

#### ***Tax Certification***

Easily produce tax certification notices for your delinquent customers and create a file to electronically send information to the appropriate agency.

#### ***Online Bill Pay and Bill Presentment***

Provides customers with a direct bill payment option through a secure, robust Internet application. Ability for customers to opt out of paper billings, Utility bill payment, account review, inquiry features and service request s are all available. Interfaces with Cash Receipting for seamless bill payment option.

# Investment Summary

**Civic Systems, LLC**  
**Ten Terrace Court**  
**P.O. Box 7398**  
**Madison, WI 53707-7398**

**City of Big Lake**  
**160 Lake Street North**  
**Big Lake, MN 55309**

You agree to purchase the software and services detailed below and Civic Systems, LLC agrees to provide them. **An initial 50% down payment is due with this contract. The remainder is due at training.** \*Additional payment terms can be provided such as spreading the payments over 2 or 3 years at 0% interest. The information provided in this proposal is valid for 90 days after the date of issue.

### INVESTMENT SUMMARY

License Fees (8 Concurrent)	\$ 81,000
Less: Discount	(16,200)
Training	16,500
Conversion	24,450
On-Site Assistance	3,600

***TOTAL INVESTMENT*** **\$ 109,350**

***ANNUAL SUPPORT (Software For Life\*\*)*** **\$ 14,850**

***HOSTED ANNUAL FEE*** **\$ 6,900**

### TRAVEL COSTS

Travel costs are a not-to-exceed and based on six (6) round trips and 17 overnights.

Mileage (Six 618 mile round trips @ \$0.58/mile)	\$ 2,150
Hotel (17 nights at \$150/night)	2,550
Meals (13 days at \$35/day)	595

***TOTAL INVESTMENT*** **\$ 5,295**

**\*A formal contract will need to be entered before any software is installed.**

**\*\*Software For Life provides you the assurance that you will never have to purchase another upgrade from us in the future. The Client will always be on the latest version of the purchased modules as long as they are current with annual support payments.**



## License Fees, Training, Conversion and Support Detail

Selected Product Descriptions	License Fee Purchase Price	One-Time conversion / setup	Training and Onsite Assistance Cost/Days	Year one Total w/o Support	Annual Fees*
<b>8 Concurrent User Licenses</b>	\$ 8,000	\$ 0	\$ 0	\$ 8,000	\$ 1,600
<b>Accounts Payable</b>	5,500	900	1,200	7,600	1,375
Check on Demand	Included	Included	Included	Included	Included
miExcel AP	Included	Included	Included	Included	Included
<b>Accounts Receivable</b>	5,500	900	1,200	7,600	1,375
<b>Building Permits</b>	6,500	2,400	1,200	10,100	1,625
Code Enforcements	3,000	900	300	4,200	750
<b>Cash Receipting</b>	5,500	600	1,200	7,300	1,375
Cash Receipt Payment Import	Included	Included	Included	Included	Included
<b>General Ledger</b>	7,000	2,400	2,400	11,800	1,750
Activity Reporting	Included	Included	Included	Included	Included
Bank Rec	Included	Included	Included	Included	Included
Budgeting	Included	Included	Included	Included	Included
miExcel GL	Included	Included	Included	Included	Included
<b>miViewPoint (Department Head Dashboard)</b>	5,500	600	1,800	7,900	1,375
Hosted miView	Included	Included	Included	Included	Included
miAP Workflow w/ LF Interface	Included	Included	Included	Included	Included
miBudget	2,500	600	600	3,700	625
miUtility	Included	Included	Included	Included	Included
<b>Payroll w/ Direct Deposit</b>	11,900	3,600	3,600	19,100	2,975
ACH Direct Deposit	Included	Included	Included	Included	Included
Electronic Submittals	Included	Included	Included	Included	Included
miPay Online (W2s and Paystubs)	Included	Included	Included	Included	Included
miTime (Remote Time Entry)	4,500	1,200	600	6,300	1,125
<b>Utility Billing w/ Direct Pay</b>	12,600	9,750	4,800	27,150	3,150
Direct Pay	Included	Included	Included	Included	Included
Electronic Read Interface	Included	Included	Included	Included	Included
Service Orders	3,000	600	1,200	4,800	750
Maintenance Orders	Included	Included	Included	Included	Included
Mobile App	Included	Included	Included	Included	Included
Splitter	Included	Included	Included	Included	Included
Online Bill Pay Interface PSN	Included	Included	Included	Included	Included
<b>Less: Full Suite Discount</b>	(16,200)	--	--	(16,200)	(5,000)
<b>Hosted (\$575 Monthly)</b>	--	--	--	--	6,900
<b>TOTALS COSTS</b>	<b><u>64,800</u></b>	<b><u>24,450</u></b>	<b><u>20,100</u></b>	<b><u>109,350</u></b>	<b><u>21,750</u></b>

\*Optional item pricing is provided on the following page.

\*If online Bill Presentment is chosen the City of Big Lake is responsible for any monthly hosting, setup and transactional fees charged by the preferred online bill pay company.

+13,120    3,900    2,100    19,100    2,624  
 -----  
 77,920    28,350    22,200    128,450    24,374



## Optional Module Detailed Cost

OPTIONAL MODULES (Not Included in the agreement)

Optional Product Descriptions (Not Selected)	License Fee Purchase Price (8 Concurrent Users)	One-Time conversion / setup	Training Cost @ \$1,200/Day	Year one Total w/o Support	Annual Fees
<b>Additional Concurrent Users above 8 (each)</b>	1,600	--	--	<b>1,600</b>	320
<b>Business Licenses</b>	2,640	900	600	<b>4,140</b>	528
<b>Fixed Assets</b>	2,640	900	600	<b>4,140</b>	528
<b>Payroll Add Ons</b>					
miExcel Payroll Import	1,600	600	--	<b>2,200</b>	320
<b>Planning and Zoning</b>	3,600	600	300	<b>4,500</b>	720
<b>Special Assessments</b>	2,640	900	600	<b>4,140</b>	528

\*Above amounts include the discount provided.

13,120      3900      2100      19,120      <sup>\$</sup> 2624



# Hardware Requirements If On Premise

## HARDWARE REQUIREMENTS

### Network System Requirements – Caselle® Connect – Network

Important! Using servers, workstations, or servers and workstations that do NOT meet the specified network system requirements may result in unsatisfactory performance and response times. This document lists the minimum hardware and software requirements for installing Connect.

Network Server Operating System	Microsoft® Windows 2012, 2012 R2 or 2016 Server (64-bit)
Network Server Equipment	Intel® Xeon® Quad-Core Processor 3.0 Ghz or higher   Minimum 16 GB of available RAM   30 GB available disk space for Caselle Connect applications (180 MB) and data   Separate physical hard drive for SQL log file 8-15 K SAS HDD preferred   Color SVGA .28 Monitor   1 GB Ethernet Network Card   1 GB Ethernet Switch   DVDRW Drive All hardware must be Microsoft® certified (request printed certification documents). Intel® Core™ i3, Intel® Celeron®, and AMD Sempron™, and Intel® Pentium processors are NOT recommended.
Database Server Equipment and Operating System	<ul style="list-style-type: none"> <li>• Use the Recommended Network Server. For better performance, increase memory on network server or, use a separate Database Server (same specifications as the Network Server).</li> <li>• Networks with more than ten workstations may require faster processors and/or more memory than the recommended.</li> </ul>
Database Software	Microsoft® SQL Server 2012 (64-bit), 2014 (64-bit) or 2016 (64-bit)
Network Server and Database Server Power Protection	True On-Line UPS, 600 Voltamps minimum with UPS Monitoring card, cable, and software.
Workstation Computer	Intel Core 2 Duo, i5, or i7 (3 GHz or higher)   8 GB of available RAM   30 GB available disk space for Caselle Connect applications (180 MB) and data   LCD Monitor All hardware must be Microsoft® certified (request printed certification documents). Intel® Core™ i3, Intel® Celeron®, and AMD Sempron™, and Intel® Pentium processors are NOT recommended.
Workstation Operating System	Windows 7™, 8™ or 10™ Professional (32-bit or 64-bit).
Workstation Power Protection	UPS/Battery backup unit
Backup System	Network quality system to back up fileserver hard drive on one tape and provide tape read after write verification. Make sure the backup system supports backing up MSSQL Databases. Example: Backup Exec with SQL Agent.
Data File Transfer	DVDRW Drive
Printer	HP Laser Printer or Canon Copiers with PCL or Postscript Drivers
Receipt Printer	Ithaca Series (Impact) 150 and 280 Printers, Ithaca Series (Thermal) 280, Ithaca 9000 Series and 1500 Series Printers
Internet Access	DSL, ISDN, or T1 Explanation: Caselle® Applications require Internet access to download program updates. Using an Internet connection that is slower than 256 Kbps will take significantly longer to download data.
Email	Email that is compatible with Microsoft® Windows.
Network Installer	Microsoft® Certified
Web Services	IIS 7 (Windows Server 2008, 2012)
miViewPoint <small>Only needed if miViewPoint is being installed.</small>	IIS 7 or later   30 GB of available disk space for miViewPoint on the IIS and SQL Servers   Modern Web Browser on any PC using miViewPoint (IE11 or greater, up to date Chrome, or up to date Firefox) If miViewPoint is made internet available a modern mobile browser is required.

