



ROGUE VALLEY SEWER SERVICES

Location: 138 West Vilas Road, Central Point, OR - Mailing Address: P.O. Box 3130, Central Point, OR 7502-0005
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Request for Proposals

Rogue Valley Sewer Services (RVSS) is accepting proposals for the supply of Fund Accounting, Billing, and Permitting Software along with necessary support services. Sealed proposals will be received at the RVS office at 138 W. Vilas Road, Central Point, Oregon 97502 no later than Thursday, March 22, 2012, at 2:00 p.m. Pacific Daylight Time. Proposals which arrive after this time will be returned unopened.

Proposals may be delivered by mail to the following address:

Rogue Valley Sewer Services
Attn: Carole Balzer, Network Administrator
P.O. Box 3130
Central Point, OR 97502

Procurement Description: The Fund Accounting, Billing, and Permitting Software serves as the backbone for RVSS operations. RVSS has an annual budget of approximately \$13 million divided among 8 dedicated funds. There are over 20,000 customers and 10 different rate schedules. The software must be capable of supporting at least 10 simultaneous users. The current system configuration is described in Exhibit A. At minimum, the proposer must provide the following:

1. Functionality requirements listed in Exhibit B.
2. System installation must allow for continued use of existing software until the new system is fully installed and tested.
3. On-site training for end users sufficient to ensure competent operation of the system.
4. Continued technical support of software.

Submittals: All submittals shall include sufficient information to demonstrate compliance with the specifications outlined herein. At a minimum, the submittal shall include the following information:

1. Complete the functionality requirements form—Exhibit B.
2. Description of software installation procedures including information on how existing data will be preserved and transferred and time needed to complete installation.
3. Description of user training to be provided.
4. Description of software support options.
5. List of references of current users of the software that have comparable system requirements.
6. Warranty provisions.
7. Total cost of system, including system installation and ongoing support costs. Complete Itemized Proposal sheet—Exhibit C.

First Tier Evaluation: RVS will review all proposals and select equipment based on the following criteria:

1. Compliance with required specifications.
2. System reliability, as demonstrated by existing installations.
3. Total Cost.

Site Demonstration: Following the first tier evaluation RVSS will select a short list of up to three proposers for an on-site demonstration. Proposers will have a maximum of 1 day to demonstrate the functionality of the software to the end users.

Final Selection: Final selection will be based on the following criteria:

1. Compliance with required specifications.
2. Ease of use.
3. Total cost.

Payment: Payment for the software will be made in accordance with the following schedule:

Software installation	-	50% of contract price.
Software testing	-	10% of contract price.
Data transfer	-	10% of contract price.
On-site training	-	20% of contract price.
Go live	-	10% of contract price.

Inquiries: Any requests for additional information shall be in writing to the address above.

EXHIBIT A

Current System Configuration

Single server environment with

Windows Server 2008 Standard
Exchange Server 2010
SQL Server Standard 2008
12 GB RAM
1.2 TB Partition
2 Intel Xeon E5620 2.4Ghz, 12M Cache, Turbo, HT, 1066MHz Max Mem processors

PC/Laptops have either Windows XP or Windows 7 x32 and x64 with Office 2003, 2007, or 2010.

Current Access Databases are written in Access 2003. These include the permitting/project tracking, FOG, and DEQ Phase 2 programs.

RVSS Current Billing and Fund Accounting System is Corbin Willits Multiple Operations Manager (MOM)

The following table provides the current sources of our water reads in order for us to bill most of our commercial accounts. Data is submitted to us in various formats, which are reformatted into MS Excel and adjusted into gallons when needed. The spreadsheet data is uploaded into our billing system using our 11 digit project account number as a link to the account.

We would prefer to have the water reads uploaded directly into our billing system charging BOD and/or deducting manually entered irrigation meter reads automatically.

City	Water Read Software	Water Billing Software	Water Read Data Received in		
			Gallons	1000 Gallons	Cubic Feet
Central Point	AutoRead by Sensus*	Springbrook			X
Medford	AutoRead by Sensus***	Advanced Utility Systems by CIS Infinity (Cogsdale)		X	
Phoenix	AutoRead by Sensus*	Incode	X		
Talent	AutoRead by Sensus**	Vadim	X		

*Read in Cubic Hundred Feet

**Read in 100 Gallons

***1000 Gallon Units

Exhibit B Instructions:

For each of the following sample statements, indicate your proposed solution’s ability to provide the related functionality. For your response, enter the values associated with the columns under “Level of Configuration or Programming Needed.”

