

Town Clerk | Swaffham Town Council

From: Sales <sales@rialtas.co.uk>
Sent: 14 February 2022 15:05
To: Town Clerk | Swaffham Town Council
Subject: FW: Accounts, Allotments and Cemetery
Attachments: Swaffham Town Council Cemetery, Memorials and Sales Ledger Quote Revised.pdf

Dear Richard

Thank you for your email and taking my call. So just to clarify:

Both our Cemetery and Memorials Management solution and our Facilities Booking solution is integrated with Omega for the raising of invoices. This also includes the receipting of the invoices and therefore gives you full debtors control. I have also revised your quote and given a further discount as you are a valued customer.

With regards to our Allotments Solution integration with Omega invoicing this is being developed during the summer with the intention it will be "rolled out" in the Autumn. We would be very pleased if you would like to be a pilot site for this.

With regards to the Asset Inventory, if the Council is prepare to commit to a further 3 year contract then we will do this piece of work to give you the additional reporting date field for Planned Maintenance.

With regards to how you currently utilise the system, I would be very happy to arrange a free 2 hour session for Claire and yourself to ensure that you are maximising the Omega solution that you already have to its full potential.

Kind regards

Caroline

From: Town Clerk | Swaffham Town Council <townclerk@swaffhamtowncouncil.gov.uk>
Sent: 08 February 2022 12:08
To: 'Caroline Buckland' <caroline.buckland@rbssoftware.co.uk>
Cc: Deputy Clerk | Swaffham Town Council <deputyclerk@swaffhamtowncouncil.gov.uk>
Subject: Accounts, Allotments and Cemetery

Morning Caroline,

We are working with our Councillors toward making a final decision on the Cemetery software that you have quoted for, and this follows on from a recent virtual demonstration you did for us. There are some questions which we need answering which will help us along that path and it will clearly be a big decision for the Council, as we have come to the conclusion that a stand alone system is not going to be of benefit to us, we are looking for a fully integrated system. So, it will either be finding a way in which we can deliver what we need with RBS at a price we can afford, or moving everything (accounts, allotments and cemetery) to an alternative system.

We have talked many times at conferences, over the years about how the allotments and cemetery will 'eventually' link back in to the accounts system, we now need to know when this will happen? If you have a clear path for this to happen? If this will ever happen? As your Cemetery software is the most expensive on the market to set up, we have to have confidence that it will deliver for us, that it will save us time and add something to our administration that we currently don't have. These systems are no good to us moving forward if they are all stand alone, we have

managed to a certain extent with the allotments, but this still creates a duplication of effort for us, that we need to resolve.

In terms of price and set up etc for the Cemetery, your quote is high, but you have the advantage that we currently have the Omega accounts package for Income and Expenditure, and the allotments package, so we are looking very seriously at what you have to offer. I can't be sure though that Councillors will go with what you have proposed, if we are talking about three stand alone systems, so we need answers please and if you could revisit the price, and see what you can do in this regard, it would be appreciated. There is concern that even with the Accounts system Omega, we don't make full use of this, as Invoicing and Budgets have for whatever reason not been fully utilised and there always seems to be further costs slightly out of our reach, to make the full package work properly to our advantage.

I have also talked with Kevin at conference about the Assets Register package and you possibly tweaking a few things, so that it could record 'planned preventative maintenance' records. From memory I think this was only to create another data input panel, which could then add another couple of reports. What with Covid etc, this got side-lined somewhat, but again I need to know if these changes can be made and whether this package can deliver what we need, otherwise we will be forced to look elsewhere.

In the tendering process that we are going through, it is difficult to compare like for like, as most of your competitors offer something slightly different, so we are posing similar questions to them also, and I believe that Councillors will base their final decision on who resolves most of the issues we raise in terms of an integrated system, obviously cost will be a factor, but it is not the be all and end all in this particular case.

I plan to take this back to the Council at their meeting on **9th March** for a final decision, so would appreciate your urgent attention please. If you need to talk this through further, please do give me a call on my Direct line 01760 726500, or we could arrange a quick zoom meeting and you could then also talk to Claire at the same time, if you let me know how you would like to proceed – many thanks.

Best regards,

Richard Bishop
Town Clerk



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