## CIVIC SYSTEMS – CUSTOMER ADVANTAGES FOR WATER & SEWER BILLING

1. Can provide inexpensive paper water bills with room for messages, graphs, usage history, etc. Could also add messages about upcoming street projects, water main flush, etc.; can be tailored to individual neighborhoods.
2. Payments made to customer accounts show in real time; this would be especially useful on shut-off days
3. On-line viewing of water bills would be much more user friendly & comprehensive.
4. Payments would automatically upload to accounts each day which would save on printing paper reports and reduce human error.
5. Ability to provide a wide variety of reports that can be built for customers to view property history, payments, etc. These reports would be easily available to send by e-mail.
6. Ability to provide budget billing to customers
7. Final bills can be calculated anytime, not just once per month. This would allow landlords quicker turn-around for closing accounts and holding / releasing security deposits.
8. Shut-off procedures would be stream-lined with phone app /GIS directly to public works employees in the field, creating a much less stressful situation for all concerned.
9. GIS system can locate and show pictures of property, meter location, for public works, code enforcement, etc.
10. Any new meters added to billing could be integrated into the existing routes automatically without employees having to map it out.
11. Conversion to new radio meters would be smooth and efficient



Civic Systems' latest version of its financial and utility billing software suite, entitled Connect, provides enhanced internal controls allowing the Administrators to keep a watchful eye on every financial transaction. One of the major reasons for the enhanced security is to accommodate the new Risk Assessment Standards. Connect takes full advantage of the Microsoft SQL (SQL) database engine. The SQL engine provides enhanced security features to ensure that the raw data is secure and difficult to access providing better security and tracking capabilities to detect fraudulent activities in the financial system. The City/Village/County/Town's current system may lack these security features and, as a result, the raw data is susceptible to manipulation. Many legacy software packages that municipalities use lack security features that, if operated improperly, would not allow for the identification of changes made to the financial data and who made those changes.

In addition to providing better security to data, Connect gives the system Administrator the ability to enforce login password rules. These password rules include such things as setting a minimum length password, requiring both alpha and numeric characters; establish the number of failed login attempts before the user is locked out, and mandating that passwords be changed regularly without the capability to reuse old passwords.

Connect also provides better tracking of data changes within the software. Connect users have the ability to track changes or deletions on any field. The system will time and date stamp the user that made the modification. This log will provide you with what the change was, who changed it, when it was changed along with tracking the field's new and old values. The system can easily provide reports on the instances where changes occurred. Additionally, Connect has the ability to generate an email when changes are made on specific fields so that appropriate people are notified of the change. The following is an example of field level security tracking by Vendor name with Connect:

### **Internal Controls**

Civic Systems, is a wholly owned Subsidiary of Baker Tilly, LLC with over 100 employees dedicated to public sector audits. We have worked with several communities on establishing Internal Control Committees and providing specific plans to maintain proper checks and balances.

Connect also enables you to keep confidential information from being manipulated by allowing you to restrict access to certain fields within the application. The software will also allow you to establish triggers within the system to alert administration of specific field changes and deletions.

### **Reporting**

The report writer is one of the biggest differentiating features of the Connect suite of software. Users truly have access to all data contained in the system. The system has numerous "canned reports" contained within each module. These reports can all be altered by the user by simply adding or selecting selection criteria and report order of fields within the database (including user-defined fields). If there is an instance where the user needs a report that is not already available, they have the ability to create one through the report writer. The report writer gives access to every table and its subsequent data within the system. All reports can be printed to file, Excel, network printer, PDF, etc.

Best of all the reporting does not have to come only at month end but it can be viewed by department heads real time through the miViewPoint Dashboard. Each user will have real-time access only to the departments and employees that they are responsible for. This access gives them real time budget to actual, employee vacation balances and vendor payment history.



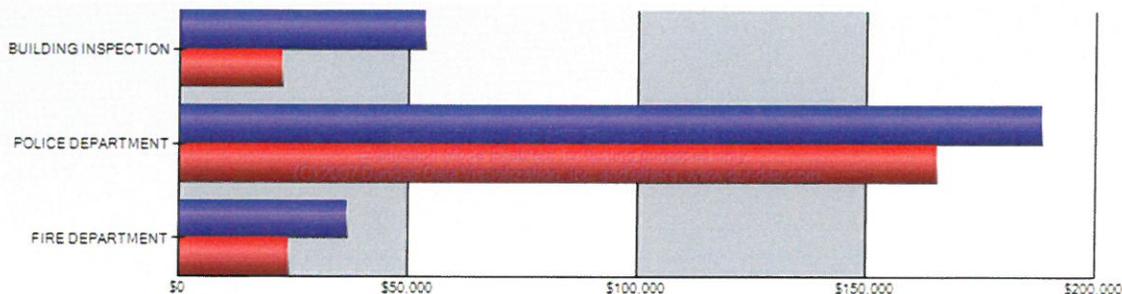
### Paperless

Civic Systems' provides many possibilities to go paperless by eliminating paper through the heavy paper driven processes like the Accounts Payable and Payroll. Through our applications miAP Workflow, miPay Online and miTime many offices have cut down on their uses of paper and streamlined their process along the way through electronic approvals. These modules have proven in eliminating bottle necks through transparency and providing electronic reminders to those within the approval processes.

### Advantages

Below are some other areas that Connect provides advantages:

- 1) Program Language and Database – The Connect version is written in Microsoft's latest programming language, VB.Net, and will allow for SQL database to be utilized, thus eliminating and software related concerns on database sizes or potential data corruption.
- 2) Electronic Steps checklist – Electronic Workflow manager is hyperlinked for user processes and to aid in cross training.
- 3) User Customization – Every search screen, inquiry screen and favorites menu are able to be customized by user preference. This profile will follow the user's sign-in no matter which PC they are at.
- 4) User Defined Fields – The Connect version allows for an unlimited number and type of user-defined fields by table. This could assist in tracking and scheduling meter testing and PSC reporting.
- 5) Reports – Ability to drill down and change columns within each report and export each report to PDF, Excel, Word, Rich text or delimited file format.
- 6) Attachments - Ability to attach image or content files to customers account for viewing in Inquiry or Edit screens.
- 7) Workflow Approvals - Electronically submit and approve AP invoices and timecards while electronically tracking those individuals that have approved and tracking those items that are awaiting approval.
- 8) Software For Life - This assures you that you will never be on an old version of our software. All software updates and upgrades will be provided for the modules that have been purchased as part of that annual support.
- 9) miViewPoint – Provides read only departmental lookup of financial information that is password protected. The person signing in will only have access to view the range off accounts and information they have been given rights to.



## **PRODUCTS AVAILABLE**

The software products available for selection include:

### ***Accounts Payable***

Review, approve, verify and validate invoices while ensuring maximum use of vendor terms and discounts.

#### ***miExcel AP***

Allows for easy import of P Card information from the bank without reentering it manually.

#### ***Purchase Orders***

Enter requisitions by department and employee for approval. Purchase orders are integrated with the accounts payable module for invoice payment.

#### ***Check on Demand***

Quickly process a payment without setting up vendor information or writing a manual check.

### ***Accounts Receivable***

Manage customer accounts, invoicing, billing and payments with the Accounts Receivable module. You can create an unlimited number of billing categories with ease and flexibility.

### ***Animal License***

Allows easy tracking and maintenance of records such as owners, animals and license status. Interfaces with Cash Receipting.