Some of the statements may require a response redundant with a response to another area of this RFP—please respond anyway.

Definitions of each response column are provided below.

- 5 **Available** - Indicates that the associated statement is resident in your solution—no measurable configuration or programming is required.
 - 4 **Minimum** - Indicates that a small amount of configuration or programming is needed to provide the related functionality. Minimal or no cost may be associated with the effort.
 - 3 **Moderate** - Indicates that a moderate amount of configuration or programming is needed to provide the related functionality. Some cost will likely be associated with the effort.
 - 2 **Significant** - Indicates that a large amount of configuration or programming is needed to provide the related functionality. Perhaps not usually provided in your solutions. Significant cost will likely be associated with the effort.
 - 1 **New Code** - Indicates completely new programming/data structure is needed to provide the related functionality. Perhaps not included in any of your previous solutions. Cost will likely be associated with the effort.
 - 0 **Can’t Provide** – Indicates the solution is unable to provide this functionality.
- NOTE: Use the Notes column for caveats, explanations, etc.

EXHIBIT B

		Level of Configuration or Programming Needed					
Subject Area	Description	Response					
		5_Available	4_Minimum	3_Moderate	2_Significant	0_Can't Provide	Note
Accounts Payable	Ability to validate vendor name input (through use of drop-downs or other edits).						
Accounts Payable	Ability to conduct review of expense by account number, date, project, or vendor, etc.						
Accounts Payable	Ability to search by invoice number for A/P records.						
Accounts Payable	Ability to configure system to prevent user from authorizing payment for inventory/merchandise if physical receipt of product is not entered into the system.						
Accounts Payable	Ability to consolidate transactions for Vendors.						
Accounts Payable	Provides search for vendor A/P record using dollar amount as criteria.						
Accounts Payable	Ability to designate certain vendor transactions to be paid separately (vs. batched).						
Accounts Payable	Ability to associate subsidiary companies with parent company and search by parent company.						
Accounts Payable	Provides audit trail when adjustments are made to payables.						
Accounts Payable	Supports pre-set (match pre-numbered stock) or system-generated check numbers.						
Accounts Payable	Ability to enforce review and approval of a purchase's accounting distribution prior to payment.						
Accounts Payable	Allows configuration of a dollar threshold at which point a purchase order is required.						
Accounts Payable	Accommodates Automated Clearinghouse (ACH).						
Accounts Payable	Ability to associate a vendor invoice image with a given AP record.						
Accounts Payable	Supports A/P check printing for one or more selected payments (manual, short run).						
Accounts Payable	Ability to group accounts paid by department.						
Accounts Payable	Ability to search A/P records by check number.						
Accounts Payable	Ability to present list of all invoices to be paid, for the user-defined date range in user-defined order (include invoice #, invoice date, vendor #, vendor name, and invoice amount).						
Accounts Payable	Ability to identify possible duplicate invoice numbers for a given vendor.						

		Level of Configuration or Programming Needed						
Subject Area	Description	Response						
		5_Available	4_Minimum	3_Moderate	2_Significant	0_Can't Provide	Note	
Accounts Payable	Ability to identify potential duplicates when entering a new vendor.							
Accounts Payable	Ability to identify potential duplicate payments through the use of a configurable prompt (e.g., must match on date and invoice number) or similar.							
Accounts Payable	Accommodates electronic funds transfer (EFT).							
Accounts Receivable	Ability to search by Invoice Number for MAR (miscellaneous A/R).							
Accounts Receivable	Ability to report customer account aging by definable increments (30,60, 90 other).							
Accounts Receivable	Ability to associate reference documents with MAR (miscellaneous A/R) entries.							
Accounts Receivable	Ability to cross-reference payables with receivables.							
Budgeting/ Forecasting	Ability to create budgets by department.							
Budgeting/ Forecasting	Ability to maintain multiple years of actual and budget data for the purpose of developing cost/budget trends.							
Budgeting/ Forecasting	Ability to view current budget for use in preparing future budget.							
Budgeting/ Forecasting	Ability to view current and prior year actuals when preparing budget.							
Budgeting/ Forecasting	Provide rolling forecast for user defined time periods.							
Budgeting/ Forecasting	Ability to create trend reports (to include 5 years of history).							
Budgeting/ Forecasting	Provides drill down capability for operating and special projects to view actuals, budget and remaining budget (down to vendor, check, date cut, PO number).							
Cash Management	Ability to accept bank reconciliation data electronically and conduct routine reconciliation.							
Cash Management	Ability to configure the system to perform multiple check runs each month.							
Collections	Ability to generate spreadsheet list of customer data for Certification of fees to taxes							
Collections	Ability to search customer payments by amount paid.							
Collections	Supports payment by credit cards.							
Collections	Ability to suppress or issue Certification notices.							

