City of O'Fallon, MO

Request for Proposal 19-037
For An
Enterprise Resource Planning (ERP) System
Selection and Integration Project

Issue Date: May 3rd, 2019
Closing Date: June 4th, 2019 at 10:00 AM
Central Time

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1 Introduction

1.1 Overview

The purpose of this Request for Proposal (RFP) is to obtain competitive proposals from qualified companies capable of providing an Enterprise Resource Planning (ERP) system for the City of O'Fallon. The RFP states the overall scope of services desired and specific functionality as well as required vendor qualifications. This RFP provides prospective companies with sufficient information to enable them to prepare and submit proposals for consideration by the City of O'Fallon (hereafter referred to as "the City") to satisfy the needs as outlined in the scope of services.

1.2 Definitions

The following definitions are used in the RFP:

- **Client or City** means the City of O'Fallon, MO
- **Plante & Moran, PLLC**: The City's consultant and co-project manager for the project.
- **Vendor or Proposer** means a firm, company or organization submitting a proposal in response to this RFP.
- **Enterprise Resources Planning (ERP)** the system or software means the software solution that the successful Vendor responding to this RFP will be responsible for providing.

1.3 Anticipated Timeline Overview

Listed below are dates related to this request for proposal (RFP). In the event that these are changed, an addendum to this RFP will be issued.

Milestone	Timeframe
RFP issuance	May 3rd, 2019
Deadline for clarification questions	May 21st, 2019 at 12:00 PM Central Time
City distributes responses for Vendor RFP clarification questions	May 23rd, 2019
Vendor proposals due	June 4th, 2019 at 10:00 AM Central Time
Notification of demonstration dates	Week of June 24th, 2019
Demonstrations of software	Target week of July 8th, 2019
Site Visits and other due diligence	Target July and August 2019
Contract negotiations and award	Quarter 4 2019

1.4 City Background

The City of O'Fallon is the 7th largest city in the state of Missouri with 88,000 residents. Over the course of the last twenty years, the City experienced rapid growth but was not able to keep up with technology and process improvements. In 2018, the City of O'Fallon engaged the services of Plante Moran to analyze the City's business processes and systems focusing on HR, Finance, Administration, Public Works and Planning/Zoning. It was determined that the City has outgrown its current finance system. The City's systems lack integration and some systems are used for processes they weren't designed. Numerous manual and repetitive processes can be eliminated through automation and via the implementation of a new ERP system. During the implementation, it is City staff's goal to re-engineer inefficient processes to meet best practices and more fully utilize existing and future technology.

1.5 Current Application Environment

Legend Code		Description
R	Replacement	The City is intending on replacing this application with the selected solution.
C	Consider	The City is considering replacing this application with the selected solution, based on the strength of the finalist Vendor offering and cost / benefit of the replacement module.
M	Maintain	The City is intending on retaining the application, not replacing it through this effort.
I	Interface	The City is intending on keeping the application and interfacing/integrating it with the selected solution.

Current ERP Application	Application Notes/Description	Likely Future?*	Expected ERP Module
Incode	ERP	R	All
NOVA Time	Time and Attendance	I	N/A
Applicant Pro	Recruiting	I	N/A
Laserfiche	Document Management	C	Document Management
CBAS	Human Resources - Benefits	R	HR Benefits
Citizen Serve	Permitting, Inspections, Code Enforcement, Licenses, Planning	R	Permitting, Inspections, Code Enforcement, Licenses, Planning
Agenda Quick	Agendas, Purchasing Workflows, Personnel Action Forms	R/M (maintain for Agendas)	Purchasing, HR
Gov QA	Citizen Requests, Work Orders	R	Asset Management
Collective Data	Fleet Management, Work Orders	I	N/A
Dell Kace	IT Ticketing, Work Orders	R	Asset Management
RecTrac	Parks and Recreation Management	I	N/A
ESRI ArcGIS	GIS	I	N/A

1.6 Current Technical Environment

The City has established technology standards and would prefer to adhere to them as part of the implementation of the Enterprise Resources Planning (ERP) System Selection and Integration Project. The tables below provide Vendors with a current summary of the City's network and computing environments, and standards. As part of the proposal process Vendors will be required to submit significant technical detail about the proposed solution detailed in section 3.4 of this RFP. In preparing responses, Vendors must remain diligent in referencing this table to assure that responses clearly identify:

- Areas of known or potential conflict between the Vendors proposed solution and the City's defined environments
- Recommendations of how best to implement and operate the proposed solution within the City's defined environments

1.6.1 Summary of Network and Computing Environment

Network and Computing Environment	
Web Browser Standard	Microsoft Edge, IE 11, Mozilla Firefox
Staffing	5 IT FTE
Current ERP Systems	Tyler Incode

1.6.2 City Technical Standards

Technical Standards	
Business application environment	Microsoft Office 365
Desktop hardware	Dell
Desktop operating system	Windows 10 and 7
Email system	Office 365 Exchange
Firewall	WatchGuard
Geographic information system (GIS)	ESRI ArcGIS
Imaging/content management system	Laserfiche
Internet browser	Microsoft Edge, IE 11, Mozilla Firefox
Remote access	Watch Guard VPN
Server hardware	Simplivity
Server operating system	Server 2012 and 2016
Server virtualization	VMWare 6.5
User authentication	Active Directory
Virus scanning software	Sophos
Web server software	Hosted

1.7 Other Planned Technology Initiatives

As this is the primary technology focus for the City, no other major initiatives are planned outside of a technology refresh of the City's core infrastructure.

1.8 Expected Scope of System Solution

The City is requiring that responding vendors propose a complete ERP solution, including software, hardware specifications, project management, and other technology services for the entire scope of the project that may or may not include components owned by the vendor. The City is only considering proposals from a vendors whose software provides all of the required software / functionality listed below. Vendors may not use subcontractors to meet the requirements of any module(s).

An outline of the required software system solution has been provided as follows:

Software:

- Required Software – The vendor software must provide modules / functionality for the following areas:
    - Accounts Payable
    - Asset Management and Work Orders
    - Bank Reconciliation
    - Budgeting
    - Cash Receipting
    - Citizen Portal
    - Code Enforcement and Inspections
    - Contract Management
    - Facilities Management
    - Fixed Assets
    - General Ledger
    - Human Resources
    - Inventory Management
    - Licensing
    - Master Address
    - Miscellaneous Billing and AR
    - Payroll
    - Permitting
    - Planning and Zoning
    - Project and Grant Accounting
    - Purchasing
    - Utility Billing
    - Any other necessary software components to support the proposed required software solution
- Optional Software – The City will consider using this functionality if the vendor's capabilities compare favorably to the City's current system that supports this area.
    - Document Management

Required Services:

- Project Management
- Software Installation
- Data Conversion
- Report Development
- Integration and Interface Development
- Software Modifications
- Implementation and Training Services
- Change Management
- Knowledge Transfer to Staff
- System Documentation Development
- System Testing During Implementation
- Operational Redesign Assistance
- Ongoing Support and Maintenance Services
- On-Going Hosting Services

It is important to note that the City is only considering Vendor-hosted solutions.

Additional details and descriptions related to the specifics of the expected scope can be found in section 3 – Proposal Response Format.

1.9 Summary of Key Transaction Volumes

A summary of key transaction and operating volumes and standards is included below. These volumes and standards reflect actual & estimated amounts for the current environment.

Operating Volumes/Standards	Current
Population	88,003
Form of Government	City
Jurisdictional Area (Square Miles)	29.8
Residential Units	12,590
Number of Departments	29
Budget (General Fund)	$ 31,902,264
Budget (Central IT)	$ 1,654,082
Budget (All Funds)	$ 137,013,957
Total Staff (Full time: 1FTE)	446
Total Staff (Part time: 0.5 FTE)	501
Number of system admins	9
Number of Current ERP System Users - IT	5
Number of Current ERP System Users - Finance	16
Number of Current Citizen Serve System Users	53
Number of ERP System Users - Total Future	275
Number of Users (Anticipated Future) Per Area	
Misc. Billing & Accounts Receivable	3

Cash Receipting	7
Purchasing/Inventory	6
HR/Payroll	8
Time and Attendence	4
General Ledger/Bank Reconciliation	
Current Chart of Accounts Structure	### - ### . #### . ###
Chart Segment One Name/Account Mask	Fund / ###
Chart Segment Two Name/Account Mask	Division / ###
Chart Segment Three Name/Account Mask	Line-item / ####
Chart Segment Four Name/Account Mask	Project or capital code / ###
Future Chart of Accounts Structure	### - ### . #### .###
Chart Segment One Name/Account Mask	Fund / ###
Chart Segment Two Name/Account Mask	Division / ###
Chart Segment Three Name/Account Mask	Line-item / ####
Chart Segment Four Name/Account Mask	Project or capital code / ###
Fiscal Year End	December
Number of Funds	23
Number of Department Codes	144
Number of Balance Sheet Accounts	1136
Number of Expense Accounts	2757
Number of Revenue Accounts	429
Number of Project numbers	757
Number of Manual Journal Entries (Monthly)	60
Number of Cash Accounts	5 accounts are reconciled to cash
Number of Bank Accounts	9
Budgeting	
Pre-Encumbrance Controls?	Yes
Encumbrance Controls?	Yes
Position Control?	Yes
Budget Entry Model (Centralized or Decentralized):	Currently Centralized / Future state could be decentralized
Number of Approval Levels	N/A - Currently Director
Budget Frequency	Annually
Number of Funds Budgeted	Currently 20
Fixed Assets	
Number of Capitalized Fixed Assets	3,086
Fixed asset tagging?	Yes
Fixed Asset Capitalization Threshold	$5,000 general assets $25,000 infrastructure

Tracking/Reporting of Non-depreciable Assets?	Yes
Project/Grant Accounting	
Do Projects/Grants Cross Funds?	Yes
Do Projects/Grants Cross Departments?	Yes
Purchasing/Contract Management/Inventory	
Use of NIGP/Commodity Codes?	N/A
Number of Requisitions per Month	We have decentralized purchasing.
Number of Purchase Orders per Month	47
Number of Invoices Without a Purchase Order per Month	692
Number of Vendors in Purchasing System	N/A
Use of Inventory Item Codes?	N/A
Number of Item ship to Locations	N/A
Average Frequency of Physical Inventories	Annually - Office Supply / Capital Assets
Accounts Payable	
Number of Vendors Maintained in Accounts Payable System	General AP: 5,082 Muni Court AP: 271 Utility Rebate Prog AP: 2,875
Number of Invoices Input Annually	12,888
Frequency of Check/EFT Runs	Weekly
Check Signature Method	Electronic - Password Protected
Payments Types Supported	Check, EFT, Draft
Number of 1099s Processed Annually	140
Cash Receipting	
Receipting Model (Centralized or Decentralized)	Centralized
Number of Cash Registers / POS Terminals	4
Human Resources and Payroll	
Number of Permanent Employees	446
Number of Part-Time Employees	10
Number of Seasonal Employees	195
Number of Bargaining Units	1 Active 3 Total
Number of Applicants (Annually)	3,975
Payroll Frequency	BW
Facilities Management	
Number of Buildings Managed	14
Utility Billing	
Major Services Billed	Water, Sewer & Trash

Number of Customers	30,534
Read Method	Radio
Frequency of Billing	Bi-monthly
Number of Billing Cycles	6
Number of Annual Bills	170,000

1.10 Overall Evaluation Process

Responses to this RFP will be evaluated by a committee consisting of various process owners within the City. The City's intent is to acquire the solution that provides the best value to the City and meets or exceeds both the functional and technical requirements identified in this RFP.

The City will be using the following process to reach a finalist Vendor decision:

1. **Minimum Criteria:** As part of the Vendor's RFP response, the following minimum criteria must be met for a proposal to be considered for further evaluation. Failure to meet all of these criteria will automatically disqualify the Vendor's response from further consideration:

    - **Minimum Client Software Installations**
      Must have provided software for at least one public sector client of similar size and complexity.
    - **RFP Response**
      RFP response is submitted by the due date and time.
    - **Response Authorization**
      The RFP response is signed by an authorized company officer.
    - **Response Completeness**
      Vendor complied with all instructions in the RFP and provided a response to all items requested with sufficient detail, which provides for the proposal to be properly evaluated. Any deficiencies in this regard will be determined by the City's Purchasing Agent to be either a defect that the Director will waive or that the proposal can be sufficiently modified to meet the requirements of the RFP.
    - **Vendor Hosted Solution**
      Vendor must propose software that is cloud based.
    - **PCI Compliance**
      Where applicable, the Vendor shall certify in its Proposal that it meets Payment Card Industry (PCI) Data Security Standards (DSS), and if recommended for award, shall illustrate compliance.

2. **Round 2 Evaluation:** For those Vendors whose proposals pass the minimum criteria, the following categories of criteria will be used to further evaluate the proposals in the following order of preference from high to low:

Functional requirements	**45**
Implementation requirements	**20**
Technical requirements	**20**
General Vendor to include number and size of comparable municipal installations, financial stability, completeness of response, and quality of proposal response	**15**
Total	**100**

3. **Round 3 Evaluation:** The top Vendors in the second round evaluation will then proceed to an additional level of due diligence that may include the following activities:

   - Follow-up questions and answers with the Vendors.
   - On-site Vendor demonstrations (which the City would like to record) to include module/functionality demonstrations, technical demonstrations, service presentation, and other due diligence.
   - Reference checking with comparable entities using the Vendor's product.
   - Potential site visits to comparable entities using the Vendor's product.

At any point in time during the third round of evaluation, a Vendor may be excluded from further consideration. At the conclusion of the round three activities, the finalist Vendors will be judged on all information collected to date against the following criteria in order of preference:

Practicality and Usability	**30**
Service and Support	**30**
Price (One Time and On-going)	**20**
Implementation Support	**20**
Total	**100**

The City will then enter into contract negotiations with the Vendor whose overall solution best meets the needs of the City over the long-term.

2 Vendor Proposal Guidelines

2.1 Deadline for Proposals

Proposals must conform to the requirements set forth in the RFP. Proposals not conforming to these guidelines may be rejected as non-responsive.

Proposals must be submitted **by 10:00 AM, local time, June 4th, 2019** to:

Julie Moellering City of O'Fallon,
100 North Main Street,
O'Fallon MO 63366

The Vendor must submit **One (1)** signed, completed, original, **Twelve (12) copies,** and **one (1) electronic copy** of the Vendor's technical proposal and **one (1) original and twelve (12) copies,** and **one (1) electronic copy** of the Vendor's cost proposal. The first page of the original proposals should be marked "Original" and the first page of the copies should be marked "Copy." The electronic proposals should be submitted on a flash/thumb drive and also include the following files:

RFP 19-037 – Attachment A - Specifications.xlsx
RFP 19-037 – Attachment B - Pricing Forms.xlsx
RFP 19-037 – Attachment C - Vendor Forms.docx

To receive a copy of the Excel and Word format of the attachments, you must send an email to Julie Moellering J.Moellering@ofallon.mo.us requesting a copy. The electronic copy of the Vendor technical proposal response shall include the completed specification worksheets that have been provided in Microsoft Excel. The electronic copy of the Vendor cost proposal shall include the completed pricing worksheets that have been provided in Microsoft Excel.

Proposals must be clearly identified as a proposal for the City of O'Fallon, Missouri "RFP # 19-037 Enterprise Resources Planning (ERP) System Selection and Integration Project" and shall show such information on the outside of the proposal packet. Proposals will not be accepted by facsimile or email transmittal. Do not staple or submit bid in any type of binder; binder clips are acceptable.

It is the responsibility of the proposer to ensure that their proposal is received in the Purchasing Office, prior to the deadline. Companies mailing proposals should allow ample mail delivery time to ensure timely receipt of their proposals. Proposals received after the deadline for receipt of proposals will not be opened or considered.

Proposals received after the deadline will not be accepted and will be returned to the sender unopened via certified mail. Proposals may not be delivered via facsimile or e-mail. Proposals shall be sent by USPS, Federal Express (or comparable carrier) or hand delivered to the above address. The full name and address of the proposer will be clearly marked on the outside of the package that is inside of the mailed or delivered package.

2.2 Amendments to the RFP

In the event it should be necessary to revise any portion of this RFP, addenda will be provided to all proposers who received the original RFP from the City of O'Fallon. This does not relieve the

submitting company the responsibility of regularly checking the City website listed below for updates regarding any addenda associated with this proposal request. Addenda are available on our website at: http://www.ofallon.mo.us/bid-opportunities. If you received this RFP by means other than the bid system, you must furnish your company name, address, and telephone number to the Purchasing Agent identified in the Proposal Instructions section in order to receive any addendum to this RFP. Proposers shall acknowledge receipt of each addendum issued in the space provided on the RFP form.

The City reserves the right to deem a proposal non-responsive if conditions change. Addenda to the RFP may change the criteria required for a proposal to be considered responsive. It is the vendor's responsibility to fulfill all requirements of any addendums.

2.3 Preparation of Proposals

Proposals shall be prepared in accordance with the proposal response format, section 3. Proposals not complying with this format may be considered non-responsive and removed from consideration.

2.4 Statement of No Proposal

If you **DO NOT** intend to bid on this proposal, please complete and return this page as soon as possible. Your response will assist us in evaluating all responses for this important project and improve our bid solicitation process.

_____ Specifications too "tight", i.e. geared toward one brand or manufacturer only (explain below)
_____ Specifications are unclear (explain below)
_____ We are unable to meet specifications
_____ Insufficient time to respond to this request for proposal
_____ Our schedule would not permit us to perform the requested services
_____ We are unable to meet the bond requirements
_____ We are unable to meet the insurance requirements
_____ We do not offer a complete solution
_____ We do not compete in this geographic area
_____ Other: _____

Remarks: _____

_____

_____

_____

Signed: _____ Name: _____

Title: _____ Date: _____

Firm Name: _____

Phone: _____ Fax: _____

Address: _____

2.5 RFP Clarifications and Questions

All questions must be submitted in writing to Julie Moellering, Purchasing Agent, no later than 12:00 P.M. Central Time on May 21st, 2019 via email jmoellering@ofallon.mo.us or fax (636) 978-4144. The City will only respond by the end of day on May 23rd, 2019 to questions from Respondents. Answers to questions will only be distributed via addendum and posted on our website. http://www.ofallon.mo.us/bid-opportunities

2.6 Qualifications:

All companies shall be licensed, insured, and bonded and shall furnish satisfactory evidence to the City that they have previously performed/provided the types of services as specified below.

2.7 Laws and Ordinances, Regulations, Licensing Fees:

Firm shall conform to all rules, regulations, ordinances, laws, or directives set forth by the City of O'Fallon and/or the State of Missouri.

2.8 Law Governing:

All State of Missouri and/or Federal Laws shall be hereby specifically made a part of this contract as set forth herein.

2.9 Non-Discriminating:

The Contractor, its employees and subcontractors, agree not to commit unlawful discrimination and agree to comply with applicable provisions of the U.S. Civil Rights Act and Section 504 of the Federal Rehabilitation Act, and rules applicable to each.