### ***Business License***

Provides an easy way to track the active license status of businesses. Interfaces with Cash Receipting.

### ***Building Permits***

Provides an easy way to generate and track the active license status of individuals. Interfaces with Cash Receipting and Business Licenses.

### ***Code Enforcements***

Easily create inspections schedules and checklists and provides the capability to charge fees, issue notices, schedule inspections for violation and escalate tracked complaints to violations.

### ***Planning and Zoning***

Record and track information based on each project type, customize data-entry routines for each stage of a project, organize parcels into units with designated units and contracts related to specific projects and import/update property information from electronic files.

### ***Cash Receipting***

From point of payment to the bank deposit, the cash receipting system provides user friendly daily cash control. This software registers and prints all receipts from individual workstations with full descriptions, distributions, change due and account balance.

#### ***Cash Receipting Import***

Civic will establish an import file from your cash receipting to input customer payments.

#### ***Check Validation***

Generates a search from the point-of-sale terminal to verify the customer's check is valid.

### ***Cemetery Management***

Organizes and maintains records such as lot owners and vacant locations.

### ***General Ledger***

Quickly and easily enter, inquire, review and report important financial information. Pre-defined journal entries, online management tools, customized reports, previous history and tracking project costs over multiple years are a few of the features you'll enjoy using.

### ***miExcel GL***

This module provides a direct connection to GL through Excel. Importing budgets, importing JE's and building custom reports has never been so easy.

### ***Health and Human Services***

Includes CARS reporting and eWiSACWIS.

### ***Human Resources***

Provides you the ability to track and manage your employees or potential employees from recruitment to retirement. This application is designed for organizations of all sizes that have a separate HR director and that want a reliable way to keep track of sensitive employee information in an electronic format.

### ***Improvement Districts (Special Assessments)***

Track and bill property assessments and payments for your community with ease and efficiency. Program will maintain property and assessment information, assessment balances with user-definable date payoff option, billable interest, payment allocations and special fee information such as prepayment, late or delinquent fees. In addition, the user can track all bond information related to the assessment.

### ***miViewPoint Dashboard Reporting Tool***

Gain real time access to pertinent financial, payroll, accounts payable and utility billing information on a browser look and feel with no training required and no limit on the number of system users.

### ***miAP/ Req and PO workflow***

It doesn't matter if your AP process starts at a central location, within each department or both you will find our workflow system can handle your needs. Items are scanned and can be attached to multiple predefined customized workflow processes based on the department it is for, the dollar amount or a combination of both. Invoices can be coded at any step of the way through the final approval and once the final approval is made the images get attached into Account Payment and into miViewPoint for easy look up. If you are using Requisitions and Purchase Orders they can be handled within the workflow process also.

### ***miUtility Inquiry Portal***

Access real-time resident information from any utility service address, including interface to GoogleMaps.

### ***Payroll***

Easy payroll processing and development of your own customized, comprehensive employee information system. Federal and state government reporting requirements are complied with while providing complete fund and departmental allocations.

### ***ACA Reporting***

The ACA module will produce the following items:

- 1094-B (Transmittal of Health Coverage Information Returns)
- 1095-B (Health Coverage)
- 1094-C (Transmittal of Employer Provided Health Insurance Offer)
- 1095-C (Employer-Provided Health Insurance Offer and Coverage)
- Data grid to complete information for dependents and health plans
- Hourly look back reports to show average hours worked
- XML file to electronically submit information

### ***Direct Deposit***

Electronically transfer employee earnings to banking accounts.

### ***Electronic Submittals***

Create electronic submittals for your W2's and 1099's.

### ***miPay***

Allow employees to go paperless with their paystubs and W-2's. Employees can log in with user name and password from any computer with internet access to view their current and past paystubs and W-2's. Employees also have self service capabilities like filling out forms for a change of address or W-4 withholdings. Employees can also input time off requests which notifies their manager for approval or denial.

### ***miTime***

Allow employees to enter payroll hours over the web or through an app. Submitted time then goes through a predefined approval process to ensure accuracy. This module can eliminate the paper headache of the payroll process.

### ***miExcel PR***

Allows individuals or departments to fill out excel based time sheets electronically to import seamlessly into timekeeping or directly into payroll along with providing the ability to import files from a time clock system. This module eliminates re-keying hours and provides additional functionality such as importing of steps and grades from Excel, easily update pay schedules from Excel, along with providing export capabilities for Rates, Pay Codes, GL by pay periods and benefit info.

### ***Timekeeping***

Interfaces with Payroll and Project Management. Employee time, plus equipment and overhead, can be charged to a specific project.

### ***Project Management***

Designed specifically for municipalities and utilities, helps manage large projects by assembling cost centers such as equipment, labor, materials and direct charges. Interfaces with Timekeeping, Payroll, Materials Management, Cash Receipting, Accounts Payable, Accounts Receivable, General Ledger and Asset Management.

### ***Asset Management***

Developed with GASB No. 34 compliance in mind; maintains fixed assets, continuing property records and depreciation records. It interfaces with Accounts Payable and General Ledger.

### ***Materials Management***

Provides a complete inventory management system, creating a fully integrated job costing and management reporting system. Interfaces with Purchase Orders, Accounts Receivable, General Ledger, Asset Management and Project Management.

### ***Utility Billing***

A comprehensive customer information system designed to address the unique challenges faced by municipal utilities. Features such as rate calculation computation, multiple project meter database, and consolidated master meters allow your utility to customize the product based on your needs.

#### ***ACH Direct Pay***

Customers automatically pay their utility bills from their checking or savings account.

#### ***Backflow Management***

Designed for the backflow technician or the administrative assistant in your organization's public works department who needs to track assemblies and testing results in addition to sending reminder notices.

#### ***Electronic Read Interface***

Importing meter files is easy and hassle-free with the Electronic Read Interface. We are able to integrate all major hand held meter reading devices.

#### ***Energy Assistance***

Energy Assistance allows you to simplify the billing process when accepting assistance payments. Display applied assistance amounts and any remaining balance on customer notices, and separates the assistance balance from the customer's overall balance due. This module also enables you to exclude customers from shutoff and penalties when you receive notice that they have been approved for assistance. Balance your assistance liability and provide the necessary reports to any controlling agencies with this module.

#### ***miExcel UB***

Provides built in functions to easily update rates and services, change meters, export meter data and customer usage and provides revenue analysis functions.

#### ***Service Orders***

Create service orders to assign specific, user defined tasks including final reads and meter replacements.

#### ***Mobile Service Orders***

This module is an add on to service orders which allows service orders to be assigned and then completed in the field using your mobile device. The mobile device will receive notification if a service order is added and a map of where that service order is located will be present. Once items are completed it is updated to the service order application in the Caselle system. If you are using miViewPoint there will be a screen that shows you outstanding service orders along with a pin map of where those service orders are located.

#### ***Splitter***

When utility bills are run a PDF of each customer's bill will be attached to each customer for easy viewing and printing at a later date. No more recalculating old bills when rates there are rate changes or Power Cost Adjustments.

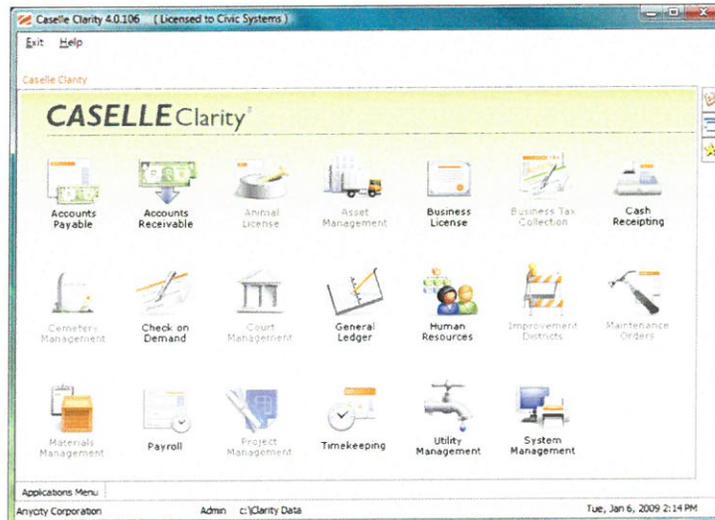
#### ***Tax Certification***

Easily produce tax certification notices for your delinquent customers and create a file to electronically send information to the appropriate agency.