		Level of Configuration or Programming Needed					Response
Subject Area	Description						
		5_Available	4_Minimum	3_Moderate	2_Significant	0_Can't Provide	Note
Collections	Ability to manage multiple cash drawers for use in taking customer payments, manage balance in the drawer, and track who has taken each payment.						
Collections	Ability to transfer delinquent balances between a customer's accounts.						
Collections	Ability to capture bankruptcy information on the customer account.						
Collections	Ability to cross-reference new service requests against inactive accounts with outstanding balances or accounts certified for non-payment.						
Collections	Ability to automatically remove pending Certification orders if payment is received through any payment source.						
Collections	Ability to capture and store image of customer check and associate the check to payment.						
Collections	Ability to capture reason for writing-off the balance of an account.						
Collections	Ability to configure threshold arrears amount to trigger suspension of the Certification process (i.e., no notice if not >1 billing cycle behind)						
Collections	Ability to issue a receipt to a customer at the time of payment.						
Collections	Ability to designate an account as a "rental or snow-bird account" (or similar). Intent is to ensure base rate is applied regardless of vacant status of premise (rental) and charge suspension fee (equal to one month's bill) (snow-bird).						
Collections	Ability for late payment fee to be a minimum fixed amount or a percent of amount owed, whichever is greater.						
Collections	Ability to distribute partial payment to the remaining balance prior to write-off of account.						
Collections	Ability to suppress payments for accounts that have been closed with a zero balance.						
Collections	Ability to override (remove) or add to system-generated "certification list".						
Customer Billing	Ability to specify date on which suspended accounts, such as snow birds resume by individual account (not by batch).						
Customer Billing	Ability to provide summary bill of customer's accounts.						
Customer Billing	Ability to reprint a given customer statement for a given billing period.						
Customer Billing	Ability to model proposed rate change to determine possible revenue impact.						
Customer Billing	Ability to print OCR on billing remittance stub.						

		Level of Configuration or Programming Needed					
Subject Area	Description	Response					
		5_Available	4_Minimum	3_Moderate	2_Significant	0_Can't Provide	Note
Customer Billing	Ability to support partial payments with an allocation or directed amounts.						
Customer Billing	Ability to send duplicate bills to multiple 3rd-party customer entities.						
Customer Billing	Ability to suspend billing for specified periods through year (i.e., snow birds).						
Customer Billing	Ability to define circumstances under which a misc. fee will be applied, such as BOD.						
Customer Billing	Ability to produce a duplicate of a customer's bill WITHOUT storing an image file (i.e., system generated) and without printing.						
Customer Billing	Ability to apply charges associated with a specific premise.						
Customer Billing	Supports use of bar-code readers on the bill, and as an input/peripheral.						
Customer Billing	Ability to estimate an entire reading route or billing cycle.						
Customer Billing	Ability to distribute payments across accounts or services. Need for property management accounts when one check is received to pay multiple accounts.						
Customer Billing	Ability to correct estimated bills when an actual reading is received, by performing a recalculation of the estimated bills and posting the appropriate credit/debit.						
Customer Billing	Ability to process payments from a Remittance Processor or Pay Station.						
Customer Billing	Ability to produce an extract for use in producing invoice statements by third-party printer.						
Customer Billing	Ability to prorate the basic service charge based on account start date/days of current month.						
Customer Billing	Ability to accommodate blended rates within a billing period (e.g., mid-cycle--quarterly/annual rate change)						
Customer Billing	Ability to bill and collect on behalf of 3rd-party (Cities of Talent and Phoenix).						
Customer Billing	Ability to identify funds actually collected (vs. billed) on behalf of 3rd-party (such as Cities) and per type of charge.						
Customer Billing	Ability to upload water consumption reports from cities and convert CF to Gal and 1000 Gal to Gal						
Customer Billing	Ability to calculate sewer charge from uploaded consumption information						
Customer Billing	Ability to calculate BOD rate for inclusion in sewer charge						
Customer Billing	Ability to calculate storm water quality charge based on manually entered square feet data (in 1,000)						

