

CRESTLINE SANITATION DISTRICT

MEMORANDUM

DATE: 11/10/2022

TO: BOARD OF DIRECTORS
Crestline Sanitation District

FROM: DAWN GRANTHAM
Asst. General Manager

SUBJECT: NEW UTILITY SOFTWARE FOR BILLING

A. RECOMMENDATION

I am recommending that the District cancel its' services with Muni-Billing, which is not under contract, and approve the new quote for software subscription with Creative Technologies.

B REASON FOR RECOMMENDATION

Muni-Billing has reached out to inform us that our account cost will be rising from \$781.86 quarterly to \$2,400.00 quarterly.

C. OTHER INFORMATION

I have reviewed three different companies. I looked at their services, costs, and contacted other users. I have found that many original customers are turning from Muni-Billing to Creative Technologies. The account manager we have been assigned to worked at Muni-Billing previously and helped with that installation and support, making him familiar with what our needs are.

D. FISCAL INFORMATION

Creative Technologies has quoted \$1,620.00for the installation and training.

E. ATTACHMENTS

Quotes from three companies;
Creative Technologies - \$1,620 setup/ \$825 quarterly
Diversified Technology - \$4,250 setup & hardware/ \$1,800 quarterly
AMCS Utility Billing - \$2,000 setup/ \$3,675 quarterly

New subscription contract from Muni-Billing - \$2,400 quarterly

QUOTATION

Quote Number: 102022.2
 Quote Date: Oct 20, 2022
 Page: 1

31103 Rancho Viejo Road
 Suite D-2365
 San Juan Capistrano, CA 92675
 USA

Voice: 949-200-8100
 Web: www.Waterbill.com

Quoted To:
Crestline Sanitation District 24516 Lake Drive PO Box 3395 Crestline, CA 92325

Customer ID	Good Thru	Payment Terms	Sales Rep
1172-10-20-22	11/19/22	\$1,620 Onetime / \$275 monthly	Marc

Quantity	Item	Description	Unit Price	Amount
3.00	Soft Subscription	El Dorado Software subscription license billed for current active customers. All inclusive service including software upgrades and technical support.	275.00	825.00
1.00	Soft Intuity PRO	Intuity portal: ebilling,ePayments,Usage tracking, service request, alert notification.		
1.00	SOFT iCheck	Secure Processing gateway - \$30.00 monthly fee billed by iCheck (Waived if transactions total over \$5K monthly), CC fee is 3.5% (\$2.95 min) & ACH		
1.00	Install/Training	Installation support and training. Provides assistance with new product installation system setup, creation of rate tables, user account settings, and statement	4,500.00	4,500.00
1.00	Discount	Product or Professional Services Given	3,705.00	-3,705.00
		* For the best user experience we recommend our customer portal with as a complete solution for ACH and CC as it allows customers to see their bill online and set up autopay.		
		Included features: eBilling, Reminder notices, Past Due Notices & Alerts by email, text or voice calling		

Please sign and fax back to 949-281-5208 upon acceptance of this quote. By signing you agree to Creative Technologies terms and condition of sale.

Subtotal	1,620.00
Sales Tax	
TOTAL	1,620.00

X



Investment Summary

Perpetual In-House License

Product / Service	Price
Billing System w Mobile Work Orders	\$15,000
Mobile Workorders (Up to 3 devices)	\$0
Annual Support / Maintenance	\$1,750
Professional Services	\$9,700
Hardware	\$190
Additional Services	
Pay-by-Phone	\$180
Bank Check Express*	\$180
Travel	\$0
Print & Mail**	
Total Investment	\$27,000

Subscription Cloud License

Product / Service	Annual Price
Billing System	\$7,200
Mobile Workorders (Up to 3 devices)	\$0
Annual Support / Maintenance	\$0
Professional Services	\$3,700
Hardware	\$190
Additional Services	
Pay-by-Phone	\$180
Bank Check Express*	\$180
Travel	\$0
Print & Mail**	
Total Investment	\$11,450

Ongoing Annual Support	Price
Billing System	\$1,750
Mobile Work Orders (Up to 3 devices)	\$0
Additional Services	
Pay-by-Phone	\$180
Bank Check Express*	\$180
Print & Mail**	
Total Beginning 2023	\$2,110

Ongoing Annual Support	Annual Price
Billing System	\$7,200
Mobile Work Orders (Up to 3 devices)	\$0
Additional Services	
Pay-by-Phone	\$180
Bank Check Express*	\$180
Print & Mail**	
Total Beginning 2023	\$7,560

Payment Structure	Amount
50% due at acceptance	\$13,500.00
25% due at Paralell	\$6,750.00
25% at completion of project	\$6,750.00

Payment Structure	Amount
Professional Services, Additional Services, & hardware due at Acceptance	\$4,250
Monthly ACH payments begin first Month	\$600

Two (2) Year Payment Plan	Price
24 monthly ACH payments***	\$1,273.56
Annual Cost in year 3 and forward	\$2,110

*Price does not include cost per transaction

**Prices include estimated postage and customer count. Prices are subject to change.

*** includes 5% cost of cash



Acceptance

Inhouse Perpetual License

Subscription CLOUD BASED

Managed Services: Billing

Crestline Sanitation District

ATTEST: _____

BY: _____

NAME: _____

NAME: _____

TITLE: _____

DATE: _____

Diversified Technology Corp.