#### ***Online Bill Pay and Bill Presentment***

Provides customers with a direct bill payment option through a secure, robust Internet application. Ability for customers to opt out of paper billings, Utility bill payment, account review, inquiry features and service requests are all available. Interfaces with Cash Receipting for seamless bill payment option.

Civic Systems provides technology solutions that make your job easier, but we're so much more than just a software company.



### Public Sector Focus

Our professionals specialize in the public sector and take the time to understand your operations. Civic Systems is backed by the in-depth knowledge and resources of Baker Tilly Virchow Krause, LLP, a nationally-known accounting and consulting firm serving more than 2,000 public sector clients.

### Stable Corporate History

Unlike many fly-by-night technology companies, Civic Systems has been serving municipal clients since 1984. Our client and employee retention rates are an amazing 99%, a clear demonstration of our commitment to employ the best people to meet our communities' long-term needs.

### Fully-Integrated Solutions

Our solutions are designed to work together to increase efficiency and accuracy. Data and information is shared seamlessly between programs, eliminating repetition and duplication of effort.

### Professional Courtesy and Responsiveness

Our team will take time upfront to understand your unique situation. We will ask intelligent questions, and only after listening to your needs will we respond with appropriate recommendations. We will work hand-in-hand with your staff to see that the correct solutions are implemented.

### Turnkey Conversion

Our team handles all phases of conversion to ensure you "go live" with our solutions immediately after training. During integration, we provide timelines and status reports to keep you informed every step of the way.

### Hands-On Training

Our proven, focused approach allows you to quickly understand our solutions' many powerful features. When you arrive back at your office, you'll be able to "hit the ground running."

### Ongoing Technical Support

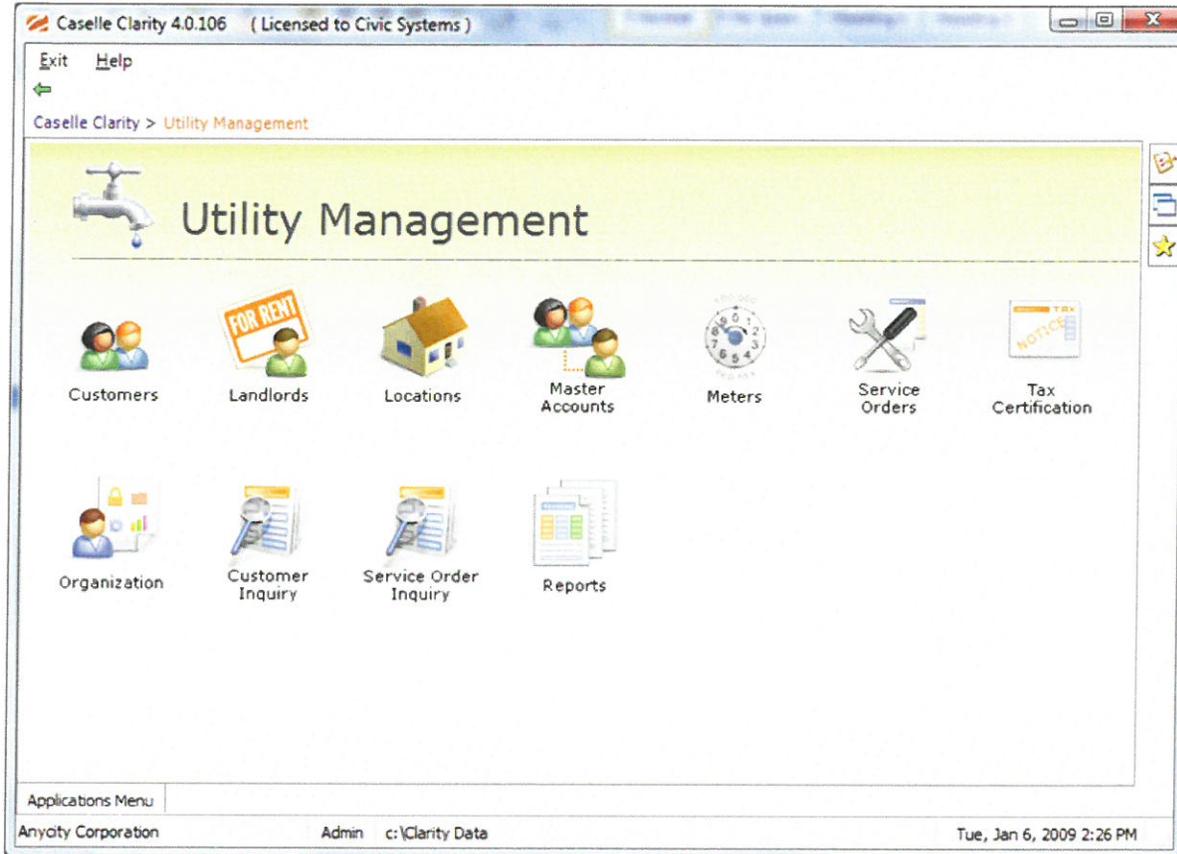
Our friendly and knowledgeable support analysts will help you resolve issues promptly. Our online Customer Support Portal is available 24 hours-a-day.

**For further information or a product demo, call 888.241.1517 or visit [www.civicsystems.com](http://www.civicsystems.com)**

# UTILITY MANAGEMENT/ SERVICE ORDERS



More than just a billing program, Utility Management offers a unique solution for all your specialized billing needs for tracking customers, billings, services, meters, locations, and deposits. The Service Order module interfaces directly to the Utility Management System. This application gives you all the tools you need for tracking your service orders from beginning to end.



## Capable

- View customer transaction history easily
- Setup and track contract payment arrangements with customers
- Track security deposits with optional interest calculation

## Efficient

- Effortless statement preparation for customers, landlords, and tenants
- Seamless interface to electronic meter reading devices
- Automated workflow of tasks throughout the service order process

## Flexible

- Supports multiple and seasonal billing
- Delinquent and shutoff notices are generated easily
- Duplicate statements can be sent to alternate addresses

## Powerful

- Electronic document and image attachments
- Print, save, and export all reports
- GIS integration