		Level of Configuration or Programming Needed						
Subject Area	Description	Response						
		5_Available	4_Minimum	3_Moderate	2_Significant	0_Can't Provide	Note	
Customer Billing	Ability to calculate storm drain and impervious area based on manually entered square feet data (in 1,000)							
Customer Billing	Ability to generate ebill if customer requests it on website portal							
Customer Billing	Ability to collect an audit log of changes made to customer accounts							
Customer Information	Ability to merge customer data to RVSS-created Microsoft Word documents for one or many customers.							
Customer Information	Ability to define note types/categories for customer notes.							
Customer Information	Ability to designate a 3rd-party account guarantor and collect associated contact information.							
Customer Information	Ability to search for customers on ANY of the following: Any name field, street address, customer number, phone number, Maplot, Tax Acct #, Location #, Project Acct #							
Customer Information	Ability to capture legal description against a defined real parcel.							
Customer Information	Ability to configure customer's account to allow automatic deduction from a given bank account or credit card. ACH							
Customer Information	Ability to capture notes associated with site or premise that is independent of account and customer.							
Customer Information	Ability to designate appropriate action on rental accounts when not occupied, including reversion to landlord.							
Customer Information	Ability to capture individual employee interactions with customers (i.e., record a note/date/reason, specific changes to account/location data) in central location.							
Customer Information	Ability to track and maintain customer data independent of location in service territory.							
Customer Information	Ability to search for customers in the GIS by customer information including but not limited to the following: name, street address, customer number, premise ID, service point ID, or phone number.							
Customer Information	Provides configurable customer-related alerts (possible certification, snow birds, project account number, etc.) and display them on the "primary" customer screen.							
Customer Information	Ability to store alternate billing addresses (snowbirds).							
Customer Information	Ability to search by person on account, whether or not primary.							
Customer Information	Ability to establish a single master account (or customer) with several sub-accounts. Land lord billing							
Customer Information	Ability to designate single master account as responsible for the receivables of the sub-accounts.							

		Level of Configuration or Programming Needed					
Subject Area	Description	Response					
		5_Available	4_Minimum	3_Moderate	2_Significant	0_Can't Provide	Note
Customer Information	Ability to establish master account where the master does not have a premise in the service area.						
Customer Information	Ability to produce a summary bill for master account with all detail bills for related sub-accounts.						
Customer Information	Ability to maintain multiple phone numbers for each customer or contractor account and indication of phone number type (mobile, home, business, etc.).						
Customer Information	Provides view of current and historical customer data, regardless of account status (e.g., all of the locations where a given customer has resided).						
Customer Information	Ability to record multiple addresses and assign an address type for any given contractor or customer (types might include: billing, location, in care of, corporate, etc.).						
Customer Information	Ability to associate date range with alternate billing address (snowbirds).						
Customer Information	Ability to designate and capture information of an alternate contact for each account.						
Customer Information	Ability to designate accounts to exclude from notices and collections processes.						
Customer Information	Ability to view and open customer account information via GIS						
Customer Information	Ability to prevent duplication of owner information comparing name, mailing address, or phone number (one owner account for multiple locations is permitted)						
Customer Information	Ability to code customer account automatically as either pending, current/active, or deleted/closed						
Customer Information	Ability to pop-up notice when service is requested and A/R for permit/SDC fees is not paid						
General Ledger	Ability to enter transactions for a future period.						
General Ledger	Ability to accept money (e.g., customer funding) and associate with a project.						
General Ledger	Ability to distribute payments across cost centers according to project distribution definition.						
General Ledger	Accommodate an account code structure of at least 4 segments, 20-30 numbers.						
General Ledger	Provides option to operate both with and without monthly closes.						
General Ledger	Supports reopening of closed periods and entry of transactions to the closed periods.						
General Ledger	Ability to post financial transactions to multiple open accounting periods (current and future).						