ATTEST: _____

BY: _____

NAME: _____

NAME: _____

TITLE: _____

DATE: _____

1.2. Subscription Fees

This proposal includes the following Subscription Fees.

Fig 2.

No.	Product Modules	Unit	Quantity	Annual List Price (USD)	Discount	Annual Price (USD)
1	Residential Billing	Price per EDU (Equivalent Dwelling Unit) per year	Up to 4900 EDU	14700	0%	14700
2	Customer Web Portal	Price per EDU (Equivalent Dwelling Unit) per year	Up to 4900 EDU		Included	
Total Annual Subscription Fees						14700

The Subscription Fees:

- will be invoiced from the Effective Date of this Agreement (as defined in section 4 below) and annually in advance thereafter, on the anniversary of the Effective Date.
- include access to software upgrades (new versions) and deployment. However, if assistance is required for training, enhanced support of UAT, project management or other assistance, this will be billed as professional services.
- are based on and limited to a cap of 4900 Equivalent Dwelling Units (EDU). Additional Subscriptions Fees will be due and owing if this cap is exceeded. The structure of these additional Subscription Fees is outlined in Section 1.3 below.

1.3. Incremental Pricing

This proposal includes pricing for subsequent purchases.

Fig 3.

No.	Product Modules	Unit	Quantity	Annual Price (USD)
1	Residential Billing	Price per incremental 100 Additional EDU (Equivalent Dwelling Unit) per year	100	1200
2	Customer Web Portal	Price per incremental 100 Additional EDU (Equivalent Dwelling Unit) per year	100	1200

1. Pricing

The following section outlines AMCS’ commercial approach. There are three pricing elements in this proposal.

- **Professional Services Fee Estimate**
These are professional services fees to cover the project implementation. These are estimated on the scope assumed in this proposal. The scope will be finalized during the definition phase of the project and the estimates will be revalidated.
- **Subscription Fees**
These are annual recurring subscription fees for various solution elements.
- **Incremental Pricing**
This is the pricing for subsequent purchases.

1.1. Professional Services Fee Estimate

Fig 1.

No.	Action	AMCS Hours	Hourly Rate (USD)	Total (USD)
1	Setup & Configuration	1	200	200
2	Data Migration	4	200	800
3	Training	2	200	400
4	Implementation	2	200	400
5	Go Live	1	200	200
Total Professional Services Fee Estimate				\$2000

1. The above hours and pricing are based on the information collated in Appendix A
2. Data migration and training are described in Section 3 of this document.
3. The estimated implementation fee is in respect of any work required within the Customer’s environment for the proper implementation and operation of the AMCS solution.
4. Professional Services Fees will be invoiced on an ‘as incurred’ basis, monthly in arrears.
5. Travel, subsistence, and accommodation expenses are not included and will be charged to the Customer on an ‘as incurred’ basis.
6. Professional Services are provided to implement the pre-existing features and functions of the AMCS Utility Billing software and, unless agreed otherwise in writing, does not include any customization or development activity that impacts any of the features, benefits, or source code of the AMCS software. Professional Services are unrelated to the obligation to remit subscription fees (which is for Customer’s use of the AMCS Platform and receipt of support) and so your payment of subscription fees is unrelated to, and shall not be contingent upon, delivery of Professional Services.
7. AMCS and the Customer expect the Services to commence within 01 to 06 weeks. AMCS will advise the Customer if the commencement date is expected to be later than this.

MUNIBILLING®

Crestline Sanitation District - Subscription Contract

Crestline Sanitation District

24516 Lake Drive
Crestline, California 92325
United States

Reference: 20221020-081424217
Quote created: October 20, 2022
Quote expires: January 18, 2023
Quote created by: Charity Barrett

charity@munibilling.com
+13363650591

Comments from Charity Barrett

*** THIS IS A QUOTE - NOT AN INVOICE ***

Once you approve the quote you will be sent an updated agreement.

This quote includes up to 4800 Parcels*

Products & Services

Item & Description	SKU	Quantity	Unit Price	Total
MuniBilling Cloud Based Billing Software Monthly Subscription Fee		4800	\$0.53 / month	\$2,400.00 / month after \$144.00 discount