## Interfaces With

Cash Receipting

Check on Demand

General Ledger

Service Orders

Supplemental Billing

Utility Direct Pay

Utility Electronic Meter Reading

Utility Tax Certification

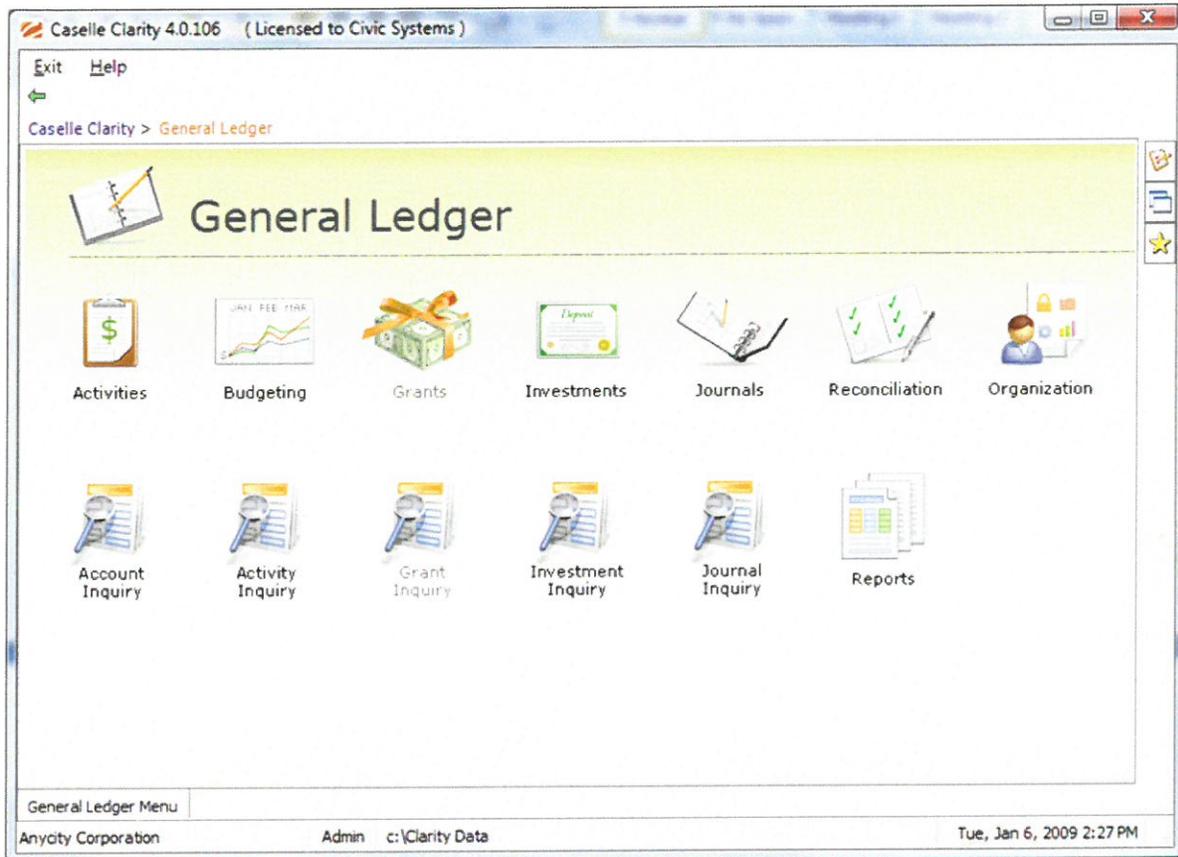
Utility Water Conservation

For further information or a product demo, call 888.241.1517 or visit [www.civicsystems.com](http://www.civicsystems.com)

# GENERAL LEDGER



Feel confident in balancing your financials with our user-friendly, flexible software. Seamless interface from various subsystems make reporting and reconciling a breeze.



## Capable

- Track and report activity costs
- Utilize grant reporting capabilities
- Complete budget tools for preparation and reporting

## Efficient

- Subsystem interface creates journal entries
- Simplified bank reconciliation
- Account inquiry with transaction detail

## Flexible

- Customizable financial statements
- Year-end closing routine with easy prior year access
- Broad import and export functionality

## Powerful

- Powerful search options
- Print, save, and export all reports
- Accommodates GASB reporting regulations

## Interfaces With

- Accounts Payable
- Accounts Receivable
- Asset Management
- Cash Receipting
- Check on Demand
- General Ledger Interest Allocation
- General Ledger Investments
- Improvement Districts
- Materials Management
- Payroll
- Project Management
- Requisitions/Purchase Orders
- Utility Management

For further information or a product demo, call 888.241.1517 or visit [www.civicsystems.com](http://www.civicsystems.com)

# PAYROLL



Payroll is about more than just processing employee checks. It's about automating your entire payroll process from start to finish. Discover what stress-free payroll processing really feels like.

The screenshot shows the 'Employee Inquiry' window for Douglas Johnson. The interface includes a menu bar (File, Edit, Search, Help), a toolbar with navigation icons, and a breadcrumb trail: Caselle Clarity > Payroll > Employee Inquiry. The employee details are as follows:

Employee:	25 Johnson, Douglas	Telephone 1:	333-555-3604	Job class:		Pay frequency:	Biweekly
	1925 S Lake Rd	Telephone 2:		Hire date:	04/01/2005		
	Anycity MN 88888	Social Security number:	555-74-8721	Pay type:	Salary		

Below the details is a tabbed interface with 'Pay Period' selected. A table displays payroll data for the period 4/9/2008:

PC	Title	Period 4/9/2008			MTD 4/16/2008		QTD 4/16/2008		YTD 4/16/2008	
		Hours	Rate	Amount	Hours	Amount	Hours	Amount	Hours	Amount
1-00	Regular	72.00	.00	1,307.69	152.00	2,615.38	152.00	2,615.38	600.00	10,461.52
3-00	Vacation	.00	.00	.00	.00	.00	.00	.00	32.00	.00
4-00	Sick Leave	8.00	.00	.00	8.00	.00	8.00	.00	8.00	.00
7-00	Holiday	.00	.00	.00	.00	.00	.00	.00	.00	.00
8-00	Misc Pay	.00	.00	.00	.00	.00	.00	.00	.00	.00
9-00	Comp Time	.00	.00	.00	.00	.00	.00	.00	.00	.00

The status bar at the bottom indicates 'Employee Inquiry - Payroll', 'Anycity Corporation', 'Admin c:\Clarity Data', and the date/time 'Tue, Jan 6, 2009 2:25 PM'.

## Capable

- Federal, state, and local government reporting requirements are met
- State retirement and employee W2 reporting
- Employee information tracking

## Efficient

- Issue vendor checks and invoices from payroll
- Compute all employer benefit costs for each employee
- Print single check and payout check capabilities
- Electronic reporting module available to report year-end information to IRS

## Flexible

- Supports complex pay code calculations
- Adjustable leave time accrual rates
- User-defined paycheck and voucher formats

## Powerful

- Powerful search options
- Print, save, and export all reports
- Electronic document and image attachments

## Interfaces With

Check on Demand

General Ledger

Human Resources

Magnetic Media Reporting

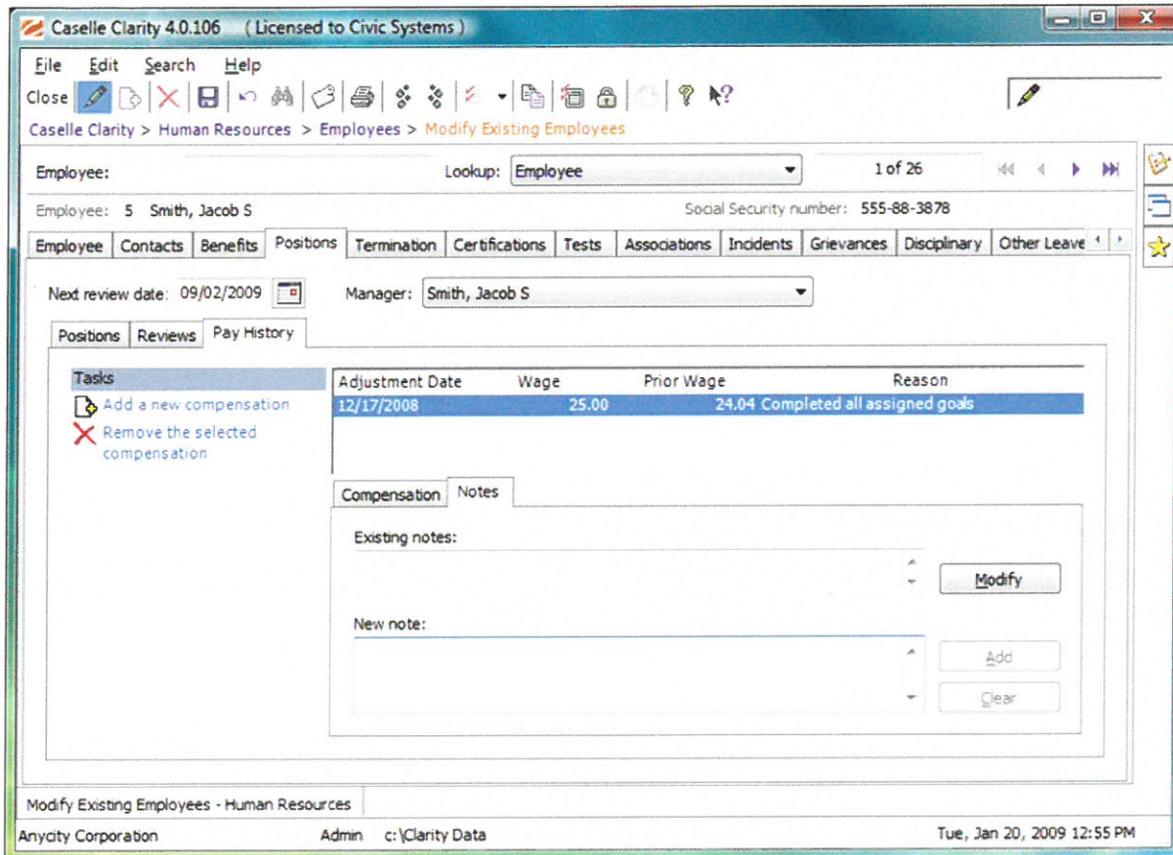
Payroll Direct Deposit

Project Management

Timekeeping

For further information or a product demo, call 888.241.1517 or visit [www.civicsystems.com](http://www.civicsystems.com)

With Human Resources, you have the ability to track and manage your most valuable resources from recruitment to retirement. Take the Human Resource function to the next level by reducing the cost of hiring, increasing productivity, and generating on demand reports and cost scenarios.