		Level of Configuration or Programming Needed					Response
Subject Area	Description						
		5_Available	4_Minimum	3_Moderate	2_Significant	0_Can't Provide	Note
General Ledger	Ability to stop certain departments from charging to a project.						
General Ledger	Provides multiple methods for allocating overhead costs, (e.g., predefined percentage; calculated percentage based upon estimate, budget, actual cost or statistical measure.)						
General Ledger	Ability to report on budget variance by account by resource (Labor, Labor OH, Materials, etc.).						
General Ledger	Ability to have formal user-defined journal entry review before postings. (Above a certain threshold or non-routine entry should be reviewed).						
Human Resources	Assist in the administration and control of benefits by tracking unemployment claims, benefit payments, and worker's comp payments.						
Human Resources	Ability to capture and report history of benefit changes.						
Human Resources	Ability to capture Cost of Living Increases by dates.						
Human Resources	Ability to schedule reminders for evaluations, increases, etc., per employee.						
Human Resources	Ability to track multiple deferred compensation plans.						
Human Resources	Ability to account for employees who are dual-rated.						
Human Resources	Can capture and track individual employee certification and training, including prompting for required training, and notification of required renewal dates.						
Human Resources	Ability to calculate length of service by prorating hours worked per month.						
Human Resources	Ability to calculate employee length of service according to full-time versus part-time status.						
Human Resources	Ability to track property issued to a given employee (e.g., cell phone, keys, laptop, etc.)						
Human Resources	Ability to define and enforce a comp time cap.						
Human Resources	Ability to track comp time.						
Human Resources	Ability to capture organizational structure (employee-supervisor relationships).						
Human Resources	Ability to accrue comp based on hours worked or days employed (part-time v full-time).						
Human Resources	Ability to track security levels and clearances provided to an employee (e.g., access to the sewer plant, vault access, etc.)						

		Level of Configuration or Programming Needed					
Subject Area	Description	Response					
		<i>5_Available</i>	<i>4_Minimum</i>	<i>3_Moderate</i>	<i>2_Significant</i>	<i>0_Can't Provide</i>	Note
Human Resources	Ability to define rollover caps by position and longevity.						
Human Resources	Allow vacation to be sold back or donated to another employee.						
Human Resources	Ability to donate leave (transfer hours between employees) based on loaded cost (versus hour-for-hour).						
Mapping	Allows for identification and addition of new subdivisions. i.e., can group geographic areas and identify it as a named area or object. Subdivision name/number can be used in job tracking.						
Online/Web Functions	Ability to collect an audit log of changes made to customer accounts.						
Online/Web Functions	Provides the customer internet access to their own billing information securely.						
Online/Web Functions	Provides a standard interface "module" or capability for use in managing and configuring customer data interfaces to other software applications.						
Online/Web Functions	Ability to customize, using report writer, all output "forms".						
Online/Web Functions	Supports ability to email bill (paperless billing).						
Online/Web Functions	Ability to request start/stop of service online (create service order online).						
Online/Web Functions	Provides customers with ability to pay bills on line with payments deposited into RVS bank account the following banking day or sooner.						
Online/Web Functions	Ability for customer to pay bills on line without having to enter decimal point						
Online/Web Functions	Provide ability to view consumption (for commercial accounts billed on water useage) and payment history online.						
Payment	Ability to present special payment arrangements on statement.						
Payment	Ability to accommodate discounts for advanced cash payments-- must be signed up for quarterly or annual billing.						
Payment	Supports the invoicing of payment commitments over a defined period of months (e.g., 4).						
Payment	Ability for customer to designate payment from a bank account for each account held by the Customer (one bank acct for one Customer account).						
Payment	Ability to apply a refund directly to the customer account, cut a refund check, or a combination of the two based upon customer preferences.						

		Level of Configuration or Programming Needed					
Subject Area	Description	Response					
		5_Available	4_Minimum	3_Moderate	2_Significant	0_Can't Provide	Note
Payment	Supports payment of both commercial and residential bills online.						
Payment	Provides a facility supporting the rapid key-entry of a large number of payments.						
Payroll	Ability to upgrade an employee's pay for x hours to a higher pay rate (e.g., an employee acts as foreman for 3.5 hours).						
Payroll	Ability to accommodate employee time-keeping electronically (electronic time sheets).						
Payroll	Accommodates payment of overtime as compensated time rather than dollar pay for selected employees.						
Payroll	Accommodates direct deposit to one or more specified accounts.						
Payroll	Ability to designate meal reimbursement and per diem rates.						
Payroll	Allow employees to interact via web or other screens for payroll and benefit information (self service).						
Payroll	Supports one-time deductions from payroll, including charges for tools and equipment (gloves, boots, etc.) or other expense borne by the employee.						
Payroll	Ability to track allowances for phones, cars, etc., as pay.						
Payroll	Ability to associate time worked/pay to a given project and to a designated department.						
Payroll	Ability to calculate Miscellaneous Withholding on a schedule independent of payroll.						
Payroll	Ability to configure pay frequency on any basis: weekly, bi-weekly, twice monthly, monthly, on demand.						
Payroll	Ability to set various pay rates (codes) used to pay employees (e.g., time and a half, double time, triple time, defined rate, etc.).						
Payroll	Ability to support payment for multiple of labor conditions: i.e., 1/2 day's pay for "on call", 1.5 day's pay for weekend overtime, etc.						
Payroll	Ability to record payroll withholding for garnished wages and issue checks to appropriate entity.						
Payroll	Supports miscellaneous recurring deductions from payroll (non-tax or benefit).						
Payroll	Supports the management of multiple retirement plans (pension, 401K, company matching, etc.) including calculations and deductions.						
Payroll	Ability to designate certain payroll items, such as meal or travel allowance, as non-taxable or tax-exempt.						
Payroll	Ability to send W2 data to State of Oregon electronically in proper format.						