Firm shall comply with Section 285.525 – 285.550 RSMo regarding enrollment in a federal work authorization program. **A signed, notarized affidavit (attached) and supporting documentation affirming enrollment in a federal work authorization program must be submitted with proposal. Failure to comply with this provision may result in rejection of proposal.**

2.10 E-VERIFY:

Company shall be E-verify compliant and shall provide documentation to support this requirement within the proposal including the memorandum of understanding (MOU) and the electronic signature page completed in its entirety.

2.11 Method of Award / Selection:

The proposals will be evaluated by the City. A response summary of proposals will be available by contacting Julie Moellering, Purchasing Agent. The response summary will only include the names of the companies that submitted proposals that were delivered by the required RFP submittal date and time. Until award of the contract, the Responses shall be held in confidence and shall not be available for public review.

2.12 Terms/Cancellation and Damages:

This contract may be terminated by either or both parties upon thirty (30) days written notice or upon mutual agreement of both parties.

If the City, because of the Vendor's breach, terminates this Contract, the City shall have the right to purchase service elsewhere and to charge the Vendor with any additional cost incurred.

Notwithstanding the above, the Vendor shall not be relieved of any liability to the City for damages sustained by the City by virtue of any breach of this contract by the Vendor and the City may withhold any payments to the Vendor until such time as the amount of such damages due the City from the Vendor shall be determined.

2.13 Pricing:

This request for proposal is a one (1) year agreement, exercised at the sole discretion of the City of O'Fallon, Missouri. The pricing stated by the respondent in the cost proposal section shall remain firm for a one (1) year period from the start date of the contract. No price increases will be allowed for the duration of the contract. Price decreases are allowed at any time.

2.14 Contact with City of O'Fallon Personnel:

As specified above, all contact with the City shall be channeled through the Purchasing Agent. Contact with other City employees, officials, or City Council members is NOT to be made by responding proposers throughout the entire process.

2.15 Response Material Ownership:

All proposals become the property of the City of O'Fallon, Missouri upon receipt and will only be returned to the proposer at the City's option. Selection or rejection of the proposal will not affect this right. The City shall have the right to use all ideas or adaptations of the ideas contained in any proposal received in response to this RFP. Disqualification of a proposal does not eliminate this right.

2.16 Proprietary Information:

All material submitted in response to this RFP will become public record and will be subject to inspection after an Intent to Award notice is issued. Any material requested to be treated as proprietary or confidential must be clearly identified and easily separable from the rest of the proposal. Such request must include justification for the request and approval by the City Clerk. Neither cost or pricing information nor a total proposal will be considered proprietary.

2.17 Confidentiality:

The Vendor agrees that it will not permit the disclosure or duplication of any information received from the City or stored on City systems unless such disclosure or duplication is specifically authorized in writing by the City, or as required by law.

The City agrees that it will not disclose or duplicate any information designated in advance by the Vendor as "Confidential/Proprietary" information to any person (other than City personnel who must have access to such information) unless such duplication, use or disclosure is specifically authorized in writing by the Vendor or is required by law. The term "Confidential/Proprietary" does not include ideas, techniques, or concepts that are in the public domain.

2.18 Evaluation Rights:

The City reserves the right to: a) reject any or all proposals, or to make no award, b) require modifications to initial proposals, c) make partial or multiple awards, or d) further negotiate costs submitted in proposals. The City reserves the right to award the contract in any manner deemed in the best interest of its citizens.

2.19 Rejection of Proposals:

The City of O'Fallon, Missouri reserves the right to reject any or all proposals received in response to this RFP, or to cancel this RFP if it is in the best interest of the City to do so. Failure to furnish all information or to follow the proposal format requested in this RFP may disqualify the proposal. Any exception to the Scope of Work must be identified in the proposal.

2.20 Incurring Costs:

The City of O'Fallon, Missouri shall not be obligated or be liable for any cost incurred by proposers prior to issuance of a contract. All costs to prepare and submit a response to this solicitation shall be borne by the proposer.

2.21 Submission of Proposals and Supplemental Materials:

Proposals shall be submitted to the Purchasing Office. If supplemental materials are required or requested, then they must be submitted to the Purchasing Office as part of the proposal. Supplemental materials will not be accepted after the proposals have been opened, unless requested by the Purchasing Office. Submission or distribution by the company of unsolicited supplemental materials to City employees or Officials may result in rejection of the proposal.

2.22 Discrimination Policy:

The City of O'Fallon advises the public that it does not discriminate against any person on account of race, color, religion, creed, sex, age, ancestry, or national origin, and that such nondiscrimination is extended to procurement of materials and/or the provision of municipal services.

2.23 Waiver:

The City reserves the right to waive any variances from the original RFP in cases where the variances are considered to be in the best interest of the City.

2.24 Insurance:

The firm or company that is awarded a contract shall maintain during the life of the agreement and furnish to the City the appropriate Professional Liability, Commercial General Liability, and Workers Compensation insurance certificates listing the City of O'Fallon as an "Additional Insured" during the Term of the Agreement, and a copy of such "Additional Insured" endorsement must accompany the certificate.

2.25 Indemnity:

The Vendor shall, at all times, fully indemnify, hold harmless, and defend the City and its officers, members, agents, and employees from and against any and all claims and demands, actions, causes of action, and cost and fees of any character whatsoever made by anyone whomsoever on account of or in any way growing out of the performance of this contract by the Vendor and its employees, or because of any act or omission, neglect or misconduct of the Vendor, its employees and agents or its subcontractors including, but not limited to, any claims that may be made by the employees themselves for injuries to their person or property or otherwise.

Such indemnity shall not be limited by reason of the enumeration of any insurance coverage herein provided.

Nothing contained herein shall be construed as prohibiting the City, its directors, officers, agents, or its employees, from defending through the selection and use of their own agents, attorneys and experts, any claims, actions or suits brought against them.

The Vendor shall likewise be liable for the cost, fees and expenses incurred in the City's or the Vendor's defense of any such claims, actions, or suits.

2.26 Payment Terms and Conditions:

The City's payment terms are Net 30 days. The City is exempt from Missouri sales and use taxes and will not pay taxes for any product or service. A copy of the City's tax exempt certificate shall be presented to the firm or company that is awarded a contract.

2.27 Basis for Award, Evaluation Criteria and Questions

The qualification of proposal responders on this project will be considered in making the award. The City is not obligated to accept any proposal if deemed not in the best interest of the City. The City reserves the right to accept or reject any and all proposals, in whole or in part at its sole discretion. The City reserves the right to waive any informalities or irregularities in proposals. The City reserves the right to negotiate separately the terms and conditions or all or any part of the proposals as deemed to be in the City's best interest at its sole discretion. Information and/or factors gathered during the procurement process and any other information deemed relevant by the City, shall be utilized in the final award. The final award of a contract is subject to approval by the City Council.

2.28 Advice of Omission or Misstatement

In the event the City has omitted or misstated a material requirement to this RFP and/or the services required by this RFP, the responding Vendor shall advise the contact identified in the *RFP Clarifications and Questions* section above of such omission or misstatement.

2.29 Award of Contract

The Vendor shall be deemed as having been awarded a contract when the formal notice of acceptance of the Vendor's proposal has been duly served upon the intended awardee by an authorized agent of the City. Note that the successful Vendor, at the time of contract execution, must be licensed to do business in the State of Missouri.

2.30 Tax Exempt Status

The City is exempt from paying taxes. The City's Federal Taxpayer ID No. is 43-6012246. All prices shall be quoted FOB Destination (O'Fallon, MO), Freight Prepaid and Allowed. Shipments send C.O.D. without the City's written consent will not be accepted and will, at the Vendor's risk and expense, be returned to the Vendor. Unauthorized shipments are subject to rejection and return at Vendor's expense.

2.31 Advertising

Vendor shall not advertise or publish the fact that the City has placed this order without prior written consent from the City, except as necessary to comply with the government.

2.32 Right to Request Additional Information

The City reserves the right to request any additional information that might be deemed necessary during the evaluation process.

2.33 Additional Charges

No additional charges, other than those listed on the price breakdown sheets, shall be made.

2.34 Turnkey Solution

All prices quoted must include all hardware equipment software and services necessary to make the system specified fully operational for the intent, function, and purposes stated herein. The City reserves the right to purchase hardware separately.

2.35 Purchase Quantities

The City reserves the right to purchase any quantities of hardware or software items bid without altering the unit purchase price upon award and throughout the contract period.

2.36 Rights to Pertinent Materials

All responses, inquires, and correspondence relating to this RFP shall become the property of the City upon receipt, a part of a public record upon opening, and will not be returned.

2.37 Prohibition of Off-Shore Services

All services provided by the vendor must be done by resources located in the United States. At no time can the vendor provide a service done by off-shore resources, or store City data on hardware outside of the United States.

3 Proposal Response Format

To facilitate the analysis of responses to this RFP, the Vendor is required to prepare their proposals in accordance with the instructions outlined in this section. **Vendors must respond in full to all RFP sections and follow the RFP format (section numbering, etc.) in their response. Failure to follow these instructions may result in rejection.**

Section	Title
	Proposal Signature Form
1	Executive Summary
2	Company Background
3	Application Software
4	Technical Requirements
5	Vendor Hosted Information
6	Implementation Plan
7	Staffing Plan
8	Ongoing Support Services
9	Functional System Requirements
10	Client References
11	License and Maintenance Agreements
12	Exceptions and Deviations
13	Other Required Forms and Attachments
15	Cost Proposal
16	Addenda

3.1 Executive Summary (Section 1)

This part of the response to the RFP should be limited to a brief narrative not to exceed two (2) pages describing the proposed solution. The summary should be oriented toward non-technical personnel. The executive summary should not include any information about the cost.

3.2 Company Background (Section 2)

In addition to providing responses to the following items, the Vendor must complete the **Vendor Proposal Form** in **section 8.8** of this RFP.

Information that Vendors should provide in this section are as follows:

1. The company's background including a brief description (*e.g.*, past history, present status, future plans, company size, key differentiators, etc.) and organization charts.
2. Your commitment to the public sector marketplace, including the year the solution began being sold to public sector clients.
3. Audited financial information for the past TWO (2) completed fiscal years that includes income statements, balance sheets, and statement of cash flows.
4. Privately-held companies wishing to maintain confidential financial information must provide information detailing the company's long-term stability. Please provide a current Dunn & Bradstreet report (D&B) as part of the Vendor proposal response.
5. If the Vendor is proposing to use subcontractors on this project, please provide Vendor relationship with that firm and the specific services and/or products that the subcontractor will

be providing on the project. A complete list of subcontractors is required. The City has the right to approve all sub-contractors of the Vendor at any time.

3.3 Application Software (Section 3)

The Vendor is required to provide a general description of the application and how it will meet requirements of this RFP. This section must address, at a minimum, the following items:

1. Describe your overall proposed technology solution, including any unique aspects.

3.4 Technical Infrastructure (Section 4)

Vendors should identify where conflicts may exist between their solution and current technologies being used in the City as described in section 1.6.

1. Hardware and Storage Environment
    a. Identify the communication protocols and networking requirements that are required for implementation and operation of the proposed system. In the event that there are multiple communication systems and/or protocols available, list all options. Take into account the City's current WAN and remote computing requirements and indicate what changes are required or recommended.
    b. Describe what, if any, footprint exists on each user's desktop.
    c. What are your guarantees on system performance?

3.5 Vendor Hosted Information (Section 5)

1. Please describe your **vendor hosting model**, including: hosting, integration, help desk, provisioning and desktop management capabilities, minimum hardware requirements for computers, deployment model (dedicated servers, shared environment, etc.), impact to and requirements of the City's network and bandwidth, and any partners that may be involved in service delivery.
2. Please describe your proposed **service level agreement**, including any tiered levels of service, response times, and standard metrics.
3. Please describe your **support model**, including: cost structure for support calls.
4. Please describe your **data center and storage facilities**, including: locations, staffing, physical security, environmental controls (including redundant power), redundancy/load balancing capabilities, data backups and disaster recovery capabilities.
5. Please describe your **change management**, upgrade, and patch management practices
6. Describe your **systems administration/management** capabilities including: monitoring of performance measures, intrusion detection, and error resolution.
7. Describe how you will help the City move to a new operation at the **end of the contract** term or if the contract is terminated.
8. Please provide the total number of clients and end-users utilizing your proposed solution.
9. Please provide a copy of your most recent **SSAE 16 Type II audit**.

3.6 Implementation Plan (Section 6)

The Vendor is to provide an implementation plan in narrative format supported by an activity-level project plan (similar to a Microsoft Project file) that details how the proposed solution is to be implemented. This implementation plan should include, at a minimum, the following elements:

1. General Implementation Approach

2. Project Management Approach
3. Hardware, Software & Storage Design and Installation Consulting
4. Data Conversion Plan
5. Report Development
6. Integrations and Interfaces
7. Training
8. Change Management Approach
9. Testing
10. Operational Redesign Approach
11. System Documentation and Manuals
12. Disaster Recovery Plan
13. Knowledge Transfer

It is expected that the Vendor will lead the efforts in each of the implementation areas described below unless stated otherwise.

3.6.1 General Implementation Approach (Section 6.1)

Provide a general overview of the implementation approach you plan to use for the City that includes addressing the following items:

1. Describe how you transition from the sales cycle to the implementation phase of the project.
2. Describe key differentiators of the approach as it relates to implementing a solution on time, within budget and with the ability to meet the needs of a client like the City.
3. Describe how you conclude on a preferred implementation phasing of software modules. What is your recommended approach for this implementation?
4. Describe your approach towards running parallel systems for a period of time.

3.6.2 Project Management Approach (Section 6.2)

In addition to providing responses to the following items, the Vendor must complete the **Project Management Approach Form** in **section 8.11** of this RFP, and include it in this section of the response.

The City expects the Vendor to provide project management resources leading to the successful deployment of the system. This project manager will work as a team member with the City's project management office ("PMO"). It is expected that this project manager will be "on the ground" as appropriate to team with the City PMO. This project manager can be an employee of the Vendor or a partner of the Vendor. In either case, the costs for the project manager should be clearly denoted in the pricing section of this RFP.

As part of any significant engagement, the City employs a project management approach that is based on the Project Management Institute's project management body of knowledge (PMBOK). The City would expect responding Vendors to adhere to such standards as part of the project.

Provide an overall description of the Vendor project management approach towards this type of engagement and projected timing for major phases.

Provide a high-level work plan for achieving the successful deployment of your proposed system

3.6.3 Hardware, Software and Storage Design and Installation Consulting (Section 6.3)

The City usually installs required equipment for applications. We are open to other proposals to accomplish a successful deployment. What do you propose for the most effective deployment of hardware, communications and related equipment?

3.6.4 Data Conversion Plan (Section 6.4)

The Vendor is expected to assist the City in the conversion of data to the new system. The City will be responsible for data extraction from current systems and data scrubbing and that the Vendor will be responsible for overall data conversion coordination, definition of file layouts, and data import and validation into the new ERP. Please provide pricing for data conversions in the associated Microsoft Excel pricing spreadsheet. Additionally:

1. Describe your general approach towards data conversion, retention of legacy data, and how you would work with the City to conclude on what should be converted.
2. Please describe your organization's recommended approach toward retention of legacy data.

3.6.5 Report Development (Section 6.5)

It is anticipated that the Vendor will take the lead on developing any reports required as part of the system implementation. The Vendor is expected to provide technical training on the tools used for report development, database schema and architecture, etc. Provide information on your reporting approach including:

1. Description of available methods of reporting (including business intelligence),
2. Approach to work with the City to identify, specify, and develop any required custom City reports during the implementation.
3. Provide a listing of available out of the box reports.

3.6.6 Integrations and Interfaces (Section 6.6)

It is expected that information generally will only need to be entered once in the system, and that modules within the system are integrated in real-time with each other such that batch processes are not required to transfer information from one area of the system to another. Existing City interfaces between core modules that may currently exist (e.g., AP posting to GL) or shadow systems that will likely be replaced are not included in this section as they are assumed to be included in an integrated ERP System.

The Microsoft Excel pricing sheet contains a listing of current and/or desired application interfaces. Please provide pricing for interface development in the associated Microsoft Excel pricing spreadsheet.

In addition:

1. Describe the extent to which the various modules are integrated together versus being purchased separately and interfaced
2. Describe your approach towards interfacing and integration with other solutions
3. Describe data exchange standards (e.g. XML, Web Services, or EDI) supported

4. Using the City's current technical environment described above, identify potential issues for integrating with specific technologies that are used within the City.
5. If local customizations are made, do you provide any tools or assistance to easily incorporate customizations into new version/releases of your software?
6. Have you ever interfaced with the following systems? If so, include those references on the reference forms provided, in section 8 of your response.
    a. Vermont Systems RecTrac
    b. Collective Data Fleet Focus
    c. NOVA Time
    d. Applicant Pro
    e. Laserfiche
    f. ESRI GIS

3.6.7 Training (Section 6.7)

The City intends to explore the advantages, disadvantages and costs of two implementation training approaches:

1. End User Training Approach: All end-user and technical training will be performed on-site through implementation and be performed by the Vendor.
2. Train the Trainer Approach: The Vendor will incorporate a "train the trainer" approach where only key City team leads will be trained on their modules and they will train the remainder of the City staff with training materials supplied by the Vendor.

The Vendor should provide an overall description of both training methods (if available as options) and their recommendation, including the following:

- General timeframes in which both types of training will be conducted
- Materials that will be provided during training
- The nature and amount of training to be provided in the following areas:
    - Technical training (e.g., programming, operations, etc.)
    - User training
    - Other staff (e.g., executive level administrative staff)

Additionally, please provide information on the following:

- Options for online training versus in-person classroom training
- Opportunities for ongoing training post go-live (e.g. new hires, refresher training)

3.6.8 Change Management Approach (Section 6.8)

The City recognizes that a movement from the current environment to a new solution will present change management challenges. The Vendor should clearly identify their approach towards Change Management, including any unique approaches or tools that will be used.

3.6.9 Testing (Section 6.9)

The Vendor should describe their recommended approach to the following types of testing that are anticipated to be performed on the project and the type of assistance they anticipate providing to the City related to such testing:

a. System testing

b. Integration testing
c. Stress/performance testing
d. User acceptance testing (UAT)

3.6.10 Operational Redesign (Section 6.10)

The City wishes to implement operational improvements. Vendors are requested to describe their approach towards operational redesign. In addition, please describe your organization's capabilities to assist in a Citywide redesign of the chart of accounts.

3.6.11 System Documentation and Manuals (Section 6.11)

The Vendor is expected to provide user manuals and online help for use by the City as part of training and on-going operational support. Additionally, the Vendor is expected to provide technical documentation.

1. Describe what documentation (user guide, technical guide, training materials, etc.) is available on the system proposed and any related costs.
2. Describe what types of documentation you anticipate developing during the project.

3.6.12 Disaster Recovery Plan (Section 6.12)

Please describe the services you provide around disaster recovery as part of your solution.

3.6.13 Knowledge Transfer (Section 6.13)

Describe the process for ensuring that a transfer of knowledge occurs back to City staff such that staff is capable of supporting and maintaining the application.