## Capable

- Benefits tracking
- FMLA tracking
- FTE tracking

## Efficient

- Job posting
- Applicant tracking
- Employee grievance, incident, and performance evaluation tracking

## Flexible

- Future budget reporting
- Information flows through each state of the employment process
- Special tests and deadline tracking

## Powerful

- Powerful search options
- Print, save, and export reports
- History and management tracking

## Interfaces With

Payroll

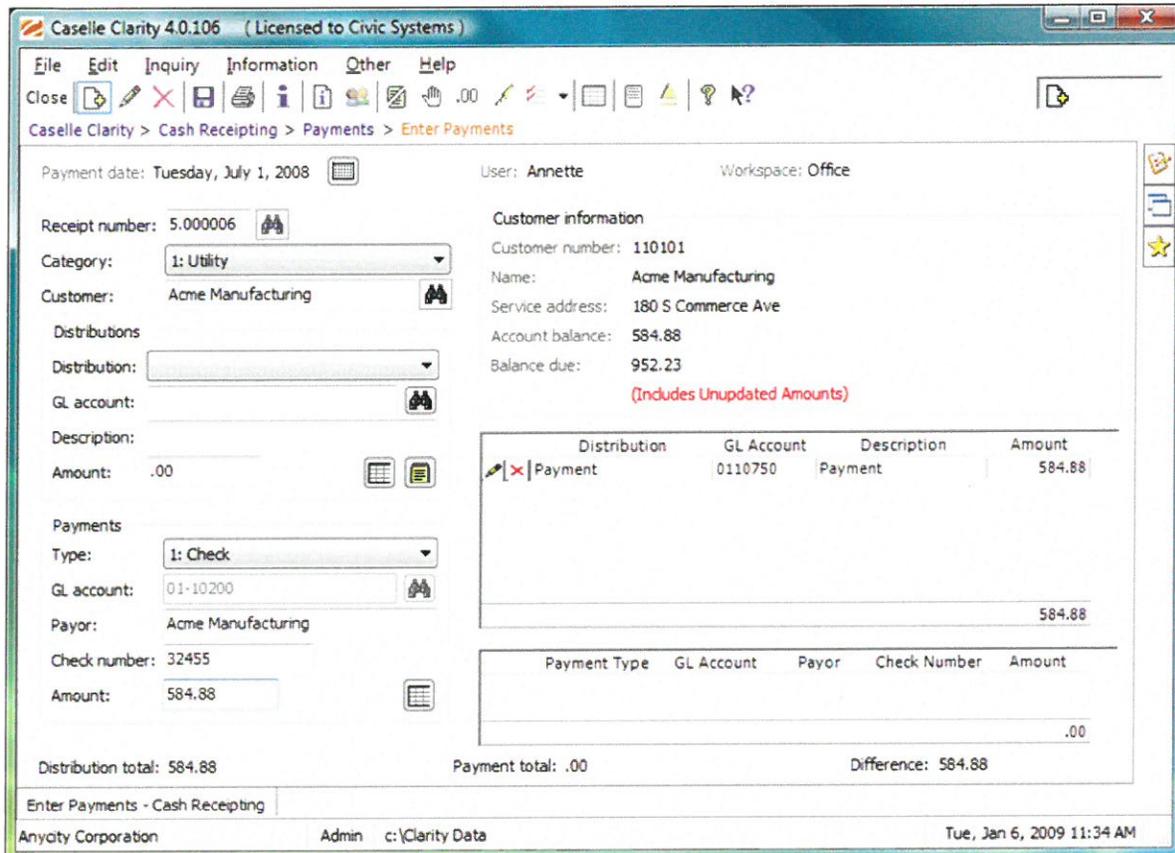
Timekeeping

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# CASH RECEIPTING



Cash Receipting is a time-saving must. Simply record all payments into one program, print, and balance your deposit then push a button, sit back, and watch your payment information update to the General Ledger and to all of our billing programs.



## Capable

- Automated Internet and credit card payments
- Comprehensive balancing registers
- User-defined payment categories

## Efficient

- Laborsaving entry corrections and voiding procedures
- Quick receipt entry setup and redisplay options
- Prompt customer information inquiry

## Flexible

- Handles electronic cash drawers and check validation automatically
- Creates deposit for multiple bank accounts
- Auto-generates deposit slip

## Powerful

- Interactive task list
- Electronic document and image attachments
- Print, save, and export all reports

## Interfaces With

Accounts Receivable

Animal License

Business License

Cemetery Management

Court Management

General Ledger

Improvement Districts

Online Payment/

Credit Card Interface

Utility Management

For further information or a product demo, call 888.241.1517 or visit [www.civicsystems.com](http://www.civicsystems.com)

# ACCOUNTS PAYABLE



With the Accounts Payable module, issuing checks and managing vendor information is a snap. Combine this module with the Requisitions/Purchase Orders and General Ledger modules to enable full encumbrance accounting.

The screenshot shows the 'Enter Invoices' window in Caselle Clarity 4.0.106. The window title is 'Caselle Clarity 4.0.106 (Licensed to Civic Systems)'. The menu bar includes File, Edit, Inquiry, Other, and Help. The toolbar contains various icons for file operations and navigation. The breadcrumb trail is 'Caselle Clarity > Accounts Payable > Invoices and Payments > Enter Invoices'. The main area displays invoice details for Invoice: 3456, Vendor: 100 Ace Hardware & Lumber, Inc, Batch: , and Input date: 1/6/2009. The 'Invoice' tab is selected, showing a form with fields for Inventory number, Received date (01/06/2009), Part number, Job number, GL activity (1000108 Main Street Reconstruction), Description (PIPE SAW), GL account (51-81-250 EQUIPMENT - SUPPLY/MAINT), GL period (01/09 (01/31/2009)), and Bank (CHECKING - 1ST STATE BANK (COMBINED CHECKING)). A summary table on the right shows: Quantity: 2.0000, Unit price: 8.9500, Extended price: 17.90, Freight: .00, Subtotal: 17.90, Sales tax: .00, FWT: .00, Discount amount: .00, Total: 17.90. Below the form is a table of existing invoices:

Invoice Date	Invoice Number	Sequence	Vendor Number	Description	GL Account	Amount	1099 Type	Discount Amount
05/05/2008	3456	1	100	LAWN MOWER	79-40-741	768.42	None	.00

At the bottom of the form, it shows: Vendor total: 100, Amount total: 768.42, Invoice total: 768.42. The status bar at the bottom indicates 'Enter Invoices - Accounts Payable', 'Anyoty Corporation', 'Admin c:\Clarity Data', and 'Tue, Jan 6, 2009 2:18 PM'.

## Capable

- Track checks, purchase orders, and invoices for each vendor
- Set budget warnings for invoice entry to indicate when account budget is exceeded
- Manage both discounts earned and discounts not taken

## Efficient

- Set default descriptions and GL account number for each vendor to speed invoice entry process
- Enter invoices with costs allocated by percentage or amount to multiple accounts
- Generate 1099s effortlessly

## Flexible

- Utilize cash or accrual accounting method
- Set multiple, user-defined approval limits for invoice approval process
- Create customized checks, letters, and any other forms with built-in forms designer

## Powerful

- Powerful search options
- Print, save, and export reports
- Comprehensive inquiry and lookup

For further information or a product demo, call 888.241.1517 or visit [www.civicsystems.com](http://www.civicsystems.com)

# ACCOUNTS RECEIVABLE



Track, maintain, and manage all of your Accounts Receivable billings. Use detailed invoices or combined statements to assist your collection and information tracking process. Manual or recurring invoice entry makes this chore a breeze.