		Level of Configuration or Programming Needed					
Subject Area	Description	Response					
		5_Available	4_Minimum	3_Moderate	2_Significant	0_Can't Provide	Note
Premise/Site	Ability to record if a system development charge was paid, at some point, for the development of the facilities at that site.						
Purchase Order	Ability to establish approval limits by resource level.						
Purchase Order	Set the purchasing limit for a sole-source purchase different from a "bid" purchase.						
Purchase Order	Ability to create a blanket PO as infrequently as once per year.						
Purchase Order	Ability to auto-populate information already entered through the purchase approval and PO process.						
Purchase Order	Ability to cancel open purchase orders that are older than a given date.						
Purchase Order	Ability to identify a vendor as sole source.						
Purchase Order	Ability to reopen a closed purchase order to make changes (with requisite security and audit trail).						
Purchase Order	Ability to track assignment of company credit cards and associated credit limits.						
Purchase Order	Ability to establish thresholds requiring additional approval processes (quote, RFP, etc.)						
Purchase Order	Ability to capture "Doing Business As" names for vendor.						
Purchase Order	Ability to capture multiple addresses per vendor/company.						
Purchase Order	Ability to capture transactional notes and correspondence history.						
Purchase Order	Ability to credit (as liability) A/P for items received but not yet invoiced.						
Purchase Order	Allows purchase limits to be set by individual.						
Purchase Order	Allows designation of department on PO.						
Reporting	Ability to create ad-hoc reports through supplied report generation tool						
Reporting	Ability to filter all fields using report generator.						
Permit System	Ability to assess development and other fees for sanitary sewer permit creation through a module that ties to the customer information, Billing, A/R, A/P, and GIS						
Permit System	Ability to view RVSS created inquiry online						
Permit System	Ability to pay for development charges or permit fees and get copy of receipt or permit online						

		Level of Configuration or Programming Needed					
Subject Area	Description	Response					
		<i>5_Available</i>	<i>4_Minimum</i>	<i>3_Moderate</i>	<i>2_Significant</i>	<i>0_Can't Provide</i>	Note
Loan Handling	Ability to assess interest for 5, 10, and 20 years						
Loan Handling	Ability to allow early payoff of loan without penalty						
Loan Handling	Ability to reduce interest rate on one or many accounts at a time.						
Loan Handling	Ability to print summary of loan history						
Loan Handling	Ability to make adjustments to loan account and to create and keep a report of a history of those adjustments.						
Loan Handling	Ability to enter loan file/release dates and numbers						
Loan Handling	Ability to create multiple lien release documents from system within a range of payoff dates.						
Loan Handling	Ability to capture property and owner information from billing system.						
Loan Handling	Ability to merge customer data to RVSS created Microsoft Word documents for one or more customers.						
Security	Ability to assign no access, full access, or read-only access to each menu item for each user via password						

EXHIBIT C

Itemized Proposal:

MODULE	INITIAL COST	COST FOR 10 LICENSES	COST FOR 15 LICENSES	COST FOR 20 LICENSES
GENERAL LEDGER				
ACCOUNTS PAYABLE				
CASH MANAGEMENT				
PAYROLL				
BILLING				
PERMITTING				
PURCHASE ORDERS				
CUSTOMER WEB PORTAL				
ONLINE PAYEMENT SYSTEM				
CUSTOMER ONLINE PERMIT SYSTEM				
Total Cost to Meet Functionality				
MODULE TOTAL				

ADDITIONAL COSTS (if needed)				
ADDITIONAL HARDWARE COST				
ADDITIONAL SOFTWARE COST				
ADDITIONAL SETUP COST				
ADDITIONL IF-NEEDED COST TOTAL				

SERVICES				
Installation				
Training				
Transfer of Existing Data				

GRAND TOTAL				
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Annual Software Maintenance				
Annual Customer Support				