3.7 Staffing Plan (Section 7)

In addition to providing responses to the following items, the Vendor must complete the **Staffing Plan Form** in **section 8.14** of this RFP and include it in this section of the response.

1. The Vendor must detail the type and amount of implementation support to be provided (e.g., number of personnel, level of personnel, time commitment, etc.). Include resumes for all personnel that will be assigned to the project. If the Vendor is using a subcontractor, please include information on subcontracting staff being used and their specific role on the project.
2. Please provide an overall project organizational structure for City staff involvement during the project. Identify the roles and responsibilities of each component of this structure.
3. Please provide an overview of the City staff that are expected to be committed to the project implementation, in table format. This overview should clearly delineate business versus technical staff, and represent commitments in terms of FTEs.

3.8 Ongoing Support Services (Section 8)

In addition to providing responses to the following items, the Vendor must complete the **Ongoing Support Services Form** in **section 8.15** of this RFP, and include it in this section of the response.

1. Please specify the nature and conditions of any post-implementation support options including:
    a. Post-go live support that is included in the proposal response

b. Onsite support (e.g. system tuning, application configuration, interface issues, report development, network optimization, user training and tips)
c. Telephone support
d. Help Desk services (Provide a service level agreement for your help desk if it exists. Include any limits on the number of staff who may call in.)
e. Users group (i.e. overview, location, and timing).
f. Online knowledgebase

2. Describe your maintenance programs and options with associated pricing.
3. Provide an overview of the update process, including major version updates and patches. Include the process, as well as the frequency they are released.
4. How can the City change their configurations without Vendor involvement?
5. Please provide an overview of the City staff that are required for ongoing application support, in table format. This overview should clearly delineate business versus technical staff, and represent commitments in terms of FTEs.

3.9 Functional System Requirements (Section 9)

Responses to the requirements referenced in section 4 of this RFP must be provided in this section of the Vendor's response. Use the Microsoft Excel specification spreadsheet provided and attach explanation pages if necessary. Include any costs associated with modifications in the Microsoft Excel pricing spreadsheet as well. **Please note: The response to these requirements should be provided in the exact format as provided (e.g. no additional macros, formulas, additional columns, modifications, passwords, etc.). Failure to do so can result in disqualification of the entire proposal.**

3.10 Client References (Section10)

The Vendor must provide at least four references from clients that are similar in size and complexity to the City in the format provided in **section 8.16**. The City also requests a listing of all municipal clients. If possible, at least one of these references should be Vendor-hosted.

3.11 License and Maintenance Agreements (Section 11)

Sample license and maintenance agreements must be provided in this part of the Vendor's response for all components of the recommended solution. Indicate the basis on how licenses are determined.

3.12 Exceptions and Deviations (Section 12)

If the Vendor finds it impossible or impractical to adhere to this RFP, it shall be so stated in its proposal, with all deviations grouped in a separate section entitled, "exceptions/deviations from proposal requirements." Objections or deviations expressed in other parts of the proposal, either directly or by implication, will not be accepted, and the Vendor in submitting a proposal, will accept this stipulation without recourse.

3.13 Other Required Forms and Attachments (Section 13)

a) Minimum Criteria
b) Supplemental Information
c) Proposal Form
d) Proposal Signature Form
e) Non-Collusion Affidavit

f) Worker Eligibility Verification
g) Vendor Information Form
h) Client Reference Form
i) Specifications
j) Pricing Forms
k) Contract terms and conditions compliance checklist
l) Contract terms and conditions compliance checklist – Exception explanation
m) Please additionally supply a copy of your Independent Service Auditor's Opinion Letter from your most recent SSAE 16 Type II audit.

3.14 Separate Sealed Cost Proposal (Section 14)

One (1) original cost proposal, **twelve (12) copies** of the cost proposal, and **one (1) electronic copy** of the cost proposal shall be submitted in a separate sealed envelope labeled "Cost Proposal", with the technical proposal. Costs for the Vendor's proposed solution should be submitted on the proposal pricing forms provided in the associated Microsoft Excel pricing spreadsheet. Pricing forms must remain in the original Excel format—failure to do so may result in disqualification of the proposal. If additional pricing forms are provided in the Vendor's proprietary format, evaluation will still be performed based on the costs in the included Microsoft Excel form.

- The City will not consider time and materials pricing. Vendors shall provide firm and fixed pricing and denote if each cost is one-time, annual, or other.
- The Vendor shall provide price information for each component of the proposed solution, as well as any modifications necessary to fully comply with the RFP specification response.
- In the event the product or service is not included, the item should be noted as "No Bid".
- In the event the product or service is provided at no additional cost, the item should be noted as "no charge" or "included." Otherwise, it will be assumed the item is "No Bid"
- Vendor shall provide prices in U.S. dollars.
- For software license fees, Vendor shall clearly define the license type (i.e. named user vs. concurrent user), number of licenses, and version of software licensed in the Module Information tab.
- To the extent possible, Vendors shall show any applicable discounts separately.
- Although the City prefers that Vendors provide separate prices for each item, the Vendor may present alternatives (i.e. bundled pricing) if such pricing would be advantageous to the City. In this case, please describe where the component costs are included using the Module Information tab.

The City is only considering a vendor-hosted solution. As such, the City is requesting proposals to include detailed information regarding the Vendors hosting and licensing options.

3.15 Addenda (Section 15)

Include all original, signed copies of addenda in this section.

4 Functional Requirements

4.1 Introduction

The requirements in this section contain the desired functionality of the requested software solution. **Identified in the attached Excel spreadsheet are the requirements/specifications that must be addressed by the vendor's proposal.** These requirements are mandatory in implementing the solution as defined in section 1.8. Vendors must replace cells A1:G1 in the first module (General and Technical Requirements) with the vendor's **Company Name** which will be repeated and printed for each subsequent module.

The **Priority** column includes one of the following entries to indicate the importance of the specification/report to the City:

"H" – High:	This is a feature that the City requires in the future solution.
"M" – Medium:	This is a feature that the City would like in the new system, but is not an absolute necessity.
"L" – Low:	This would be a feature that, while of interest, is not applicable at this time or is something that could be a future deployment.

Each vendor should review the specifications listed and respond with their availability within the Vendor's proposed solution. The responses should be entered under the "**Availability"** column of each form as follows:

Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software Vendor from the primary software Vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided

Use the **Cost** column for "M" or "F" responses to estimate the cost to be incurred by the City to secure the specification, if necessary. Use the **Comment** column to provide additional comments pertaining to your response for that item.

The **Required Product(s)** column is to be used to specify what product (e.g. product name or software module) is proposed. The cells D10:G10 in the form which currently read "*Replace this text with the primary product name(s) which satisfy requirements*" must be updated. This name will be automatically populated in the **Required Product(s)** column for each specification in the module. The automatically filled values in this column must be updated for any exceptions where a different or additional product is required to satisfy the requirement.

Vendors proposing a multi-product solution should complete a General and Technical module specification response for each product.

Please note: The response to these requirements should be provided in the exact format as provided (e.g. no additional macros, formulas, additional columns, modifications, passwords, etc.). Failure to do so can result in disqualification of the entire proposal.

5 Contract Terms & Conditions

The contractual terms and conditions will be fully negotiated after a vendor is selected by City of O'Fallon, MO (the "Client"). Responses to the contract terms outlined in this section may be considered in the selection process and such terms shall be included in the final contract between the Client and the Vendor (the "Agreement"). For purposes of these terms and conditions, the term "Vendor" means the vendor responding to this RFP and all such terms shall apply to any subcontractor of the Vendor. Use of the term "Exhibit <##>" throughout these contract terms refers to supplemental documents that Client expects will be included in the final contract package.

The following contract terms and conditions, substantially in the form contained herein, are expected to be agreed to by the vendors as part of contract negotiations. Exceptions must be explicitly noted in the Vendor Proposals using the checklist forms provided in Attachment <##> of the RFP. Lack of exceptions listed on the checklist forms shall be considered acceptance of all of the terms and conditions as presented in this RFP.

5.1. Scope of Agreement

Client agrees to [license][subscribe to] the software detailed in Exhibit <##> ("Software") and receive the services detailed in the Statement of Work detailed in Exhibit <##> ("Services"). Vendor agrees to provide Software and Services (the "Solution"), subject to the terms and conditions stated in this Agreement including all Exhibits. Payment for such services shall be per Exhibit <##> and shall not exceed the total amount included in Exhibit <##> without the prior written consent of Client. The Client, without prior and mutual written agreement, will incur no other service costs. The service costs in Exhibit <##> are inclusive of all services described in the Statement of Work included as Exhibit <##>. Client agrees to provide server, desktop and other hardware and configuration based on Vendor's recommendation per Exhibit <##>.

5.2. Incorporation by Reference

The Vendor shall supply Software and Services adequate to accomplish the requirements as set forth in the Request for Proposal and the Vendor's response to the Request for Proposal provided herein as Exhibit <##> and Exhibit <##>, respectively ("Contract Documents") and Vendor's Documentation. Parties agree that where there is a conflict between terms of this Agreement and the information presented in the Contract Documents, this Agreement shall take precedence. The parties also agree that where there is not a conflict between this Agreement and the information presented in the Contract Documents, that all terms, conditions and offers presented in the Vendor's proposal shall be incorporated into this Agreement and shall be binding upon all parties to the Agreement.

5.3. Entire Agreement Clause

This Agreement, including appendices and referenced attachments, constitutes the entire Agreement between the Client and Vendor and supersedes all proposals, presentations, representations, and communications, whether oral or in writing, between the parties on this subject.

5.4. Applicable and Governing Law Clause

The Agreement shall be subject to all laws of the Federal Government of the United States of America and to the laws of the State of Missouri. All duties of either party shall be legally performable in the State of Missouri. The applicable law for any legal disputes arising out of this Agreement shall be the law of (and all actions hereunder shall be brought in) the State of Missouri, and the forum and venue for such disputes shall be in the courts of appropriate jurisdiction for St. Charles County, MO.

5.5. Wording Conflicts

Should there be a conflict in wording between the Agreement and Vendor's RFP response, the Agreement shall prevail.

5.6. Standard Forms and Contracts

Any forms and contracts the Vendor(s) proposes to include as part of any agreement resulting from this proposal response between the vendor(s) and the Client must be submitted as part of this proposal. Any forms and contracts not submitted as part of the proposal and subsequently presented for inclusion may be rejected. Client reserves the right to accept or reject in whole or in part any form contract submitted by a vendor and/or to require that amendments be made thereto, or that an agreement drafted by the Client be utilized. This requirement includes, but is not limited to, the following types of forms: subcontractor, franchise, warranty agreements, maintenance contracts, third party licenses and support agreements. The Client will negotiate any and all contracts/agreements and prices/fees with the Vendor, if doing so is deemed in the best interest of the Client.

5.7. Term and Termination Clause

In the event that either party shall fail to maintain or keep in force any of the terms and conditions of this Agreement, the aggrieved party may notify the other party in writing via certified mail of such failure and demand that the same be remedied within xxxxx (##) business days. Should the defaulting party fail to remedy the same within said period, the other party shall thereupon have the right to terminate this Agreement by giving the other party xxxxx (##) days written notice. Notwithstanding the foregoing, due to lack of funding, the Client may at any time during the life of this Agreement, terminate same by giving xxxxx (##) days' notice in writing via certified mail to Vendor. In addition, if at any time a voluntary petition in bankruptcy shall be filed against the Vendor and shall not be dismissed within xxxxx (##) days, or if the Vendor shall take advantage of any insolvency law, or if a receiver or trustee of the Vendor's property shall be appointed and such appointment shall not be vacated within xxxxx (##) days, the Client shall have the right, in addition to any other rights of whatsoever nature that it may have at law or in equity, to terminate the contract by giving xxxxx (##) days' notice in writing of such termination.

5.8. Indemnification

A. To the fullest extent permitted by law, the Vendor shall indemnify, hold harmless, and defend the Client and its agents, employees, officers and successors, from and against any claims, causes of action, damages, losses and expenses, including but not limited to attorney's fees,

arising out of or resulting in any way from Vendor's performance of this contract, provided that such claim, cause of action, damage, loss or expense is attributable to bodily injury, sickness, disease, or death to any person, including employees or agents of the Vendor, subcontractor, or construction manager, or to injury to or destruction of tangible property including loss of use resulting there from, but only if caused in whole or in part by a negligent act or omission of the Vendor, a subcontractor, the construction manager, anyone directly or indirectly employed by them, or any for whose acts they may be liable, regardless of whether or not such claim, cause of action, damage, loss or expense is caused in part by a party indemnified hereunder. Vendor shall not be obligated to hold harmless, indemnify, or defend the Client or its agents, employees, officers, or successors if any claim, cause of action, damage, loss or expense arises from the sole negligence or fault of a party indemnified hereunder.

B. Vendor shall assume the defense of the Client pursuant to the provisions of the paragraph above within xxxxx (##) days of receipt of written notice. Any legal cost or expense, including attorney's fees, incurred by the Client for enforcement of its rights under the paragraph above between the time by which Vendor should have assumed the Client defense and the time when Vendor assumes the Client's defense shall be reimbursed by Vendor. Any legal cost or expense, including attorney's fees, incurred by the Client in the successful prosecution of any litigation or arbitration seeking to enforce the provisions of the paragraph above or in negotiating a settlement of such claim, shall also be reimbursed by Vendor.

Should the parties agree to submit claims, disputes, or other matters arising out of this Agreement to arbitration, they may do so only with written agreement of all parties, including the Client.

5.9. Insurance

The Vendor must have adequate insurance, for damage or loss, for all equipment and other valuables until such time as the Client receives good and clear title. In defining insurance coverage, the Vendor shall secure full replacement value for the system without the requirement that the Client be responsible for any payments or deductibles. In the event that it is necessary to make a claim under this policy, any funds received by the Vendor shall be used to secure replacement equipment for the Client.

The Client, at its option, may require the Vendor to provide certificates describing, to the satisfaction of the Client, evidence of proper (as required by the state of Missouri) workers compensation and liability insurance for all Vendor staff and representatives involved in the provision of Services by Vendor. **The Client shall be named as a primary additional insured without any contribution from any insurance or self-insurance of Client, unless prohibited by Missouri Statutes.**

The Vendor agrees to hold harmless and defend the Client and its agents, officials and employees from any liability, claim, or injury related to or caused by fault or negligence of Vendor employees or subcontractors. In order to demonstrate this responsibility, the Vendor shall furnish the Client with evidence of valid commercial general liability insurance coverage in the amount of xxxxx dollars ($#####) for each occurrence for personal injury (including death or dismemberment) and property damage related to or resulting from shipping, installation, operation, or removal of the proposed automated system. The insurance policy shall make clear this coverage of the Client installation. The Client shall be named as a primary additional insured without any contribution from any

insurance or self-insurance of Client, unless prohibited by Missouri Statutes. The insurance policy shall be initiated prior to the installation of the system and maintained until Final Acceptance of the system by the Client according to the prescribed procedures. The Vendor shall furnish to the Client a copy of the insurance policy and all subsequent changes or updates. An endorsement or statement waiving the right of cancellation or reduction in coverage unless xxxxx (##) days prior written notice is given to the Client by registered or certified mail shall be included.

5.10. Insurance Coverage

As a condition of performing work for the Client, Vendor must provide satisfactory evidence of insurance coverage as follows:

A. Commercial general liability of at least $#####;

B. A minimum umbrella policy of $#####;

C. Professional Liability or Errors and Omissions Insurance with the provision to purchase an unlimited tail and a limit of $#####.

D. **Statutory workers compensation with $##### of Employers Liability for all sections.**

The coverage shall be the minimum amounts and shall not be diminished during the term of this Agreement and the Vendor shall provide copies of all certificates of insurance to the satisfaction of the Client as to coverage and content and shall maintain such coverages for at least xxxxx (#) years from the completion of the Services associated with this Agreement.

Other Requirements

Evidence of insurance coverage, required herein, is to be provided to us in ACORD Certificate Form 25 or 25-S or an equivalent form and must indicate:

A. **That Commercial General Liability insurance policy includes coverage for item specified in 10.A above.**

B. **A Best's rating for each insurance carrier at B+VII or better.**

C. **That the insurance company will provide xxxxx (##) days written notice of cancellation to the certificate holder and other words "endeavor to" and "but failure to mail such notice shall impose no obligation or liability of any kind upon the company, its agents or representatives" do not apply or have been removed.**

D. **That the Client is additional insured on the General Liability policy certified.**

Insurance Options

General Liability limits may be attained by individual policies or by a combination of underlying policies with umbrella and/or excess liability policies.

Notify Your Insurance Agent

Vendor may prevent unnecessary follow up resulting from incomplete insurance certificates, by sending or faxing a copy of these insurance requirements to Vendor's agent when requesting an insurance certificate.

5.11. Limitation of Liability

A. Limitations. If Client should become entitled to claim damages from Vendor for any reason (including without limitation, for breach of contract, breach of warranty, negligence, other tort claim, or replacement of a solution), Vendor will be liable only for the amount of Client's actual direct damages. In no event, however, will Vendor be liable to Client (in the aggregate for all claims made) for more than:

i. xxxxx (#) times the Value of the Agreement to the extent the Client's actual direct damages are a result of the failure to gain Conditional Acceptance of phases or milestones as defined in the Project Schedule or Final Acceptance of the Solution as a whole up until Client's Conditional Acceptance or Final Acceptance of the Solution, as the case may be; or,

ii. Following Final Acceptance of the Solution, xxxxx (#) times the Value of the Agreement for the Client's actual direct damages that are a result of any other claim brought under the Agreement that arises thereafter.

For avoidance of doubt: (a) "Value of the Agreement" shall mean the one-time charges hereunder for Services and Software licenses, but excluding ongoing charges such as maintenance, (b) failure to gain Conditional Acceptance does not include a decision by the Client to not put the Software in production following successful User Acceptance Testing, and (c) at no point will clause (i) and (ii) be cumulative; xxxxx (#) times the Value of the Agreement will apply through Final Acceptance, and thereafter will be reduced to xxxxx (#) times the Value of the Agreement.

B. No Liability for Certain Damages. In no event will Vendor or any person or entity involved in the creation, manufacture or distribution of any software, services or other materials provided by Vendor under the Agreement be liable for: (i) any damages arising out of or related to the failure of Client or its suppliers to perform their responsibilities; (ii) any claims or demands of third parties (other than those third party claims covered by the indemnification obligations stated herein; or (iii) any consequential, incidental, indirect, exemplary or punitive damages, even if Vendor has been advised of the possibility of such damages.

C. Exclusions from Limitation; Survival. The foregoing limitations do not apply to the payment of settlements, costs, damages and legal fees referred to herein. The limitations of liability set forth herein will survive and apply notwithstanding any determination by a court of law that a limited or exclusive remedy for breach of warranty set forth in the Agreement is inadequate. The parties agree that the foregoing limitations will not be read so as to limit any liability to an extent that would not be permitted under applicable law.

5.12. Freedom of Information Act

Vendor acknowledges that Client is subject by law to responding to all Freedom of Information Act ("FOIA") requests. Vendor shall comply with the FOIA in all respects and shall not restrict or otherwise inhibit Client from complying.