Customer Number	Invoice Number	Sequence Number	Invoice Date	Category	Description	Amount
-----------------	----------------	-----------------	--------------	----------	-------------	--------

Customer total: 0      Amount total: .00      Invoice total: .00

## Capable

- Complete customer information inquiry and reporting
- Generate user-designed invoices, statements, letters, and delinquent notices
- Automatic penalty and sales tax calculation

## Efficient

- Complete interface to General Ledger to create journal entries automatically
- Save time by using recurring invoice setup to eliminate repetitive injury

## Flexible

- User-defined defaults for quick and accurate data entry
- Flexible billing rate calculation by quantity or flat amounts
- Optional customer deposit tracking

## Powerful

- Powerful search options
- Print, save, and export reports
- Comprehensive inquiry and lookup

## Interfaces With

Cash Receipting

Check on Demand

General Ledger

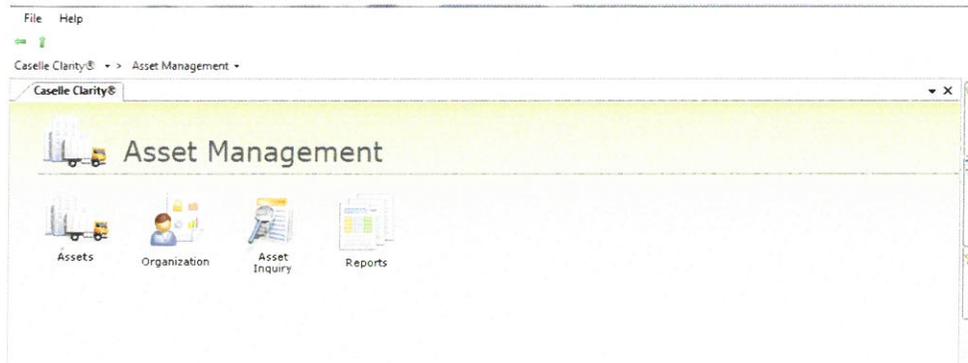
Materials Management

For further information or a product demo, call 888.241.1517 or visit [www.civicsystems.com](http://www.civicsystems.com)

# Asset Management



With this software, you can track the capitalization or depreciation of an organization's assets in an effective way that makes the year-end financial report simple and stress-free. Track assets by department and classification, and easily update information to General Ledger for seamless reporting. The Asset Management application also supports multiple depreciation methods, allowing you to tailor the software to your organization's unique needs. Give your company the power to grow through an increased ability to monitor the strength of your assets.



## Capable

- Create capitalized and non-capitalized fixed assets
- Create and maintain proper accounting values associated with assets, including allocations to departments with appropriate General Ledger accounts
- Produce end-of-year reports and reports for the reconciliation of assets
- Track non-depreciable assets

## Efficient

- Allocate assets to multiple departments
- Organize, classify, and link assets
- Distribute capitalization and depreciation to the appropriate accounts in General Ledger

## Flexible

- Customizable depreciation methods and schedules
- Easy transaction entry to update work-in-progress assets
- Unlimited depreciation history
- User-defined fields

## Powerful

- Custom reporting
- Powerful search options
- Interactive task list
- Electronic document attachments
- Application, task, and field level security
- Print, save, and export all reports
- History and management tracking

## Interfaces With

Accounts Payable

General Ledger

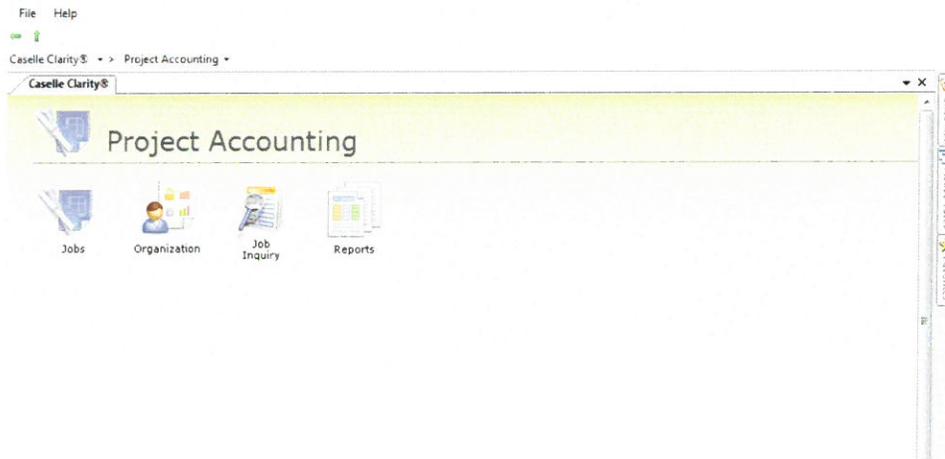
Payroll

Project Accounting

## Project Management



This application is a comprehensive solution for tracking all aspects of a job from start to finish. Seamless integration with other Clarity applications allows you to accumulate all your project costs. With this software, you can not only track where all your money is going, but you can use that information to create a realistic budget and estimate the total cost of the project at hand. Project Accounting also allows for projects to cross fiscal years, keeping it easy to manage year-end information even with ongoing projects.



### Capable

- Accumulate costs for labor, equipment, and materials
- Create fixed assets for mass units based on actual job costs

### Efficient

- Access direct labor, equipment, and material costs
- Estimate projects
- View the transactions that make up the amounts or balances you view

### Flexible

- Long-range capital planning
- Variance reporting
- Materials reserve
- User-defined fields

### Powerful

- Custom reporting
- Powerful search options
- Interactive task list
- Application, task, and field level security
- Print, save, and export all reports
- Electronic document and image attachments
- History and management tracking

### Interfaces With

Accounts Payable

Accounts Receivable

General Ledger

Materials Management

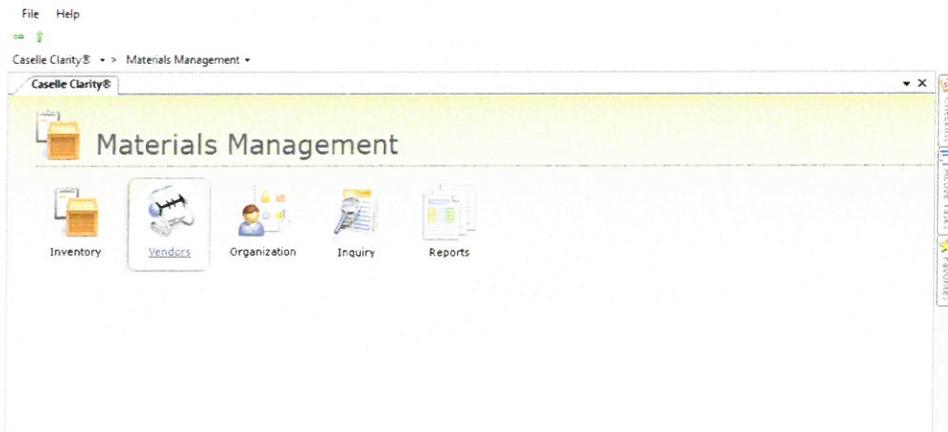
Payroll

Timekeeping

## Materials Management



This software facilitates necessary tracking, costing, and accountability involved in all aspects of managing inventory. Track your current inventory, newly received items, and the vendors associated with each. Materials Management also allows you to generate purchase requisitions when inventory needs to be reordered. Feel confident and stay on top of your inventory so your organization can function smoothly and keep its customers happy.



### Capable

- Vendor tracking including vendor part information
- Forms that list materials sold, issued, returned, or salvaged

### Efficient

- Create invoices in Accounts Receivable from sold inventory transactions
- Easily update quantities based on physical inventory counts
- Create requisitions based on reorder points
- Define assemblies to quickly issue inventory items that are used together

### Flexible

- Inventory sorted by department, description, location, or category
- Inventory value based on average cost, FIFO, or LIFO
- Bar code enabled
- User-defined fields

### Powerful

- Custom reporting
- Powerful search options
- Interactive task list
- Application, task, and field level security
- Print, save, and export all reports
- Electronic document and image attachments
- History and management tracking

### Interfaces With

Accounts Payable

Accounts Receivable

General Ledger

Project Accounting

Purchases & Requisitions

# Human Services Case and Financial Management System



This application is a solution for human service organizations to track time and costs that case workers and external agencies spend with clients. With this software, you can create client case records, enter time and case notes, and seamlessly integrate charges from external service providers with your case records and the Clarity accounts payable package.



## Capable

- Record and track all activity related to a case
- Establish contract records with external service providers
- Set up authorizations to monitor charges billed for client services

## Efficient

- Easy to use entry screens for recording case information
- Invoiced costs can be entered into one system without duplicate entry in accounts payable
- Complete service history of all interactions with a client on one screen
- Interfaces with eWiSACWIS for import of invoices and export of payment information

## Flexible

- User-definable CARS numbers, target groups, program clusters and service codes
- Case workers can bill out at different charge rates
- Clients can be tied to multiple target groups for reporting purposes

## Interfaces With Accounts Payable General Ledger

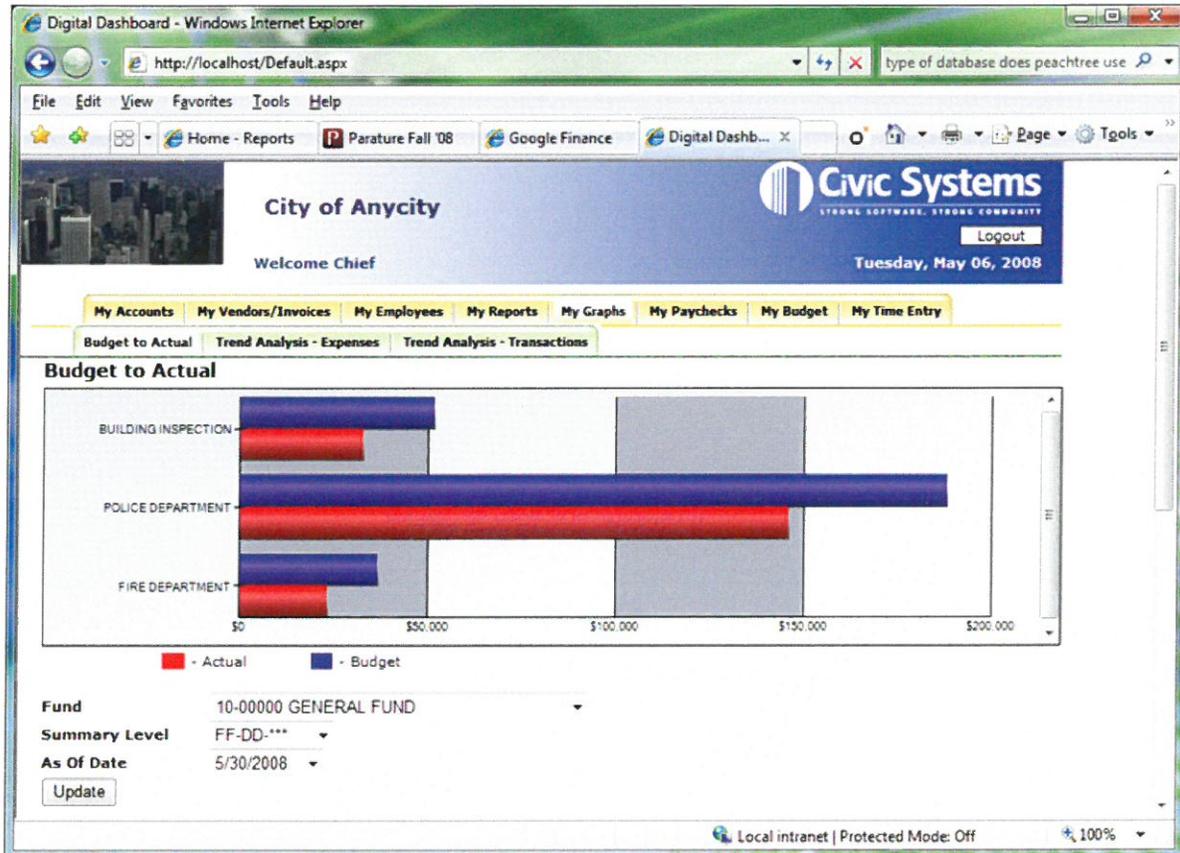
## Powerful

- Standard reports provide key information for managing client interactions
- All record definitions are customizable with the included report designer
- Powerful search options
- Print, save, and export all reports

# DASHBOARD



The Dashboard is an intuitive web-based application that provides administrators, department managers, board members, and others access to the information they need to make informed decisions. Easily view your financial status at a glance and modify your strategies based on current information.



## Capable

- Drill-down to the source document
- Use comprehensive security with role-based privileges
- Monitor account balances, budgets, employee leave time, overtime, cost per employee, invoices, etc.

## Efficient

- Intuitive and easy to learn
- Capable of downloading reports to Excel or PDF
- Real-time access to "live" data

## Flexible

- Allow unlimited users
- Restrict access to account numbers, invoices, and employees
- Save a rich collection of data visuals (charts, graphs, etc.)

## Powerful

- Use Intranet and virtual private network support
- Create budget-to-actual graphs and reports
- Compare projected balances to budget
- Forecast account balances at year-end
- Simplify data to monitor key financial events

## Interfaces With

Accounts Payable

Cash Receipting

General Ledger

Payroll

For further information or a product demo, call 888.241.1517 or visit [www.civicsystems.com](http://www.civicsystems.com)

## HOSTED SOLUTION

The Hosted Solution offered by Civic Systems is the easiest, most reliable and cost-effective solution to accomplish more with fewer resources. Our solutions evolve and adapt to keep ahead of changing business technology and security requirements.

	<b>Features</b>	<b>Benefits</b>
<b>Affordable Cost</b>	<ul style="list-style-type: none"> <li>• Customized application platform – All hardware and software to run your application(s) is provided</li> <li>• Technical team administers and maintains your software</li> </ul>	<ul style="list-style-type: none"> <li>• Budget-friendly, fixed cost includes everything to ensure your application is in a secure cloud</li> </ul>
<b>Highest Performance</b>	<ul style="list-style-type: none"> <li>• Dedicated server farms</li> <li>• Multiple Tier III data centers</li> <li>• Universal compatibility</li> <li>• Capacity on demand</li> </ul>	<ul style="list-style-type: none"> <li>• Optimized performance</li> </ul>
<b>Unsurpassed Reliability</b>	<ul style="list-style-type: none"> <li>• Redundant servers</li> <li>• Multiple internet connections</li> <li>• Secure facilities</li> <li>• Backup generators</li> <li>• 24/7 monitoring</li> <li>• Redundant fiber-optic network</li> </ul>	<ul style="list-style-type: none"> <li>• 99.95% uptime guarantee – your cloud is running when you need it</li> </ul>
<b>Universal Access</b>	<ul style="list-style-type: none"> <li>• Data encryption</li> <li>• Internet access with dark fiber to major peering points</li> </ul>	<ul style="list-style-type: none"> <li>• The software is available anywhere at anytime</li> </ul>
<b>Total Security</b>	<ul style="list-style-type: none"> <li>• Multiple firewalls</li> <li>• Intrusion detection</li> <li>• Regular vulnerability assessments</li> <li>• Biometric access controls</li> <li>• Virus scanning and protection</li> <li>• Hardened computer systems</li> <li>• SSAE-16 Type II Certified</li> <li>• CISSP's on staff</li> <li>• Log monitoring/archiving</li> <li>• Services located in USA</li> </ul>	<ul style="list-style-type: none"> <li>• The software runs in a secure environment utilizing the industry's latest "security best practices"</li> </ul>
<b>Priority Support</b>	<ul style="list-style-type: none"> <li>• 24/7 help desk</li> <li>• 24/7 monitoring</li> <li>• Rapid response to customer issues</li> <li>• Access to system administrators and DBAs</li> </ul>	<ul style="list-style-type: none"> <li>• Our extended service hours and dedicated technical experts keep your software operating smoothly</li> </ul>
<b>Fail-Safe Backup</b>	<ul style="list-style-type: none"> <li>• Daily backups</li> <li>• Daily tape backups are sent to secure off-site facility</li> <li>• Optional DR services available</li> <li>• Active-Active geographically diverse data centers</li> </ul>	<ul style="list-style-type: none"> <li>• Your data is protected and can be rolled back in the event of a problem</li> </ul>
<b>Trustworthy Team</b>	<ul style="list-style-type: none"> <li>• Dedicated experienced team</li> </ul>	<ul style="list-style-type: none"> <li>• Our team will work with you to achieve your technical and customer experience objectives</li> </ul>



# WORKSHOP ITEM

Big Lake City Council

<b>Prepared By</b> Clay Wilfahrt, City Administrator	<b>Meeting Date</b> 2/26/2020	<b>Item No.</b> <b>4D</b>
<b>Item Description</b> New Ideas Discussion	<b>Reviewed By:</b> N/A	
	<b>Reviewed By:</b> N/A	

### **COUNCIL DIRECTION REQUESTED**

None

### **BACKGROUND/DISCUSSION**

This item is dedicated for City Council Members to bring up any ideas/projects that they would like to discuss during the Workshop.

### **FINANCIAL IMPACT**

None

### **ALTERNATIVES**

None

### **ATTACHMENTS**

None