5.13. Confidentiality

Both parties recognize that their respective employees and agents, in the course of performance of this Agreement, may be exposed to confidential information and that disclosure of such information could violate rights to private individuals and entities. Each party agrees that it will not disclose any confidential information of the other party and further agrees to take appropriate action to prevent such disclosure by its employees or agents. The confidentiality covenants contained herein shall survive the termination or cancellation of this Agreement. This obligation of confidentiality shall not apply to (a) information that at the time of the disclosure is in the public domain; (b) information that, after disclosure, becomes part of the public domain by publication or otherwise, except by breach of this Agreement by a party; (c) information that a party can establish by reasonable proof was in that party's possession at the time of disclosure; (d) information that a party receives from a third party who has a right to disclose it to that party; or (e) information that is subject to FOIA requests.

5.14. Title and Confidentiality

Title and full rights to the Software [licensed][subscribed to] under this agreement, including, without limitation, all intellectual property rights therein and thereto, and any copies Client may make, remain with Vendor. It is agreed the Software is the proprietary, confidential, trade secret property of Vendor, whether or not any portions thereof are or may be copyrighted, and Client shall take all reasonable steps necessary to protect the confidential nature of the Software, as Client would take to protect its own confidential information. Client further agrees that Client shall not make any disclosure of any or all such Software (including methods or concepts utilized therein) to anyone, except to employees, agents, or subcontractors working for Client to whom such disclosure is necessary to the use for which rights are granted hereunder. Client shall appropriately notify all employees, agents, and subcontractors to whom any such disclosure is made that such disclosure is made in confidence and shall be kept in confidence by them. The obligations imposed by this section upon Client, its employees, agents, and subcontractors, shall survive and continue after any termination of rights under this Agreement. It shall not be a breach of this agreement if Client is required to disclose or make the Software available to a third party or to a court if the Software is required to be disclosed pursuant to Missouri "open records" law, or is subpoenaed or otherwise ordered by an administrative agency or court of competent jurisdiction to be produced.

5.15. Identification of Parties to the Agreement Clause

Both the Vendor and Client shall be clearly identified by name. Neither of the identified parties to the Agreement shall assign or encumber any of its rights, or delegate or subcontract any of its duties defined in the Agreement, in whole or in part, to other third parties unless the other party to the Agreement gives prior written consent. Subject to the foregoing covenant against assignment and delegation, the rights created by the Agreement shall pass to the benefit of the identified party and the duties and obligations resulting from the Agreement shall bind the identified party and their respective successors and assignees.

5.16. Notices Clause

All notices or communications required or permitted as a part of the Agreement shall be in writing (unless another verifiable medium is expressly authorized) and shall be deemed delivered when:

1. Actually received, or
2. Upon receipt by sender of a certified mail, return receipt signed by an employee or agent of the party, or
3. If not actually received, 10 days after deposit with the United States Postal Service authorized mail center with proper postage (certified mail, return receipt requested) affixed and addressed to the respective other party at the address set out in the section of the Agreement titled "Identification of the Parties to the Agreement" or such other address as the party may have designated by notice or Agreement amendment to the other party, or
4. Upon delivery by the Client of the notice to an authorized Vendor representative while at Client site.

Consequences to be borne due to failure to receive a notice due to improper notification by the intended receiving party of the intended receiving party's new address will be borne by the intended receiving party. The addresses of the parties to this Agreement are as follows:

Vendor	Client
<Contact Title>	<Contact Title>
<Address>	<Address>

5.17. Agreement Extension and Modification Clause

The Agreement may be modified or extended in accordance with the following procedures. In the event that all parties to the Agreement agree that such changes would be of a minor and non-material nature, such changes may be effected by a written statement that describes the situation and is signed, prior to the effectiveness, by all parties. In the event that the changes are determined by either or all parties to the Agreement to be of a major or complex nature, then the change shall be by formal amendment of the Agreement signed by the parties and made a permanent part of the Agreement.

Under no circumstances, however, shall any parties to the Agreement forfeit or cancel any right presented in the Agreement by delaying or failing to exercise the right or by not immediately and promptly notifying the other party in the event of a default. In the event that a party to the Agreement waives a right, this does not indicate a waiver of the ability of the party to, at a subsequent time, enforce the right. The payment of funds to the Vendor by Client should in no way be interpreted as acceptance of the Software or the waiver of performance requirements.

5.18. Changes in Agreement

The Agreement may be changed only upon the written agreement between Client's <Executive Director> or designee and the Vendor.

5.19. Survival Clause

All duties and responsibilities of any party that, either expressly or by their nature, extend into the future, shall extend beyond and survive the end of the contract term or cancellation of this Agreement.

5.20. Effect of Regulation

Should any local, state, or national regulatory authority having jurisdiction over the Client enter a valid and enforceable order upon the Client which has the effect of changing or superseding any term or condition of this Agreement, such order shall be complied with, but only so long as such order remains in effect and only to the extent actually necessary under the law. In such event, this Agreement shall remain in effect, unless the effect of the order is to deprive the Client of a material part of its Agreement with the Vendor. In the event this order results in depriving the Client of material parts or raising their costs beyond that defined in this Agreement, the Client shall have the right to rescind all or part of this Agreement (if such a rescission is practical) or to end the Agreement term upon xxxxx (##) days written prior notice to the Vendor. Should the Agreement be terminated under such circumstances, the Client shall be absolved of all penalties and financial assessments related to cancellation of the Agreement.

The Client shall not be charged for such compliance beyond the cost of the annual [maintenance and support fees][subscription fees]. The Client shall also not be charged for analysis, investigation, design, programming, conversion, or implementation of such compliance beyond the cost of the annual [maintenance and support fees][subscription fees].

5.21. Assignments

Client and the Vendor each binds themselves, their partners, successors, and other legal representatives to all covenants, agreements, and obligations contained in this Agreement. This Agreement or any part thereof shall not be assigned or subcontracted by Vendor without the prior written permission of the Client; any attempt to do so without said prior permission shall be void and of no effect.

The Vendor agrees not to assign, transfer, convey, sublet, or otherwise dispose of the Agreement or any rights, title, or interest created by the Agreement without the prior consent and written approval of the Client's <Executive Director> or designee and the Vendor.

5.22. Vendor as Independent Contractor

It is expressly agreed that the Vendor is an independent contractor and not an agent of Client. The Vendor shall not pledge or attempt to pledge the credit of Client or in any other way attempt to bind the Client.

The relationship of the Vendor to the Client shall be that of independent contractor and no principal agent of employer-employee relationship is created by the Agreement.

5.23. Advertisement

Vendor shall not use, in its external advertising, marketing programs, or other promotional efforts, any data, pictures, or other representation of the Client unless Vendor receives specific written authorization in advance from the Client's <Executive Director>. Vendor will limit and direct any of its advertising on the Client's premises and shall make arrangements for such advertising through the <Executive Director>. Vendor shall not install any signs or other displays within or outside of the Client's premises unless in each instance the prior written approval of the Client's <Executive Director> has been obtained. However, nothing in this clause shall preclude Vendor from listing the Client on its routine client list for matters of reference.

5.24. Pricing

All prices for Vendor's Software and Services hereunder are firm for the term of the Agreement. The Client shall pay Vendor for satisfactory performance of the Software and Services specified in this Agreement, the sums in accordance with Vendor's response to Client's RFP, this Agreement and any related addenda. Client reserves the right to delay the purchase of Software components ("Modules") and related Services. The Modules subject to this price protection are included in Exhibit <##>.

5.25. Right to Withhold Payment

If the Vendor breaches any provision of this Agreement, the Client shall have a right to withhold all payments due to the Vendor until such breach has been fully cured.

5.26. Funding Out

This Agreement shall terminate at such time, if any, that the <Governing Board> fails to appropriate sufficient sums in the budget year for which the Agreement applies to pay the amount due.

5.27. Non-Collusion

Vendor hereby represents and agrees that it has in no way entered into any contingent fee arrangement with any firm, employee of the Client, or other person or entity concerning the obtaining of this Agreement. In addition, Vendor agrees that a duly authorized Vendor representative will sign a non-collusion affidavit, in a form acceptable to Client that Vendor has not received from Client any incentive or special payments, or considerations not related to the provision of the Software and Services described in this Agreement.

5.28. Conflict of Interest

The Vendor shall not employ as a director, officer, employee, agent, or subcontractor any elected or appointed official of the Client or any member of his/her immediate family.

5.29. Vendor Merger or Acquisition

In the event that the Vendor is merged or acquired, the acquiring entity shall honor all of the terms of the existing contract for xxxxx (##) years or until the end of the present Agreement term, whichever is longer.

5.30. Equal Opportunity Employment/Nondiscrimination Policy

It is the policy of the Client that all vendors who provide goods and services to the Client by contract, shall, as a condition of providing goods and services, adhere to all Federal, State and Local laws, ordinances, rules and regulations, and policies, and if applicable, prohibiting discrimination in regard to persons to be served and employees and applicants for employment including, but not limited to, the following:

- The Elliott-Larsen Civil Rights Act, 1976 PA 453, as amended.
- The Persons with Disabilities Civil Rights Act, 1976 PA 220, as amended.
- Section 504 of the Federal Rehabilitation Act of 1973, PL 93-112, 87 Stat 355, as amended, and rules adopted thereunder.
- The Americans with Disabilities Act of 1990, PL 101-336, 104 Stat 327 (42 USCA § 12101 et seq.), as amended, and regulations promulgated thereunder.

Vendor shall, as a condition of providing Software and Services, as required by law and/or the Client's Equal Opportunity Employment/Nondiscrimination Policy, not discriminate against persons to be served or an employee or applicant for employment with respect to hire, tenure, terms, conditions, or privileges of employment, or a matter directly or indirectly related to employment because of race, color, religion, national origin, age, sex, sexual orientation, ancestry, disability that is unrelated to the individual's ability to perform the duties of a particular job or position, height, weight, marital status, or political affiliation.

Where there has been a conclusive finding that Vendor has violated Federal, State, or Local equal opportunity statutes, ordinances, rules/regulations, or policies, Vendor shall be barred from providing goods and services to the Client for xxxxx (#) years from the date that a determination of the violation has been made in accordance with applicable statutes, ordinances, rules/regulations, or policies or from the date that such determination becomes known, unless a specific exemption is granted by the Client's governing body.

Any violation of Federal, State, or Local equal opportunity statutes, ordinances, rules/regulations, or policies during the course of time during which Vendor is providing Software or Services to the Client shall be regarded as a material breach of the Agreement between the Client and the Vendor, and the Client may terminate such Agreement effective as of the date of delivery of written notification to the Vendor.

Any employee of Vendor providing goods and services to the Client under his Agreement, or any employee of a subcontractor of Vendor providing goods and services to the Client under this Agreement, or any bona fide organization representing such employees may file a written complaint with the governing body or its designated agent, if any, challenging the compliance by Vendor with

the terms of this policy, the governing body or its designated agent shall then conduct an investigation to determine whether the policy has been violated.

Any Vendor found to have retaliated in violation of a Federal or State law against an employee for filing a claim of violation of Federal, State, or Local equal opportunity statutes, ordinances, rules/regulations, or policies shall be ineligible to provide any goods or services to the Client for a period of xxxxx (##) years from the date of such finding.

5.31. EVerify Requirement

Vendor shall be E-verify compliant and shall provide documentation to support this requirement within the contract, including the memorandum of understanding (MOU) Exhibit <##>, and the electronic signature page completed in its entirety Exhibit <##>.

Software

5.32. Grant of Right to Use Software

Vendor hereby grants to Client a nonexclusive, nontransferable, [perpetual license][subscription] to use the Software described in Exhibit <##> solely for internal business purposes on a central processing unit owned, leased or otherwise used by Client and/or its designated service provider.

5.33. Documentation

Vendor shall deliver to Client xxxxx (##) complete copies of the user documentation describing the functionality and operation of the Software and technical documentation describing the technical support procedures to assist with the on-going support of the Software ("Documentation"), including an electronic version with the ability to modify to the needs of Client. Vendor agrees that Documentation provided with the Software will be updated to reflect any Customizations contracted by Client with Vendor. Client shall have the right to make as many additional copies of the Documentation for its own use as it may determine.

5.34. Software Warranty

A. Vendor represents and warrants that it has the right to grant the [licenses][subscription] set forth under this Agreement. Vendor further represents and warrants that it has good and marketable title to the Software described herein free and clear from all liens, encumbrances, and claims of infringement of patent, copyright, trade secret or other proprietary rights of third parties. Vendor further represents and warrants that neither the Software in the form delivered by Vendor to Client, nor any modifications, enhancements, updates or upgrades thereto, nor the normal use thereof by Client, will infringe any patent, copyright, trademark, trade secret or other proprietary right of any third party.

B. In the event that any third party makes a claim or files a lawsuit challenging Client's right to use the Software, Vendor shall defend and indemnify Client and hold it harmless for any and all losses, liabilities, judgments, damages, awards and costs (including legal fees and

expenses) arising out of said claim or lawsuit, and for any monies paid in settlement thereof. Provided, however, that Vendor shall have the sole and exclusive right to select and retain counsel for Client in connection with the defense thereof, and shall make all decisions relating to the conduct of the Client's defense and any settlement made on behalf of Client. In resolving any such infringement claim, Vendor shall, in its reasonable discretion, either procure a license or other right to enable Client to continue to use the Software or develop or obtain a non-infringing substitute acceptable to Client at Vendor's cost.

C. Vendor represents and warrants that the Software and related products as described with this Agreement will perform in accordance with all Documentation, Contract Documents, Vendor marketing literature, and any other communications attached to or referenced in this Agreement.

D. Vendor represents and warrants that the Software and related products, including all modifications contracted under the terms of this Agreement, will meet the requirements of Client as set forth in the Contract Documents.

E. Client has: (i) presented detailed technical specifications of the particular purpose for which the Software is intended, (ii) provided detailed descriptions and criteria of how the Software can be defined to accomplish particular purpose, and (iii) defined the exact procedures and techniques to be employed in testing whether the Software has achieved the defined performance of this particular purpose. Given this advanced preparation concerning, and documentation about, Client's particular purpose, Vendor, at the time this Agreement is in force, has (#) reason and opportunity to know the particular purpose for which the Software is required, (#) that Client is relying on Vendor's experience and knowledge of the Software to identify those components which are most suitable and appropriate, and (#) that Client is relying on Vendor's experience and knowledge to identify the appropriate Services that will assist in making the Software operational. Therefore, Vendor warrants that the Software including all products included in this Agreement are fit for the purposes for which they are intended as described in the Contract Documents.

5.35. Patents, Copyrights, and Proprietary Rights Indemnification

The Vendor, at its own expense, shall completely and entirely defend the Client from any claim or suit brought against the Client arising from claims of violation of United States patents or copyrights resulting from the Vendor or the Client's use of any equipment, technology, documentation, and/or data developed in connection with the Services and Software (together the Solution) described in this Agreement. The Client will provide the Vendor with a written notice of any such claim or suit. The Client will also assist the Vendor, in all reasonable ways, in the preparation of information helpful to the Vendor in defending the Client against this suit.

In the event that the Client is required to pay monies in defending such claims, resulting from the Vendor being uncooperative or unsuccessful in representing the Client's interest, or in the event that the Client is ordered to pay damages as a result of a judgment arising out of an infringement of patents and/or copyrights, Vendor agrees to fully reimburse the Client for all monies expended in connection with these matters. The Client retains the right to offset against any amounts owed Vendor any such monies expended by the Client in defending itself against such claims.

Should a court order be issued against the Client restricting the Client's use of any portion of the Software related to the claim and should the Vendor determine not to further appeal the claim issue, at the Client's sole option the Vendor shall provide, at the Vendor's sole expense, the following:

A. Purchase for the Client the rights to continue using the contested Software or portions thereof which may include purchase of a third party software product, or

B. Provide substitute software products and related services to the Client which are, in the Client's sole opinion, of equal or greater quality, or

C. Refund all monies paid to the Vendor for the Solution subject to the court action. The Vendor shall also pay to the Client all reasonable losses related to the Solution and for all reasonable expenses related to the installation, implementation and conversion to the new Solution.

5.36. Unlimited Liability for Software Vendor Infringement

The Vendor will reimburse Client for all costs related to infringement (not "finally awarded"). There shall be no limit of liability on behalf of the Vendor if the Software is determined to be infringing.

5.37. Password Security

The Vendor warrants that no 'back door' password or other method of remote access into the Software code exists. The Vendor agrees that any and all access to any Software code residing on the Client's client/server must be granted by the Client to the Vendor, at the Client's sole discretion.

5.38. Software Interfaces

Client has the right to develop interfaces to, and/or database applications that integrate with, the licensed Software using Vendor's recommended database and development tools without voiding the terms or warranties herein.

5.39. Source Code Escrow

Vendor shall place Source Code for the Software modules licensed by the Client in escrow with an independent third-party (with whom a separate Escrow Agreement will be entered into by Vendor at no additional cost to Client). The Source Code shall be kept current with the releases and versions of the Software in live use at the Client. The Source Code shall revert to Client for Client's use if Vendor files for bankruptcy or protection from creditors in a court of law. Client shall then have full rights to use source code for any purposes other than resale.

Vendor will provide appropriate source code to the Client in a timely manner in the event that the Vendor goes out of business or no longer supports the Software being licensed. The same applies if the Vendor is merged or acquired and the Software is no longer supported. Once the Client obtains the source code, it will be a perpetual license, and there will be no additional fees due, even if additional licenses are deployed.

5.40. Right to Outsource

Software [licensed][subscribed] to Client may be used by a third-party vendor hired by Client to perform outsource services on Client's behalf.

5.41. Use of Software by Personnel Who Are Not Employees

Client's consultants, contractors, external customers, and business partners may access and use the Software under the Client's direction.

5.42. Disaster Recovery & Disaster Recovery Testing

There will be no additional software costs to process at another site in the event of a disaster that shuts down the primary location where the Software is hosted or for testing at the disaster recovery site.

5.43. Disclaimers and Limitations of Remedies

A. Except as specifically stated in the Warranty section of this Agreement, the Software is provided "as is" without warranty of any kind, other than expressed or implied herein. In no event shall Vendor be liable for any indirect, special or consequential damages unless as otherwise stated herein, including, but not limited to, loss of anticipated profits, revenue or savings, arising from the use of or inability to use the Software or breach of any expressed or implied warranty, even if Vendor or its agent has been advised of the possibility of such damages.

B. In the event that the parties are unable to resolve differences, and after exhausting the terms and conditions of the Non-Performance Escalation Procedures clause herein, that may arise relating to this Agreement, all disputes arising from this Agreement shall be resolved through the courts of St. Charles County, Mo, unless both parties agree to binding arbitration, which shall take place in St. Charles County, Mo. If arbitration is agreed to, the arbitration shall be governed by the most recently published Commercial Arbitration Rules of the American Arbitration Association. Both parties agree to submit disputes to a single arbitrator acceptable to both parties. The arbitrator will be selected from a list compiled by the parties' respective legal counsels. Every person named on the list of potential arbitrators must be a neutral and impartial lawyer who has at least xxxxx years specializing in the field of general commercial litigation and is knowledgeable about software. The arbitrator shall base its award on applicable law and judicial precedent and unless both parties agree, otherwise shall include in such award the finding of fact and conclusions of law upon which the award is based. Judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof.

Software License

This Software License section will only apply if a license is granted by the Vendor.

5.44. Replication of Software

Client shall not copy Software for any purposes other than for back up, disaster recovery and/or testing.

5.45. Risk During Software Installation

Delivery of the Software shall be made in accordance with the Project Schedule referenced as part of this Agreement. Minor variances from this Project Schedule may be permitted subject to a mutual agreement by both parties and confirmed by prior written notice. The Software shall be installed and placed into good working order by representatives of the Vendor. During the time period where the Software is in transit and until the Software is fully installed in good working order, the Vendor and its insurer shall be responsible for the Software and relieve the Client of responsibility for all risk or loss or damage to the Software. In addition, Vendor shall hold the Client and its officers, employees and agents harmless from any risk of loss or damage arising out of occurrences during the installation of the Software.

5.46. Warranty Pertaining to Hardware Recommendation

Vendor represents and warrants that all Software provided under this Agreement are compatible with and certified for use and operation in Client's operating environment. Furthermore, Vendor acknowledges that it has reviewed the hardware system ordered by Client and represents and warrants that such hardware system as defined in Exhibit <##> is sufficient for Client's current and reasonably projected use, including account and transaction volumes.

5.47. Payment Terms – Software License

It is expected that certain payments will be made to Vendor by Client upon delivery of the Software with additional payments made for Software and Services based on specific project milestones as defined in the Project Schedule.

Vendor shall invoice **Client** for the Total Amount on Exhibits <##> and <##> according to the following payment schedules:

Software License Fees

- ##% Due upon Contract Execution
- ##% Due upon initial Software installation
- ##% Due in installments based upon Conditional Acceptance of each Software Module
- ##% Due upon Final Acceptance

Vendor shall submit to the Client an invoice in a form agreeable to the Client. The invoice shall be accompanied by such supporting documentation as required by the Client.

Software Maintenance and Support

5.48. Extended Services

For as long as Client pays the [maintenance and support][subscription] fees ("Annual Fees") delineated in Exhibit <##>, Vendor will provide Client with maintenance and support services

("Extended Services") with respect to the Software. Such Extended Services shall consist of the following:

A. Vendor shall provide maintenance for the Software necessary to insure its operation in material conformance with all Documentation, Contract Documents and all representations and warranties set forth herein.

B. Vendor shall provide Client with any revisions, updates and enhancements of the Software, together with related documentation, during the period in which enhancement and support services under this Agreement are furnished.

C. Vendor agrees that the rates specified for Extended Services shall remain in effect for a period of minimally two (#) years from initial contract signing.

D. Vendor agrees not to assign its Extended Services obligations as contemplated herein, without prior written authorization of Client, which will not be unreasonably withheld. Vendor will not utilize subcontractors for any Extended Services provided herein without the express written authorization of Client.

5.49. Annual Fees

Annual Fees shall not be increased by an annual average percentage greater than the annual Consumer Price Index (CPI) for the <Region> region or xxxxx (#) %, whichever is less, for as long as Annual Fees are paid and this agreement between the Client and the Vendor is in effect.

Vendor agrees to send an itemized invoice to the Client at least 90 days before Extended Services is up for renewal.

5.50. Resolution and Response Time Warranty

Vendor warrants that all Resolution and Response Times delineated below shall be adhered to as follows:

Priority 1 support issues are defined as: Mission Critical – Software is down /undiagnosed but feared critical; situation may require a restore and Software use is suspended until a diagnosis is given.

- Response to first call time limit – within xxxxx (#) business hours.
- Resolution time limit – Vendor shall use its best efforts to resolve within xxxxx business days.
- If Vendor and Client are on a support telephone call to resolve a Priority 1 support issue at the time that normal support hours end, Vendor support representatives will remain on the call past the normal support hours to provide what assistance can be provided at no additional cost. Client acknowledges that programmers will not be available at that time.
- Penalty for not adhering to time limits - Client shall receive a xxxxx percent (#%) credit against the Annual Fees, per incident.

Priority 2 support issues are defined as: Critical Issue – Software is not down, but operations are negatively impacted.

- Response to first call time limit – within xxxxx (#) business hours.
- Resolution time limit – Vendor shall use its best efforts to resolve within xxxxx (#) business days.
- Penalty for not adhering to time limits - Client shall receive a xxxxx percent (#%) credit against the Annual Fees, per incident.

Priority 3 support issues are defined as: Non-Critical Issue – resolution period to be mutually agreed upon.

- Response to first call time limit – within xxxxx (##) business hours.
- Resolution time limit – Vendor shall use its best efforts to resolve within xxxxx (##) business days.
- Penalty for not adhering to time limits - Client shall receive a xxxxx percent (#%) credit against the Annual Fees, per incident.

5.51. Termination of Annual Maintenance and Support

Client may cancel Extended Services upon xxxxx (##) day notification to the Vendor.

Extended Services may be reinstated by the Client at an amount not to exceed the back fees that would have been due if Extended Services had not been dropped. In the event of reinstatement of Extended Services, the Client shall not be forced to move to a new [license][subscription] model.

The Vendor shall give the Client at least xxxxx (#) months' notice before unilaterally canceling Extended Services. In addition, the Vendor shall continue to support the Software as long as it is supporting such Software for other customers of Vendor.

5.52. Federally and State Mandated Changes

Vendor shall supply Client with all federally and state mandated changes to Vendor's Software. Vendor will make a good faith effort to provide Client with these changes within xxxxx (##) days of their enactment dates prescribed by the aforementioned bodies. In the event that Vendor is unable to supply these changes within xxxxx (##) days of the enactment, Client will be credited a prorated share of the Annual Fees for every week Vendor is tardy in delivering the required change.

5.53. Future Releases/Upgrades

Client shall be entitled to future releases and upgrades, whether of a "minor" or major" nature, of Software for no additional cost beyond the Annual Fees delineated in Exhibit <##>.

5.54. Solution Longevity

The Vendor certifies that the Software will remain available and fully supported by Vendor for a minimum of xxxxx (##) years from the date the Agreement is signed and that any material changes to Vendor's company or products will not affect the Client's implementation or Extended Services of the Software as long as Client pays the Annual Fees.

5.55. Successor Software Products

In the event Vendor makes available successor software products with substantially similar functionality as the Software which may be based on a new technical architecture ("Successor Products") within xxxxx (##) years of contract signing, Client may transfer the [license][subscription] for the Software to the Successor Products for no additional Vendor [license][subscription] fees. In such event, Client shall pay the then-current Annual Fees for the Successor Products, in addition to any services and/or third party fees associated with the Successor Products.

5.56. Functionality Replacement

The Client maintains the rights to the Software functionality that is [licensed][subscribed to] herein, even if that functionality later gets renamed or rebundled by Vendor.

5.57. Continuity of Warranty

Client may continue the Software Warranty protection by purchasing and paying for Extended Services described herein. By doing so, all Software Warranty, and Resolution and Response Time Warranty conditions included herein shall remain in effect, in perpetuity, as long as payments for Annual Fees are kept current.

5.58. Payment Terms – Annual Fees

Vendor shall invoice **Client** for the Total Amount on Exhibits <##> and <##> according to the following payment schedule:

Annual Fees

- First year Annual Fees due upon Final Acceptance, to cover Final Acceptance date through end of the calendar year.
- Subsequent Annual Fees due annually to cover January 1st through December 31st of that year.

Vendor shall submit to the Client an invoice in a form agreeable to the Client. The invoice shall be accompanied by such supporting documentation as required by the Client.

Professional Services

5.59. Intellectual Property

All information, data, programs, publications and media created specifically for and paid for by the Client or as a result of the Services identified in this Agreement is the property of the Client unless otherwise noted, copyright protected, or defined or agreed to by both parties to this Agreement.

5.60. Contract Extension

If Vendor anticipates missing a milestone date identified in the Project Schedule, then Vendor must notify Client immediately so that a mutually acceptable revised milestone date can be agreed to. Such revisions will not alleviate Client's right to Liquidated Damages in the event such a delay is caused by Vendor resulting in a delay of the Go Live date as defined in Project Schedule.

5.61. Subcontractors

Vendors may use subcontractors in connection with the work performed under this Agreement. When using subcontractors, however, the Vendor must obtain written prior approval from the Client for activities or duties to take place at the Client site. In using subcontractors, the Vendor agrees to be responsible for all of their acts and omissions to the same extent as if the subcontractors were employees of the Vendor.

5.62. Control of Sub-Contractor, Project Team and Project Manager Designation

The Vendor understands that the successful installation, testing, and operation of the Software that is the subject of this Agreement shall be accomplished by a cooperative effort. To most effectively manage this process, the Vendor shall designate a single representative to act as an ex-officio member of the Client's project management team ("Project Manager") and who shall have the authority to act on behalf of the Vendor on all matters pertaining to this Agreement.

Client shall have the right to approve all subcontractors, Project Manager, and staff assigned to Client by Vendor ("Designated Staff"). In the event that a Designated Staff of the Vendor is, in the opinion of the Client, uncooperative, inept, incompetent, or otherwise unacceptable, the Vendor agrees to remove such person from the project. In the event of such a removal, the Vendor shall, within xxxxx (##) days, fill this representative vacancy as described above. Regardless of whom the Vendor has designated to fill this representative vacancy, the Vendor organization remains the ultimate responsible party for performing the tasks and responsibilities presented in this Agreement.

5.63. Project Schedule and Acceptance

Vendor will develop a detailed project schedule that details both Vendor and Client's responsibilities, timeline for project activities, phases, milestones, and deliverables ("Project Schedule") in connection with Vendor's performance of the Services. The Project Schedule should be in sufficient detail to specify the deliverables, conversion, training, testing, acceptance, configuration, modification, integration, and live operation activities. Both Vendor and Client agree that a mutually agreeable Project Schedule will be submitted and approved by Client within xxxxx (##) days of the date the Agreement is signed by both parties ("Effective Date"). In the event Vendor is unable to provide the Project Schedule within xxxxx (##) days, Client will have at its option, the ability to terminate the Agreement and obtain all fees paid to Vendor. The Project Schedule will also include the criteria by which the software will be tested and accepted by Client.

5.64. Programming Services

Client may during the implementation period or thereafter require modifications, interfaces, conversion, report writing, etc., services from Vendor ("Customizations"). Vendor agrees to provide

a written Change Order describing the work to be performed and estimating the costs for Client approval before any work is initiated by Vendor. Vendor will not exceed the costs set forth in the mutually agreed to Change Orders without justification, in writing, that is acceptable to the Client. No costs in excess of the estimates will be paid by Client unless approved in writing in advance of fee incurrence. All Customizations shall be subject to Acceptance Testing before payment is released by the Client. Acceptance of the Customizations resulting from each Change Order shall be per the Acceptance Testing clause herein.

5.65. Acceptance Testing

For purposes of acceptance of the Solution (or portions thereof), the parties intend to use the following staged acceptance procedure. All timeframes specified in the following procedures may be overridden by the Project Schedule.

A. Written Deliverable: Vendor may submit interim drafts (stamped, noted or otherwise clearly marked "Draft") of a written deliverable to Client for review. Client agrees to review and provide comments to Vendor on each interim draft within xxxxx (#) business days after receiving it from Vendor. Client will have the opportunity to review the written deliverable for an acceptance period of xxxxx (#) business days after delivery of the final version (stamped, noted or otherwise clearly marked "Final Draft") of the written deliverable (the "Acceptance Period"). Client agrees to notify Vendor in writing by the end of the Acceptance Period either stating that the written deliverable is accepted in the form delivered by Vendor or describing in reasonable detail any substantive deficiencies that must be corrected prior to acceptance of the written deliverable. If Vendor does not receive any such deficiency notice from Client by the end of the Acceptance Period, the written deliverable will be deemed to be accepted and an approved document marked "Approved" and dated will be provided to Client. If Client delivers to Vendor a timely notice of deficiencies and the items specified in the notice are deficiencies, Vendor will promptly correct the described deficiencies and return to Client for Acceptance. Client will not unreasonably withhold, delay or condition its approval of a final written deliverable.

   Vendor is responsible for tracking status of each deliverable including but not limited to the date in which it was submitted to the Client and date returned.

B. Software Deliverable: Acceptance testing is an iterative process designed to determine whether each component of the Software combined with related Services delivered by Vendor ("Software Deliverable") performs the functions described in the Contract Documents and to discover and remove material deviations where the Software Deliverable does not substantially perform the functions described in the Contract Documents ("Defects") through repeated testing cycles. In the event of conflicts between Contract Documents and Application Software Documentation the Contract Documents will prevail.

   Vendor will work with the Client and make a good faith effort to develop a test plan with the requisite details, understanding the level of detail required may change depending on the complexity of the requested Software Deliverable and to test each Software Deliverable (the "Acceptance Tests" or "Acceptance Testing").

   1. The "Acceptance Test Period" for each Software Deliverable will be xxxxx (##) business days unless an alternate time is mutually agreed upon between Vendor and

Client per the Project Schedule. The Acceptance Test Period for each Software Deliverable will start within xxxxx (#) business days, unless an alternate start date is mutually agreed upon by Vendor and Client per the Project Schedule, after the Software Deliverable is installed at Client's designated site and Vendor has successfully completed Vendor's installation test and notified Client that the Software deliverable is "Ready for Acceptance Testing." Vendor will not be obligated to deliver a Software Deliverable to Client until Client demonstrates the readiness of the target technical platform and environment.

2. If Client determines during the Acceptance Test Period that the Software Deliverable contains a Defect, Client will promptly send Vendor a written notice reporting the alleged Defect describing it to Vendor in sufficient detail reasonably necessary for Vendor to recreate it. Vendor will modify the Software Deliverable to remove the reported Defect and will provide the modifications to Client for re-testing. Client will then re-test the modified portions of the Software Deliverable promptly after receiving the modifications from Vendor. In such a case, Vendor and Client will mutually agree upon an updated Acceptance Test Period.

3. By the end of the Acceptance Testing Period Client will provide Vendor with a final written list reporting any outstanding Defects (the "Punch List"). Client will then have xxxxx (##) business days after the receipt of the modifications to re-test the modified Software Deliverable to confirm that the Defects that were reported on the Punch List have been removed. If any Defects that were reported on the Punch List have not been removed, Client will provide Vendor with written notification by the end of the retesting period reporting any such Defects. In such event, the procedures set forth in this section will be repeated for the remaining Defects on the Punch List.

4. Vendor and Client each agrees to work diligently to achieve acceptance of Software Deliverable at the earliest possible date.

C. "User Acceptance Testing" shall mean testing of each Phase identified in the Project Schedule using the process defined above for Software Deliverable.

D. "Conditional Acceptance" will occur upon the earlier of correction of Defects reported as part of User Acceptance Testing of the Phase, or Go-Live of the Phase. There will be a Conditional Acceptance for each Phase; Conditional Acceptance after the final Phase constitutes Conditional Acceptance of the entire Solution. Unless the Project Schedule determines otherwise, the Acceptance Test Period for User Acceptance Testing will be xxxxx (##) calendar days, Vendor and Client will work diligently to put the Phase into Go Live operations.

E. "Final Acceptance" involves use of the Solution in totality in production operations for a period of xxxxx (##) calendar days, provision of all Services by Vendor, and completion of the Phases and/or the Software previously tested and meeting Conditional Acceptance. If after xxxxx (##) calendar days the Solution performs without Defects, the Client and the Vendor will both issue and execute a "Final Acceptance" of the Solution. The xxxxx (##) day time frame for Final Acceptance will stop if Defects are found during production use and prevent further production use of the Software. The Final Acceptance process will resume on the date the Defect is confirmed as fixed and will continue for the remainder of the Xxxxx (##)

day time frame. There will be a Final Acceptance for each Phase; Final Acceptance after the final Phase constitutes Final Acceptance of the entire Solution.

5.66. Professional Services Warranty

A. Vendor agrees at all times to maintain an adequate staff of experienced and qualified employees for efficient performance under this Agreement. Vendor agrees that, at all times, the employees of Vendor furnishing or performing any services shall do so in a proper, workmanlike, and dignified manner.

B. Vendor agrees that all persons working for or on behalf of Vendor whose duties bring them upon the Client's premises shall obey the rules and regulations that are established by the Client and shall comply with the reasonable directions of the Client's officers. The Client may, at any time, require the removal and replacement of any of Vendor's employees for good cause.

C. Vendor shall be responsible for the acts of its employees and agents while on the Client's premises. Accordingly, Vendor agrees to take all necessary measures to prevent injury and loss to persons or property located on the Client's premises. Vendor shall be responsible for all damages to persons or property caused by Vendor or any of its agents or employees. Vendor shall promptly repair, to the specifications of the Client, any damage that it, or its employees or agents, may cause to the Client's premises or equipment; on Vendor's failure to do so, the Client may repair such damage and Vendor shall reimburse the Client promptly for the cost of repair.

D. Vendor agrees that, in the event of an accident of any kind, Vendor will immediately notify the Client's contact person and thereafter, if requested, furnish a full written report of such accident.

E. Vendor shall perform the services contemplated in the Agreement without interfering in any way with the activities of the Client's staff or visitors.

F. Vendor and its employees or agents shall have the right to use only those facilities of the Client that are necessary to perform services under this Agreement and shall have no right to access any other facilities of the Client. The Client shall also extend parking privileges to properly identified members of Vendor's full-time staff on the same basis as they are extended to the Client's staff.

G. The Client shall have no responsibility for the loss, theft, mysterious disappearance of, or damage to equipment, tools, materials, supplies, and other personal property of Vendor or its employees or subcontractors.

5.67. Ineffective Training

Vendor will submit to Client an agenda in advance of any training sessions to be covered with the key materials provided during the course of the training. Further, Vendor will provide to Client details associated with the layout of the training facility, computer requirements, as well as all associated media necessary to deliver the course. Client will conduct a rating of the course after its completion and communicate the results of this rating to Vendor for future class improvements. In

the event that Client asserts in good faith that any Vendor training consultant lacks the skill or capacity to adequately train Client's staff, Vendor shall replace such training consultant as soon as reasonably possible. If Client notifies Vendor within xxxxx (#) business days of the completion of said training, that in Client's reasonable judgment the training sessions provided by such training consultant were inadequate or ineffective, then Vendor shall provide a credit in training days to Client for all such training sessions.

5.68. Subcontracts

The Vendor agrees not to subcontract any of the work required by this Agreement without the prior written approval of the Client's <Executive Director> or designee. The Vendor agrees to be responsible for the accuracy and timeliness of the work submitted in the fulfillment of its responsibilities under this Agreement.

5.69. Non-Performance Escalation Procedures

In the event that the Client determines that Vendor is not performing in a manner consistent with the intent and spirit of this Agreement or in a manner consistent with commonly accepted business practices, then the Client shall have the right to, in the sequence shown: (a) formally notify Vendor of non-performance, (b) reserve the right to withhold any and all payments pending, including support and maintenance fees, until the non-performance is corrected, (c) request a joint meeting of Vendor and Client decision makers to attempt to resolve the non-performance, (d) require a Vendor employee to be on-site at Client's location until the non-performance is resolved, (e) request arbitration in O'Fallon, Missouri per terms of the American Arbitration Association or at Client's sole option, commencing suit in St. Charles County, Mo, the venue of which is agreed to by Vendor, (f) invoke the Termination clause herein.

5.70. Force Majeure Clause

Timely performance is essential to the successful initial implementation and ongoing operation of the network described herein. However, neither party will be liable for delays in performing its obligations under this Agreement to the extent that the delay is caused by force majeure.

5.71. Force Majeure Requisites

Force majeure shall not be allowed unless:

A. Within xxxxx (#) calendar days of the occurrence of force majeure, the party whose performance is delayed thereby shall provide the other party or parties with written notice explaining the cause and extent thereof, as well as a request for a time extension equal to the estimated duration of the force majeure events.

B. Within xxxxx (#) calendar days after the cessation of the force majeure event, the party whose performance was delayed shall provide the other party written notice of the time at which force majeure ceased and a complete explanation of all pertinent events pertaining to the entire force majeure situation.

5.72. 120 Day Maximum

Under no circumstances shall delays caused by a force majeure extend beyond one hundred-twenty (120) days from the scheduled delivery or completion date of a task, unless by prior [to the end of the one hundred-twenty (120) day period] written approval is received from the other party. Failure to secure this written prior permission, even in the case of force majeure, shall constitute default by the party failing to meet the requirement.

5.73. Right of Cancellation

Either party shall have the right to cancel the Agreement if force majeure suspends performance of scheduled tasks by xxxxx or more parties for a period of xxxxx (#) or more days from the scheduled date of the task. If a cancellation due to a force majeure occurs before title passes to the Client, the Vendor may keep any parts of the system as it can salvage, but must remove same at its own expense. If cancellation occurs due to a force majeure after title passes to the Client, the system shall remain with the Client and the Vendor shall be entitled to any such payments as have accrued according to the payment schedule.

5.74. Liquidated Damages

Failure on the part of the Vendor to complete critical project milestones as established in the Project Schedule may result in liquidated damages being imposed on the Vendor by the Client for breach of contract and for non-compliance. The milestones will be defined in the Project Schedule and extent of damages will be <$##> per day for each day the project Go Live date as defined in the Project Schedule is extended.

5.75. Change Orders

The Project Managers appointed pursuant to this Agreement will meet periodically to review the Project Schedule. Changes to the scope of the project including additional Software and Services may be proposed by either party, and if accepted by the parties, the proposed changes shall be reduced to a written document, inclusive of any applicable pricing changes ("Change Order"). Written approval signed by a duly authorized representative of each of the parties of such Change Order must be obtained prior to the provision of any products or services related to such Change Order.

Vendor shall provide to Client a written quotation for any changes in this Agreement, including Software, Services, Customizations, etc. Each Change Order shall be reviewed and approved by Client, and shall be subject to the requirements in the section.

5.76. Travel Expense Reimbursement

All travel expense costs must be included in the Vendor's fixed price cost. Client will not make a separate payment for reimbursable expenses. Per Force Majeure, Client shall not be liable for additional travel costs incurred due for any reason outside Vendor's control.

5.77. Video and Audio Recording

Client reserves the right to record video and/or audio of any and all training sessions, whether held at Client site, Vendor site, or via teleconference. Use of such recordings shall be strictly for Client staff training purposes.

5.78. Payment Terms – Professional Services

Vendor shall invoice **Client** for the Total Amount on Exhibits <##> and <##> according to the following payment schedules:

Services

- ##% Due in installments based on Conditional Acceptance of Milestones as defined in the Statement of Work
- ##% Due upon Final Acceptance

Customizations

- ##% Due as incurred upon completion of design
- ##% Due upon Conditional Acceptance of Customization
- ##% Due upon Final Acceptance

Vendor shall submit to the Client an invoice in a form agreeable to the Client. The invoice shall be accompanied by such supporting documentation as required by the Client.

Hosting Services

5.79. Location of Data

Vendor will not at any time store Client data on hardware located outside the United States.

5.80. Hosting Services

Vendor will provide hosting services consisting of system administration, system management, and system monitoring activities that Vendor performs for the Software, and includes the right to access and use the Software, resolving performance issues under the terms of the Service Level Agreement (SLA), client data storage, client data archiving and disaster recovery services ("Hosting Services"). Hosting Services do not include support of an operating system or hardware other than those used by Vendor at Vendor's data centers to host and operate the Software, support outside of Vendor's normal business hours, training, consulting or other professional services.

5.81. Service Audits

Hosting Services are audited at least yearly in accordance with the AICPA's Statement on Standards for Attestation Engagements ("SSAE") No. 16, Type 2. Vendor has attained, and will maintain, Type II SSAE compliance, or its equivalent, for so long as this Agreement is in effect.

Upon execution of a mutually agreeable Non-Disclosure Agreement ("NDA"), Vendor will provide Client with a summary of Vendor's SSAE-16 compliance report or its equivalent. Every year thereafter, for so long as the NDA is in effect and in which Client makes a written request, Vendor will provide that same information.

5.82. Disaster Recovery

Vendor has developed and implemented a business continuity/disaster recovery plan and will continue to maintain a commercially reasonable business continuity/disaster recovery plan for the term of this Agreement. As part of Vendor's business continuity/disaster recovery program, Vendor has fully-redundant telecommunications access, electrical power, and the required hardware to provide access to the Software and Hosting Services in the event of a component or system failure or any other unplanned interruption of the Software or Hosting Services whether caused by a disaster or otherwise. In the event any of Client data has been lost or damaged due to an act or omission of Vendor or its subcontractors or due to a defect in Software, Vendor will use best commercial efforts to restore all the data on servers in accordance with the architectural design's capabilities and with the goal of minimizing any data loss as greatly as possible. In no case shall the recovery point objective ("RPO") exceed a maximum of twenty-four (24) hours from declaration of disaster. For purposes of this subsection, RPO represents the maximum tolerable period during which Client data may be lost, measured in relation to a disaster Vendor declares, said declaration will not be unreasonably withheld. The Force Majeure provisions herein shall not limit Vendor's obligations under this section, meaning that, a Force Majeure event does not relieve Vendor of its obligation to implement its business continuity/disaster recovery plan to the extent it is able to do so in light of the Force Majeure event.

Vendor will test the business continuity/disaster recovery plan on an annual basis. Vendor's standard test is not client-specific. If Client requests a client-specific disaster recovery test, Vendor will work with Client to schedule and execute such a test on a mutually agreeable schedule.

5.83. Penetration Testing

Vendor conducts annual penetration testing of the production network and/or web application. Vendor will maintain industry standard intrusion detection and prevention systems to monitor malicious activity in the network and to log and block any such activity. Vendor will provide Client with a written or electronic record of the actions taken by Vendor in the event that any unauthorized access to Client database(s) is detected as a result of Vendor security protocols. Further, Vendor recognize that Vendor is storing confidential Client data and any breach of security could have a detrimental impact on Client. The <Regulation> requires breach notification when residents' computerized personal information is accessed and acquired without authorization. In the event there is such a breach, Vendor will notify Client immediately while the issue is remediated, and all communications shall be coordinated with Client in conformance with applicable law. Vendor will indemnify Client for all costs reasonably incurred by Client due to a breach of security determined to be the result of Vendor's negligence, subject to the limitation of liability in the Agreement. Vendor will undertake an additional security audit, on terms and timing to be mutually agreed to by the parties, at Client's written request. Client may not attempt to bypass or subvert security restrictions in the Hosting Services or environments related to the Software. Unauthorized attempts to access files, passwords or other confidential information, and unauthorized vulnerability and penetration test scanning of Vendor network and systems (hosted or otherwise) is prohibited without the prior written approval of Vendor's IT Security Officer.

5.84. Back-up and Recovery

Vendor will (i) execute nightly database backups to a backup server in a secure offsite location and (ii) save the last #### nightly database backups in a secure offsite location. Client will have the ability to download any of the backups to Client's location. The Software shall be configured to perform incremental backups every ### hours, such that the database can be restored to the last committed transaction and/or point in time of the last incremental backup, which will have occurred up to two-hours earlier, in the event of a system failure.

Vendor will be responsible for importing back-up and verifying that Client can log-in to the Software. Client will be responsible for running reports and testing critical processes to verify the returned data. At Client's written request, Vendor will provide test results to Client within a commercially reasonable timeframe after receipt of the request.

5.85. Secure Data Transmission

Vendor will provide secure data transmission paths from each of Client's workstations to Vendor's servers; all data transmission between Vendor's hosted environment and Client's environment shall be encrypted.

Vendor guarantees that all Client data that Vendor hosts will be located within the United States at all times.

5.86. Background Checks

For at least the past ten (10) years, all of Vendor's employees have undergone criminal background checks prior to hire. All employees sign Vendor's confidentiality agreement and security policies. Vendor's data centers are accessible only by authorized personnel with a unique key entry. All other visitors must be signed in and accompanied by authorized personnel. Entry attempts to the data center are regularly audited by internal staff and external auditors to ensure no unauthorized access.

5.87. Client Notification if Third-Party Request for Data

Unless the notification is specifically precluded by such law, lawful order, or government authority, as applicable, Vendor shall notify Client in the event that Vendor is required by law, lawful order of a court (including, without limitation, request for production of documents), or governmental authority to disclose Client data. In the event that Vendor is required to produce or disclose Client data, unless prohibited as set forth above, then Vendor shall provide Client with written notice of the request sufficiently in advance of the data specified for the production of the records so that Client can act to protect its data by, for example, seeking a protective order. In addition, to the extent permitted by law, Vendor shall not release the data pending the outcome of any measures taken by Client to contest, otherwise oppose, or seek to limit disclosure by Vendor.

5.88. Provision of Client Data upon Termination

Upon termination or non-renewal of this Agreement, Vendor will promptly provide Client data to Client then residing in Vendor's hosted environment. The Client data shall be provided in ASCII or

such other format as may be mutually agreed. Such Client data will be provided no later than sixty (60) days prior to the date of expiration or termination, as applicable, (provided at least 10 days advance notice by Client) and again seven (7) days after date of expiration or termination, as applicable.

5.89. Transition Services

Upon expiration or termination of this Agreement, upon Client's request, Vendor will cooperate with Client and provide services that are reasonably necessary to effectuate an orderly transition to a new system, solution, or provider; provided that Client shall pay Vendor's then-current rates for such services. Such cooperation and services shall include assistance with data conversion and, at Vendor's option may include the provision of file layouts to Client on a confidential basis for the purpose of identifying the data Vendor provided to Client.

Data should be returned to the customer in both the SaaS vendor's native data format and a platform-agnostic format (e.g. MS SQL) with appropriate data schemas and dictionaries. Once a successful hand-off of that data has been confirmed, all customer data should be permanently removed from all SaaS vendor servers.

5.90. Annual Hosting Fees

Annual Hosting Fees shall not be increased by an annual average percentage greater than the annual Consumer Price Index (CPI) for the <Region> region or xxxxx (#) %, whichever is less, for as long as Annual Hosting Fees are paid and this agreement between the Client and the Vendor is in effect.

Vendor agrees to send an itemized invoice to the Client at least 90 days before Extended Services is up for renewal.

5.91. Payment Terms – Annual Hosting Fees

Vendor shall invoice **Client** for the Total Amount on Exhibits <##> and <##> according to the following payment schedule:

Annual Hosting Fees

- First year Annual Hosting Fees due upon production use of Software, to cover the remaining portion of the calendar year. Fees should only be charge for software that has gone live. In the case of a staggered go-live, fees should only be charged for the portion that is live.
- Subsequent Annual Fees due annually that cover the calendar year.

Vendor shall submit to the Client an invoice in a form agreeable to the Client. The invoice shall be accompanied by such supporting documentation as required by the Client.

Hosting Service Level Agreement

5.92. Service Level Agreement Overview

This Service Level Agreement (SLA) operates in conjunction with, and does not supersede or replace any part of, the Agreement, specifically, the Hosting Services Section. It outlines the information technology service levels that Vendor will provide to Client to ensure the availability of the application services and Software that Client has requested Vendor to provide. All other support services are documented in the Software Maintenance and Support Section.

5.93. Definitions

Except as defined below, all defined terms have the meaning set forth in the Agreement.

Attainment: The percentage of time the Software is available during a calendar quarter, with percentages rounded to the nearest whole number.

Client Error Incident: Any service unavailability resulting from Client applications, content or equipment, or the acts or omissions of any of Client service users or third-party providers over whom Vendor exercises no control.

Downtime: Those minutes during which the Software is not available for Client use. Downtime does not include those instances in which only a defect is present.

Service Availability: The total number of minutes in a calendar quarter that the Software is capable of receiving, processing, and responding to requests, excluding maintenance windows, Client Error Incidents and Force Majeure.

5.94. Service Availability

The Service Availability of the Software is intended to be 24/7/365. Vendor sets Service Availability goals and measures whether Vendor has met those goals by tracking Attainment.

A. Client Responsibilities: Whenever Client experiences Downtime, Client must make a support call according to the procedures outlined in the Software Maintenance and Support Section. Client will receive a support incident number. Client must document, in writing, all Downtime that Client has experienced during a calendar quarter. Client must deliver such documentation to Vendor within 30 days of a quarter's end.

The documentation Client provides must evidence the Downtime clearly and convincingly. It must include, for example, the support incident number(s) and the date, time and duration of the Downtime(s).

B. Vendor Responsibilities: When Vendor support team receives a call from Client that Downtime has occurred or is occurring, Vendor will work with Client to identify the cause of the Downtime (including whether it may be the result of a Client Error Incident or Force Majeure). Vendor will also work with Client to resume normal operations.

Upon timely receipt of Client's Downtime report, Vendor will compare that report to Vendor's own outage logs and support tickets to confirm that Downtime for which Vendor was responsible indeed occurred.

Vendor will respond to Client's Downtime report within 30 day(s) of receipt. To the extent Vendor has confirmed Downtime for which Vendor is responsible, Vendor will provide Client with the relief set forth below.

C. Client Relief: When a Service Availability goal is not met due to confirmed Downtime, Vendor will provide Client with relief that corresponds to the percentage amount by which that goal was not achieved, as set forth in the Client Relief Schedule below.

Notwithstanding the above, the total amount of all relief that would be due under this SLA per quarter will not exceed 100% of one quarter of the then-current Annual Fees. The total credits confirmed by Vendor in one or more quarters of a billing cycle will be applied to the Annual Fees for the next billing cycle. Issuing of such credit does not relieve Vendor of its obligations under the Agreement to correct the problem which created the service interruption.

Every quarter, Vendor will compare confirmed Downtime to Service Availability. In the event actual Attainment does not meet the targeted Attainment, the following Client relief will apply, on a quarterly basis:

Targeted Attainment	Actual Attainment	Client Relief
100%	99.5-100%	Remedial action will be taken.
100%	<99.49%	##% credit of Annual Fees paid for affected calendar quarter for each 1% by which Actual Attainment is less than ##%, such credit not to exceed Annual Fees actually paid in any circumstance. Credit for affected calendar quarter will be posted to next billing cycle.

Client may request a report from Vendor that documents the preceding quarter's Service Availability, Downtime, any remedial actions that have been/will be taken, and any credits that may be issued.

D. Failure by Vendor to Meet Attainment Levels: In the event Vendor fails to achieve an Actual Attainment Level of ##% or greater for three (3) consecutive quarters, Client shall be entitled to terminate the Agreement on written notice to Vendor with no liability, obligation, or penalty to Client by reason of such termination. Without limitation, if Client terminates the Agreement pursuant to this Section, then any early termination penalties shall not apply. Alternatively, Client shall have the option to terminate the Agreement, without penalty, and to purchase

perpetual licenses from Vendor for the Software to be hosted by Client in-house or by its designated hosting provider. If Client exercises this option, Client shall pay the then-current license fees for the Software, discounted ##% for each full year that this Agreement has been in force, with such discount, in no event, to exceed ##% of the list price for the Software so licensed. Client's license rights are not otherwise expanded, Client may not modify the Software so acquired or use if for any other purpose than was provided for in this Agreement.

5.95. Applicability

The commitments set forth in this SLA do not apply during Vendor maintenance windows, Client Error Incidents, and Force Majeure. Vendor performs maintenance during limited windows that are historically known to be reliably low-traffic times. Vendor will not perform maintenance during normal business hours (8 am-8 pm EST, Mon - Fri). If and when maintenance is predicted to occur, Vendor will provide at least one week advance notice and will coordinate to the greatest extent possible with Client. The foregoing notwithstanding, Vendor reserves the right to provide maintenance without such advance notice if circumstances require immediate action; provided that any notice provided without such advance notice that occurs during normal business hours will count as Downtime for the purposes of this SLA.

5.96. Force Majeure

Client will not hold Vendor responsible for not meeting service levels outlined in this SLA to the extent any failure to do so is caused by Force Majeure. In the event of Force Majeure, Vendor will file with Client a signed request that said failure be excused. That writing will at least include the essential details and circumstances supporting Vendor's request for relief pursuant to this Section. Client will not unreasonably withhold its acceptance of such a request.

6 Contract Terms and Conditions Compliance Checklist

Proposal responders are to mark the Comply, Exception, or Not Comply column. Comply indicates the proposal responder understands and agrees to comply fully. Exceptions must be fully explained on the bottom portion of this page. The Client reserves the right to reject any proposal for non-compliance with xxxxx or more of the specifications.

#	Title	Comply	Exception	Not Comply
5.1	Scope of Agreement			
5.2	Incorporation by Reference			
5.3	Entire Agreement Clause			
5.4	Applicable and Governing Law Clause			
5.5	Wording Conflicts			
5.6	Standard Forms and Contracts			
5.7	Term and Termination Clause			
5.8	Indemnification			
5.9	Insurance			
5.10	Insurance Coverage			
5.11	Limitation of Liability			
5.12	Freedom of Information Act			
5.13	Confidentiality			
5.14	Title and Confidentiality			
5.15	Identification of Parties to the Agreement Clause			
5.16	Notices Clause			
5.17	Agreement Extension and Modification Clause			
5.18	Changes in Agreement			
5.19	Survival Clause			
5.20	Effect of Regulation			
5.21	Assignments			
5.22	Vendor as Independent Contractor			
5.23	Advertisement			
5.24	Pricing			
5.25	Right to Withhold Payment			
5.26	Funding Out			
5.27	Non-Collusion			
5.28	Conflict of Interest			
5.29	Vendor Merger or Acquisition			
5.30	Equal Opportunity Employer			

#	Title	Comply	Exception	Not Comply
5.31	EVerify Requirement			
5.32	Grant of Right to User Software			
5.33	Documentation			
5.34	Software Warranty			
5.35	Patents, Copyrights, and Proprietary Rights Indemnification			
5.36	Unlimited Liability for Software Vendor Infringement			
5.37	Password Security			
5.38	Software Interfaces			
5.39	Source Code Escrow			
5.40	Right to Outsource			
5.41	Use of Software by Personnel who are not Employees			
5.42	Disaster Recovery & Disaster Recovery Testing			
5.43	Disclaimers and Limitations of Remedies			
5.44	Replication of Software			
5.45	Risk During Software Installation			
5.46	Warranty Pertaining to Hardware Recommendation			
5.47	Payment Terms – Software License			
5.48	Extended Services			
5.49	Annual Fees			
5.50	Resolution and Response Time Warranty			
5.51	Termination of Annual Maintenance and Support			
5.52	Federally and State Mandated Changes			
5.53	Future Releases/Upgrades			
5.54	Solution Longevity			
5.55	Successor Software Products			
5.56	Functionality Replacement			
5.57	Continuity of Warranty			
5.58	Payment Terms – Annual Fees			
5.59	Intellectual Property			
5.60	Contract Extension			
5.61	Subcontractors			
5.62	Control of Sub-Contractor, Project Team, and Project Manager Designation			
5.63	Project Schedule and Acceptance			
5.64	Programming Services			
5.65	Acceptance Testing			
5.66	Professional Services Warranty			
5.67	Ineffective Training			

#	Title	Comply	Exception	Not Comply
5.68	Subcontracts			
5.69	Non-Performance Escalation Procedures			
5.70	Force Majeure Clause			
5.71	Force Majeure Requisites			
5.72	120 Day Maximum			
5.73	Right of Cancellation			
5.74	Liquidated Damages			
5.75	Change Orders			
5.76	Travel Expense Reimbursement			
5.77	Video and Audio Recording			
5.78	Payment Terms – Professional Services			
5.79	Location of Data			
5.80	Hosting Services			
5.81	Service Audits			
5.82	Disaster Recovery			
5.83	Penetration Testing			
5.84	Back-up and Recovery			
5.85	Secure Data Transmission			
5.86	Background Checks			
5.87	Client Notification if Third-Party Request for Data			
5.88	Provision of Client Data upon Termination			
5.89	Transition Services			
5.90	Annual Hosting Fees			
5.91	Payment Terms – Annual Hosting Fees			
5.92	Service Level Agreement Overview			
5.93	Definitions			
5.94	Service Availability			
5.95	Applicability			
5.96	Force Majeure			

7 Contract Terms and Conditions – Exception Explanations

For all items marked as "Exception" in the Contract Terms and Conditions Compliance Checklist, a Vendor must fully explain the exception on the Exception Explanations form below.

#	Title	Explanation of Exception

8 Proposal Forms

8.1 Introduction

This section contains various forms that should be prepared and submitted along with the Vendor's proposal. The intent of providing such forms is to ensure comparability between proposals. Included in this section are the following forms:

- Minimum Criteria
- Supplemental Information
- Proposal Form
- Proposal Signature Form
- Non-Collusion Affidavit
- Worker Eligibility Verification
- Vendor Information Form
- Client Reference Form
- Pricing Forms

8.2 Minimum Criteria

As noted in section 1.10 of this RFP, proposed solutions **MUST** meet all of the following requirements. **Proposals not meeting these requirements will be rejected.** Vendors should acknowledge acceptance of these terms and include the following checklist in their RFP response.

Minimum Criteria	Yes/No
• **Minimum Client Software Installations** Must have provided software for at least one public sector client of similar size and complexity.	
• **RFP Response** RFP response is submitted by the due date and time.	
• **Response Authorization** The RFP response is signed by an authorized company officer.	
• **Response Completeness** Vendor complied with all instructions in the RFP and provided a response to all items requested with sufficient detail, which provides for the proposal to be properly evaluated. Any deficiencies in this regard will be determined by the City's Purchasing Agent to be either a defect that the Director will waive or that the proposal can be sufficiently modified to meet the requirements of the RFP.	
• **Vendor Hosted Solution** Vendor must propose software that is vendor hosted.	
• **PCI Compliance** Where applicable, the Vendor shall certify in its Proposal that it meets Payment Card Industry (PCI) Data Security Standards (DSS), and if recommended for award, shall illustrate compliance.	

8.3 Supplemental Information:

1. Name of primary contact, address and phone number._____
   _____
2. What day(s) and time(s) is the primary contact available?_____
3. Provide a brief history of the company._____
   _____
4. Describe any name or ownership changes in the past five (5) years._____
   _____
5. Submit a sample copy of your current contract/agreement with all terms and conditions (subject to review by the City's legal review).

8.4 Proposal Form

Signature of proposer indicates that the proposer understands and will comply with all terms and conditions and all other specifications made a part of this Request for Proposals and any subsequent award or contract. All terms, conditions and representations made in this invitation will become an integral part of the contract.

In compliance with this Request for Proposal Number 19-037 and to all the conditions imposed herein, the undersigned offers and agrees to provide an Enterprise Resources Planning System Implementation and Integration for the City of O'Fallon in accordance with the scope of services and intent of the request for proposals contained herein.

Proposal Form shall be attached to respondent's proposal.

Indicate whether: ( ) Individual; ( ) Partnership; ( ) Corporation

Incorporated in the state of: _____

COMPANY: _____ SIGNATURE: _____

ADDRESS: _____ NAME: _____

CITY: _____ TITLE: _____

STATE/ZIP: _____ PHONE NO.: _____

TAX ID NO.: _____ DATE: _____

Acknowledge the receipt of addenda by initialing box below as appropriate.

Addenda 1 _____ Addenda 2 _____ Addenda 3 _____ Addenda 4 _____

8.5 Proposal Signature Form

The undersigned, as authorized proposal responder, declares that he/she has carefully examined all the items of the Specifications and Instructions herein that he/she fully understands and accepts the requirements of the same, and he/she agrees to furnish the specified items and will accept, in full payment therefore, the amount specified below. The proposal responder will identify below its business entity as individual, DBA, partnership, corporation (foreign or domestic), and will indicate the official capacity of person(s) executing this proposal.

Proposals shall include installation services, and the successful respondent shall obtain all required permits and pay fees required.

State payment terms:
State term proposal is held firm for:
State warranty on equipment:
State maximum time required for shipping, F.O.B. O'Fallon, MO:

PROPOSAL: RFP 19-037

$ _____ $ _____
(Total price spelled out in words) (Total figure in numbers – must equal the figure on the Pricing Form)

Firm Name: _____ Date: _____

Address: _____
_____

Telephone: _____
Signature: _____
(Person executing response and official capacity)

(Names of principal officers: designate official capacity) (If partnership or assumed name, indicate name of owners)

_____ _____ _____
_____ _____ _____
_____ _____ _____
_____ _____ _____
_____ _____ _____

8.6 Non-Collusion Affidavit

THE AFFIDAVIT SET FORTH BELOW MUST BE EXECUTED ON BEHALF OF THE VENDOR AND FURNISHED WITH EVERY PROPOSAL
NON-COLLUSION AFFIDAVIT

STATE OF: _____

City OF: _____

TAX ID NUMBER: _____

_____, being duly sworn, deposes and says he/she is the _____ *(Name) (Title)*

Of _____ the proposal responder that has
(Company)

submitted to the **City** a proposal for a **RFP 19-037** all as fully set forth in said proposal and that except as specified below, the aforementioned proposal responder constitutes the only person, firm, or corporation having any interest in said proposal or in any contract, benefit, or profit which may, might or could accrue as a result of said proposal, said exceptions being as follows:

_____
(If no exceptions, please state)

Vendor further states that said proposal is, in all respects, fair and is submitted without collusion or fraud; and that no member of the **City** is directly or indirectly interested in said proposal.

_____
(Affiant)

SWORN TO and subscribed before me, a Notary Public, in and for the above named State and City

this _____ day of _____.
(Day) (Month) (Year)

_____
(Notary Public)

8.7 WORKER ELIGIBILITY VERIFICATION AFFIDAVIT

STATE OF _____)
) ss
COUNTY OF _____)

On the _____ day of _____, 20____, before me appeared _____,
Affiant name

personally known to me or proved to me on the basis of satisfactory evidence to be a person whose name is subscribed to this affidavit, who being by me duly sworn, stated as follows:

- I, the Affiant, am of sound mind, capable of making this affidavit, and personally certify the facts herein stated, as required by Section 285.530, RSMo, to enter into any contract agreement with the City to perform any job, task, employment, labor, personal services, or any other activity for which compensation is provided, expected, or due, including but not limited to all activities conducted by business entities.
- I, the Affiant, am the _____ of _____, and I am duly
title business name

authorized, directed, and/or empowered to act officially and properly on behalf of this business entity.

- I, the Affiant, hereby affirm and warrant that the aforementioned business entity is enrolled in a federal work authorization program operated by the United States Department of Homeland Security, and the aforementioned business entity shall participate in said program to verify the employment eligibility of newly hired employees working in connection with any services contracted by the City of O'Fallon. I have attached documentation to this affidavit to evidence enrollment/participation by the aforementioned business entity in a federal work authorization program, as required by Section 285.530, RSMo.
- I, the Affiant, also hereby affirm and warrant that the aforementioned business entity does not and shall not knowingly employ, in connection with any services contracted by the City, any alien who does not have the legal right or authorization under federal law to work in the United States, as defined in 8 U.S.C. § 1324a(h)(3).
- I, the Affiant, am aware and recognize that, unless certain contract and affidavit conditions are satisfied pursuant to Section 285.530, RSMo, the aforementioned business entity may be held liable under Sections 285.525 through 285.550, RSMo, for subcontractors that knowingly employ or continue to employ any unauthorized alien to work within the state of Missouri.
- I, the Affiant, acknowledge that I am signing this affidavit as a free act and deed of the aforementioned business entity and not under duress.

_____
Affiant Signature

Subscribed and sworn to before me in _____, _____, the day and year first above-written.
city (or county) state

My commission expires:

_____
Notary Public

[Attach documentation of enrollment/participation in a federal work authorization program]

8.8 Vendor Proposal Form

Vendor name:	
Software brand name:	
Software version proposed & number of years in production:	
Is Vendor prime contractor:	Yes ☐ No ☐

1.	How do you guarantee the services provided by your company?
2.	Please describe the level of research and development investment you make in your products (i.e. – annual budget, head count, etc.).
3.	How many fully operational (i.e. Live) customer installations of the version proposed in this RFP, currently in production, has the Vendor completed?

	Missouri	Nationally
Local government		
Other public sector		
Other non-public sector		
Overall:		

4.	How many fully operational customer installations (i.e. Live), of all versions, has the Vendor completed?

	Missouri	Nationally
Local government		
Other public sector		
Other non-public sector		
Overall:		

5.	How many current system implementations of your solution are ***in-process*** within both the State of Missouri and the Vendor-defined region of the Country that includes the State of Missouri?

	Current in-process Implementations
State of Missouri	
Region	
Total:	

6.	Where is the Vendor's closest support facility/sales office to O'Fallon, MO?
7.	Where is the Vendor's company headquarters?
8.	Please list the Vendor's sales in the previous three years:

Year	Sales
2019	
2019	

		2019	

9. How many total employees does the Vendor have in each of the following categories:

Area	Number
Sales/Marketing	
Management/Administration	
Help Desk Staff	
Development Staff	
Other	
Total:	

10. What is the Vendor's hourly rate for implementation assistance beyond that which is included in the Vendor bid by skill set?

Rates for Additional Implementation Assistance	
Skill Set	**Hourly Rate**
	$ / hr.
	$ / hr.
	$ / hr.

11. Please indicate two separate potential visits of four consecutive days each in which the Vendor will commit to being available for an onsite demonstration and your preference.

Demonstration Date Options		
Option	**Visit #1**	**Visit #2**
July 8th-12th		
July 15th – 19th		
July 22nd – 29th		

12. Will you allow the City to record the vendor demonstrations?

13. What would be the Vendor's preferred comparably sized, site visit location?

14. Are there any current or past litigation against your company? If yes, please explain.

15. Is the business involved in pending acquisitions, consolidations, or mergers. If yes, please explain.

16. Are there any matters or circumstances that would prevent the business from entering into a contract or performing services for the duration of the contract? If yes, please explain.

17. What is the total duration of your proposed implementation approach?

18. Please describe the minimum commitment term (in years) for a vendor-hosted option and note the term assumed for determining the proposed costs.

19. Describe how your software will be licensed to the City (e.g. site license, named users, concurrent users, etc.)

8.9 Technical Requirements Form

1.	Identify the communication protocols and networking requirements that are required for implementation and operation of the proposed system. In the event that there are multiple communication systems and/or protocols available, list all options. Take into account the City's current WAN and remote computing requirements and indicate what changes are required or recommended.
2.	What database are you proposing?
3.	Does your proposal contain or envision the use of a data warehouse? If yes, describe your data warehousing capabilities and architecture.
4.	Please describe your experience integrating with Laserfiche document management, and how data can be shared between the two systems.
5.	Please describe how your cloud system can be integrated with an on-premise version of Laserfiche.
6.	Describe the system administration tools that are used to manage the application including any data archival tools, tools for managing application updates, online help management tools, etc.
7.	Describe the network management systems that either your system uses, interoperates/integrates with, or you recommend. Please specify.
8.	Describe what, if any, footprint (e.g. local software artifacts such as DLLs) exists on the user's desktop.
9.	Describe the minimum hardware, software, storage, memory, operating system and other requirements for desktop computers to access the application such that the City can determine the extent to which existing computers must be upgraded or replaced.
10.	Please describe the physical and technical preferences for a user acceptance testing (UAT) environment?
System Performance	
11.	System response time must not impede the ability for departmental staff to perform their required job functions using the system. Will your system be available 99.9% of the time, except for planned downtime?

12.	Can you guarantee a 3-second maximum response time?
13.	What are your guarantees on system performance?
Security	
14.	Describe the identification and authorization capabilities of your proposed solution for users.
15.	Describe how your system interoperates with Active Directory.
16.	Describe the security audit capabilities of your proposed solution.
17.	What functions does your proposed system have to protect the privacy of information designated "private" (e.g. personally identifiable, SSN, credit card, ACH, HIPAA, etc.) that it processes or stores?
18.	What will you do to address vulnerabilities in your product discovered subsequent to us deploying your code? In what time interval will they be fixed (Critical & non-critical)? At what cost to the City?
19.	What is your process for notifying the customer and fixing bugs once they have been identified?

8.10 Vendor Hosting Form

1.	Will your company host the solution or will this be managed by a third party?
2.	Where are the data center and storage facilities? Do you have a hot site / failover stored in a geographically separate data center?
3.	Please provide the total number of clients and corresponding number of end-users of hosted solutions currently supported by your proposed solution.
4.	Does the system interface support a browser interface with or without the help of additional components?
5.	How are hosted software applications deployed for use by numerous customers (dedicated servers for each hosted customer, or is a single set of applications utilized for all customers)?

6.	What system/application availability and response time will your proposed system meet? What are the City's responsibilities to ensure this level of performance?
7.	How do you track monthly usage for subscription-based services?
8.	How much notification will you give the City in advance of any scheduled downtime?
9.	Where would local support be located for a client in O'Fallon, MO
10.	Are support calls included in annual maintenance fees, or charged on a per call basis? If on a per-call basis, please specify rates and billing method
11.	Please describe the minimum commitment term (in years) for a vendor-hosted option and note the term assumed for determining the proposed costs.
12.	Describe your solutions systems administration/management capabilities including monitoring of performance measures, intrusion detection, and error resolution.
13.	Please describe your firewall security (technology, failover) and data encryption capabilities.
14.	Please describe your data back-up, restore and disaster recovery capabilities.
15.	What steps are taken to ensure uptime per SLA for the application in the event of a hardware, system or power failure?
16.	Please list the connectivity options and carriers available at your hosting facility.
17.	Estimate the bandwidth that your solution will require based upon users, application environment, and any other factors.
18.	Provide technology requirements for the client in support of proposed solution such as network topology and equipment, security, local storage, local virtual servers, etc. In this response, assume the client does not have any infrastructure.
19.	Provide all peripheral technical specifications in support of solution proposed such as desktops, printers, check printers, fixed asset scanners, etc.
21.	Please provide a back-out plan in which your hosting services would be transitioned to an alternate hosting provider or be insourced back to the client.

8.11 Project Management Approach Form

1.	How does the Vendor plan to manage the vast amount of material that is produced during the project through potential solutions such as a collaboration environment?
2.	Provide specific information on project close-out activities to transition support to the City.
3.	How will project management be resourced?

8.12 Report Development Form

1.	What is the query tool and report writer that Vendor is proposing?
2.	What is your definition of a report?
3.	What reports are available out of the box? Provide a list and samples at the end of this section.
4.	Describe your process for determining the scope of what reports will have to be developed (not out-of-the-box) and what effort it will take to develop and test them?
5.	It is expected that the system will provide the ability for end-user querying and reporting to be performed without impacting the performance of the transactional system. Does your proposal meet this expectation?

8.13 Training Form

1.	What is your recommended approach to training (End-user vs. train the trainer), for this City, and why?
2.	What types of training documentation will be developed by the Vendor?
3.	What additional tools will be used in developing the training material?
4.	Describe the opportunities for ongoing training.
5.	Describe the Vendor's ability to provide online training material versus classroom training.

8.14 Staffing Plan Form

1.	Identify the degree to which Vendor staff will be onsite versus off-site during the project.
2.	Provide the resource and configuration requirements for the Vendor's staff during the implementation:

Number of workstations	
Number of desks	
Number and size of dedicated rooms for the project	
Parking	
Telephones	
Network accessibility needs	
White boards	
Flip charts	
Power requirements	
Other resource needs	

3.	Use the table provided below to identify the number of City business staff expected to be committed to the project implementation. Initial identification of project roles has been provided but should be supplemented or revised by Vendors based on their experience in implementing their product in similar environments.

Project Role	Project Responsibilities	FTE
Executive Sponsor(s)		
Project Manager		
Project Administrator		
Functional Process Owners		
Functional Process Team Participants (per member involvement)		
Training Coordinator Team Lead		
Change Management Team Lead		
Communications Team Lead		
Other Roles		
Other Roles		
Other Roles		

4.	Use the table below to identify the number of technical resources expected to be committed to the project implementation. Initial identification of project roles has been provided but should be supplemented or revised by Vendors based on their experience in implementing their product in similar environments.

Project Role	# of FTEs	Skill Set Required	Training Required?	Training Provided?

		Help Desk				
		Trainer				
		DBA				
		Report Developer				
		Application Support				
		System Administrator				
		Security Administrator				
		Other Roles				
		Other Roles				
		Other Roles				
		Other Roles				

8.15 Ongoing Support Services Form

Support and Maintenance	
1.	Provide the minimum, maximum, and average response times (hours) provided as part of the basic support agreement and average response time for the past twelve (12) months.
2.	Provide Help Desk services for technical support and end users. Specify days and hours and any escalation options and procedures.
3.	Identify the party or business unit that is responsible for the support options provided above. The Vendor shall include information for a City-hosted versus a Vendor-hosted solution.
4.	Provide the following regarding the number of business staff the City should expect to be committed to providing on-going application support: a. Role b. Responsibility c. Estimated time commitment in terms of FTE time
5.	For ongoing IT staff resources, please provide the following information: a. Type of positions required (e.g., help desk, trainer, DBA, report developer, application support, system administrator, security administration, etc.) b. Number of FTEs within each position c. Skill sets required for each position a. Training required and whether the Vendor provides this training
6.	Do you limit the number of City staff who can call in for support? If yes, explain your model and how additional staff can be included and at what incremental cost? If there is no limitation, the maintenance agreement should clearly state this fact. Are you agreeable to include such language in our contract?

7.	Describe the types of support needed to keep the product under current support and to keep the product enhanced.
8.	Do you need remote access to the server to support/maintain it? If yes, describe the method(s) and security used.
9.	Will the vendor contractually agree to:

Contractual Inquiry		
Term / Condition	**Yes**	**No**
Provide on-site staff for training and implementation		
Non-performance hold-backs?		
Payment hold-backs until fully operational and formally accepted?		
Allow the City to approve Vendor staff assigned to help with implementation?		
One-year warranty, during which the annual support conditions apply. The first, annual support payment would occur after the warranty period expires		

10.	Describe how your software will be licensed to the City (e.g. site license, named users, concurrent users, etc.)
Software Updates and Distribution	
11.	Please describe your update process including: a. How frequently updates are released b. What control the city has over when updates are installed c. Can updates be applied to a non-production environment before being applied to production?
12.	Describe the product release cycle including: a. Frequency of upgrades/enhancements or new versions (major and minor version releases) b. Contents of release, c. How long release takes to implement, and a. Use of release notes.
Customizations	
13.	How does the Vendor define customization versus configuration?
14.	How can the City customize or configure the software directly without Vendor involvement?
15.	How are local customizations or configurations maintained when installing new releases of the Vendor's software?

8.16 Client Reference Form

Vendor name:	
Customer name:	
Customer Address:	
Customer contact:	
Customer phone number:	( )
Customer E-mail address	
Population of customer jurisdiction	
System which Solution Replaced	
Years using new system	

Describe Nature of Project and Services Provided to This Client:

Configuration of Solution Implemented (Hardware, Software):

8.17 Pricing Forms

Please complete the pricing forms that have been provided in the associated Microsoft Excel pricing spreadsheet. It is the responsibility of the Vendor to ensure the accuracy of the pricing provided as part of your response. Any errors in providing an accurate price response due to inaccuracies in the provided templates are the sole responsibility of the responding Vendor. If there is not enough space to describe the pricing on these forms, please attach a separate pricing page and provide the pricing information in the same type of format so that it is easy to understand. The City requests a firm, fixed price for each of the components described below that are included on the attached Microsoft Excel pricing spreadsheet as separate tabs:

- Vendor Checklist (including Hosting/Licensing Model, Travel & Lodging Costs, and Discount)
- Proposal Summary (no direct input required)
- Module Summary (no direct input required)
- Application Software
- Other Software
- Hardware
- Implementation Services
- Train-the-Trainer Training
- Optional End-User Training
- Interfaces
- Data Conversions
- Form Services
- Modifications
- Other Implementation Services

Replace this text with vendor name in the first module.	
Code	**Availability Definition**
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.2 - Accounts Payable					Replace this text with the primary product name(s) which satisfy requirements.	
Objective: To efficiently manage all cash disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
1	**General Information**					
2	Ability to post invoices which update the accounts payable file, reduce the related encumbrance(s), update the vendor master file, update the general ledger, generate checks or ACH's and create detailed transaction records for audit and analysis.	H			N/A	
3	Ability to flag or prohibit the following with the ability of authorized users to override:	-			N/A	
4	The receiving date from being earlier than the requisition date	H			N/A	
5	The quantity received from being greater than the quantity approved on the purchase order / contract	H			N/A	
6	The unit price from being greater than the unit price approved on the purchase order / contract	H			N/A	
7	The payment amount is greater than the defined budgetary category balance	H			N/A	
8	**Vendor File Set-Up and Maintenance**					
9	Ability to assign classifications to vendors (i.e. Regular, One-Time/Alternate, Employee, Contractors, governmental agencies, volunteers, etc.) and limit access for updating vendor information based on an appropriate user level of authority.	H			N/A	
10	Ability to require a nine-digit EIN for vendors but not for employees and governmental agencies.	M			N/A	
11	Ability to automatically assign vendor numbers, with the option to be able to manually assign the numbers (must prevent duplicate vendor numbers from being used).	H			N/A	
12	System provides controls around the vendor information recorded in order to minimize duplicate entries of the same vendor providing warnings to system users of duplicates.	H			N/A	

4.2 - Accounts Payable			Replace this text with the primary product name(s) which satisfy requirements.			
Objective: To efficiently manage all cash disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
13	Ability to create multiple addresses per vendor with the ability to assign each address as appropriate (i.e. invoicing, remittance, ordering, etc.); and the ability to select different remit addresses during the voucher payment process.	H			N/A	
14	Ability to designate which bank account a vendor will be paid from with ability to override during the invoicing process.	H			N/A	
15	Ability to input comments regarding account status for the vendor record.	H			N/A	
16	Ability to establish security for limited access to social security numbers on vendor file.	H			N/A	
17	Ability to interact with vendors on-line, place orders, receive invoices and make payments electronically.	H			N/A	
18	Ability to annually remove inactive vendors based upon flexible, user-generated parameters.	M			N/A	
19	Ability to integrate vendor information between the procurement and accounts payable systems.	H			N/A	
20	Ability to make changes or deletions to the vendor master file without affecting vendor information on check (payment) history.	H			N/A	
21	Ability to prevent inactivation of a vendor if there are unpaid items, open purchase orders or a transaction history during the current fiscal year.	H			N/A	
22	Ability for vendor payment history to be either retained or archived for an unlimited number of years based upon user criteria.	H			N/A	
23	Ability to attach/retain vendor licenses with vendor records (including for contractors)	M			N/A	
24	System supports vendor self-service.	M			N/A	
25	Ability to track insurance certificates	H			N/A	
26	Ability to track e-Verify compliance for each vendor	H			N/A	
27	**Invoice Entry and Processing**					
28	Ability to default the GL expense account in the vendor's record, allowing for the editing of this account when entering the invoice within the Accounts Payable and/or Purchase Order module	M			N/A	
29	Ability to process one invoice (voucher) or multiple invoices (vouchers) for one purchase order (or encumbrance) and/or for one purchase order line.	H			N/A	
30	Ability to limit the processing of a voucher, only up to the amount of the current encumbrance. If the amount due on the vendor invoice exceeds the current encumbrance, key entry would be prohibited and an error message would be displayed.	H			N/A	
31	Ability to set a tolerance threshold for approving invoice amounts that are greater than the purchase order.	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.2 - Accounts Payable			Replace this text with the primary product name(s) which satisfy requirements.			
Objective: To efficiently manage all cash disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
32	Ability to perform data validation on-line during entry including purchase order number, vendor number and coding elements, checking for required fields as well as allowable field values with the ability to override, with appropriate security. System should provide error messages for on-line transactions.	H			N/A	
33	Ability to have system check for and prohibit entry of duplicate invoices for a vendor, with override for authorized system users.	H			N/A	
34	Ability to handle vendor payments retainages.	H			N/A	
35	Ability for authorized users to make edits and revisions to unposted invoice transactions prior to posting.	H			N/A	
36	Ability to enter an invoice without a corresponding purchase order.	H			N/A	
37	Ability to designate "separate check" on an invoice transaction	H			N/A	
38	Ability to match purchase orders, receiving reports, and vendor invoices (3 way match) or purchase order to vendor invoice (2 way match).	H			N/A	
39	Ability to enter invoices in batch providing control totals reconcilable by user.	H			N/A	
40	Ability to enter on-line missing batch items and to change incorrect items without reentering or reprocessing the entire batch.	H			N/A	
41	Ability of the system to flag transactions detected in error in the batch processing and preclude only erroneous transactions from further processing.	H			N/A	
42	Ability to delete or modify an invoice record before it is scheduled for payment.	H			N/A	
43	Ability for the system to generate payment date based on (1) terms assigned to invoice or (2) due dates on the invoice; also the ability for the system generated payment date to be overridden during the voucher data entry process.	L			N/A	
44	Ability to provide security related to the viewing of entered AP batches where authorized users can view their batches or those batches of users they supervise.	H			N/A	
45	Ability to adjust an invoice to reflect damaged goods received and returned, unapplied discounts, etc., using debit/credit memos.	H			N/A	
46	Ability to identify capitalized items as invoices are processed and prompt user to enter fixed assets related details.	H			N/A	
47	Ability to override procurement information with the proper authority.	H			N/A	
48	Ability to enter expense advances as prepayments and subsequently reduce the amount of the employee expense report.	M			N/A	
49	Ability to combine employee travel expense reimbursements with employee's payroll check.	L			N/A	
50	Ability to hold/repeat vendor information when keying multiple invoices into a batch.	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.2 - Accounts Payable					Replace this text with the primary product name(s) which satisfy requirements.	
Objective: To efficiently manage all cash disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
51	**Payment Processing**					
52	Ability to include the following activities:	-			N/A	
53	Scheduling of payments	L			N/A	
54	Calculating and taking of discounts	L			N/A	
55	Capability of holding payments	H			N/A	
56	Releasing of payments	H			N/A	
57	Ability to pre-note when establishing a new bank account.	H			N/A	
58	Ability to support recurring payment vouchers.	H			N/A	
59	Ability to allow user to specify special routing/handling for payments.	H			N/A	
60	Ability to automatically close POs after final payment is issued.	H			N/A	
61	Ability to hold payments on any specific open item or for all invoices of a particular vendor, with the ability to report on held invoices / vendors.	H			N/A	
62	System supports approval and tracking of petty cash transactions	H			N/A	
63	Ability to override payment terms as specified in the vendor master file.	L			N/A	
64	Ability to handle vendor payment retentions and interest from retentions.	H			N/A	
65	Ability to enter and approve one time / special payments and process the payment to the check run automatically.	H			N/A	
66	Ability to automatically calculate payment due date to take advantage of available discounts.	L			N/A	
67	Ability to prevent the alteration of payment information once approval of the payment has been secured.	H			N/A	
68	Ability to capture vendor discount based on term codes identified upon payment.	L			N/A	
69	Ability to alert the user of a missed discount.	L			N/A	
70	Ability to prevent double posting of batches.	H			N/A	
71	Ability for end user to change the format of the bank file when changes are requested from the bank	H			N/A	
72	**Check Processing/Printing**					
73	Ability to optionally consolidate multiple payments to the same vendor in a check run or have separate checks issued to the same vendor in a check run.	H			N/A	
74	Ability to process one check per vendor with all claims detail support on the corresponding page for additional check stub overflow capacity (if necessary).	H			N/A	
75	Ability to process check runs at anytime.	H			N/A	
76	Ability to allow selected items to be paid and items to be withheld or deleted from payment for a particular check run.	H			N/A	
77	Ability to approve for payment the remaining selected vouchers and print final check register report.	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.2 - Accounts Payable			Replace this text with the primary product name(s) which satisfy requirements.			
Objective: To efficiently manage all cash disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
78	Ability to have a maximum check amount.	L			N/A	
79	Ability to use pre-numbered checks and wire numbers.	H			N/A	
80	Ability to future date checks to be paid.	H			N/A	
81	Ability to support a check writing process on a predetermined schedule (schedule date should be different from "due date").	M			N/A	
82	Ability to print laser checks on plain paper stock.	L			N/A	
83	Ability of the system to NOT print zero amount or negative checks.	H			N/A	
84	Ability to customize the order that checks are printed (vendor name, check number or other user-defined order).	H			N/A	
85	Ability to insert/apply a code to payables prior to printing checks that must be grouped/printed together for special mailing/distribution.	L			N/A	
86	Ability to store an electronic copy of each check	H			N/A	
87	Ability to issue checks or EFT payment out of various bank accounts, including providing detailed email notification (include information which would have been on check stub) to vendor of EFT transmittal.	H			N/A	
88	**Void Check and Reissue Process**					
89	Ability to reissue a voided check, and enter notes in a comment field.	H			N/A	
90	Ability to void a check in a different fiscal year then when it was written	H			N/A	
91	Ability to prompt the user if the Purchase Order should be reinstated, when performing a check void.	H			N/A	
92	Ability to provide security measures by allowing only certain authorized personnel to reissue checks.	H			N/A	
93	Ability for any check stub overflow printing to automatically void the check number the overflow is printed on.	H			N/A	
94	Ability of the system to allow for pre-printed check numbers and automated voids at system check run start up	H			N/A	
95	Ability to restart jammed check runs on the printer and void the appropriate checks in the process.	H			N/A	
96	Ability to void and replace checks by: individual check, block of checks or entire check run.	H			N/A	
97	Ability for system to ensure that a Voided Check shows up in the current Positive Pay run with the actual dollar amount.	H			N/A	
98	Ability to void a check and have the transaction automatically reflected throughout the financial accounting system.	H			N/A	
99	Ability to mark in the outstanding check file when a check has been returned and not yet voided.	H			N/A	
100	**1099 Processing**					
101	System must comply with IRS reporting requirements for tracking vendor payments that are subject to 1099 reporting.	H			N/A	
102	System must calculate and deduct backup withholding for vendors that are subject to backup withholding.	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.2 - Accounts Payable			Replace this text with the primary product name(s) which satisfy requirements.			
Objective: To efficiently manage all cash disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
103	Updates to annual 1099 forms, IRS file formats, etc. should be provided with the annual software maintenance agreement.	H			N/A	
104	Ability to generate necessary analysis reporting for 1099 generation purposes (summary and invoice detail history sorted by tax ID, Report combining multiple vendors with same tax ID).	H			N/A	
105	Ability to download 1099 information to an electronic file(s) meeting IRS requirements for various 1099 forms.	H			N/A	
106	Ability to code p-card purchases as 1099 transactions	M			N/A	
107	**Travel and Expense**					
108	Ability to add user defined fields to the travel request form.	H			N/A	
109	Ability for users to request a travel advance	H			N/A	
110	Ability for the City to configure workflow for a travel request based on the user requesting the travel	H			N/A	
111	Ability for the City to configure workflow based on the type of expenses requested	H			N/A	
112	Ability to escalate a request for approval if the designated approver does not respond in a specified amount of time.	H			N/A	
113	Ability to send emails to the approver or requestor from with the system.	H			N/A	
114	Ability to define expense types	H			N/A	
115	Ability to require approval if expense is a certain type (as defined by the City)	H			N/A	
116	Ability to require the following information on a request:	-			N/A	
117	Date	H			N/A	
118	Vendor Name	H			N/A	
119	Expense Type	H			N/A	
120	G/L Code	H			N/A	
121	Description	H			N/A	
122	Dollar Amount	H			N/A	
123	City / Personal Expense	H			N/A	
124	Ability to configure which fields are required based on the expense type (i.e.. Parking expense requires number of days parked).	H			N/A	
125	Ability to allow users to enter data at multiple points in time, and save their work between data entry sessions	H			N/A	
126	Ability to allow users to specify a delegate to complete and submit expense reports for them.	H			N/A	
127	Ability to define acceptable responses for required information. For example, per diem request can't be for an amount above the City per diem rate.	H			N/A	
128	Ability to allow users to electronically attach receipts to their expense report during the entry process.	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.2 - Accounts Payable			Replace this text with the primary product name(s) which satisfy requirements.			
Objective: To efficiently manage all cash disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
129	Ability to not allow submission if required information does not meet acceptable response requirements.	H			N/A	
130	Ability to provide an email alert to the user notifying them that credit card charges are waiting and have not been submitted as part of an expense report (based on a due date).	H			N/A	
131	Ability to allow approvers to only fully approve or fully reject an expense report. Rejected reports revert to the user for correction and resubmittal.	H			N/A	
132	Ability to allow approvers to view electronically attached receipts	H			N/A	
133	Ability to allow approvers to add comments to the expense report (i.e. the circumstances of the report or approval of a policy override).	H			N/A	
134	Ability to define GL code that is applicable for each expense type.	H			N/A	
135	Allow the administrator to add, edit or delete expense types as needed, and modify the association of expense types to underlying general ledger account code segments.	H			N/A	
136	**Interfaces**					
137	Ability to accept transactions from other systems/applications including the following:	-			N/A	
138	Payroll (garnishments, benefit providers)	H			N/A	
139	Utility system for utility refunds	H			N/A	
140	Permit/Inspection Refunds	H			N/A	
141	Business License Refunds	H			N/A	
142	Misc. Billing/Accounts Receivable Refunds	H			N/A	
143	Ability to interface with banks for procurement card purchases.	H			N/A	
144	Ability to perform P-card encumbrances as transactions are downloaded from the bank, and liquidate the encumbrance as the transactions are processed	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

Replace this text with vendor name in the first module.	
Code	**Availability Definition**
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.3 - Asset Management and Work Orders					**Replace this text with the primary product name(s) which satisfy requirements.**	
Objective: To allow the efficient and organized planning and execution of work to manage City-owned assets.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
1	**System Requirements**					
2	Ability to produce and set corrective and preventative work orders.	H			N/A	
3	System contains a citizen portal that allows service requests to be entered, which are put in a queue to become a work order.	H			N/A	
4	Ability for photos and files to be attached to a request submitted through the citizen portal.	H			N/A	
5	System allows service requests submitted through the citizen portal to be turned into a work order. The citizen can then track the status of the work order.	H			N/A	
6	System citizen portal is the same portal that is used for community development (permits, licenses, etc.), and a single account can be used to access both service requests and community development requests.	H			N/A	
7	Ability to view the status of a request in the citizen portal (received, work order created, work in progress, complete, etc.)	H			N/A	
8	Ability to view the estimated work completion date in the citizen portal.	H			N/A	
9	Ability for citizens to receive email notifications when the status changes on their request.	H			N/A	
10	Ability to schedule preventive maintenance based on time, date last completed, usage, etc.	H			N/A	
11	Ability to limit visible assets or work order types based on staff or user department.	H			N/A	
12	Ability to allow for scheduling parameters to be defined that will automatically create and issue a preventive work order or recurring work order.	H			N/A	
13	Ability to represent a history of work orders assigned to the same features, locations, or other criteria.	h			N/A	
14	Ability to maintain an asset registry with:	-			N/A	
15	The asset master inventory file allows all fields in the asset management database to be searchable.	H			N/A	

4.3 - Asset Management and Work Orders					**Replace this text with the primary product name(s) which satisfy requirements.**	
Objective: To allow the efficient and organized planning and execution of work to manage City-owned assets.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
16	Ability to identify multiple types of enterprise assets to inventory, including discrete (point based), linear, and area feature geometries.	H			N/A	
17	Ability to associate default general ledger account numbers and define project numbers, based upon department, work order type, and cost with the ability to override for each given asset class.	H			N/A	
18	Ability to attach photos, documents, and other files to assets and related condition inspections	h			N/A	
19	Asset warranty and service contract tracking per asset or asset group	H			N/A	
20	Asset characteristics including: address/location, manufacturer, date purchased, date in service, book value, current value, GL account number, serial number, last service date, next service date, expected service life, comments/notes (note any that cannot be tracked in comments).	H			N/A	
21	Asset preventative maintenance schedule, which will create a work order automatically when an asset is due for maintenance	H			N/A	
22	Asset maintenance notes, which will allow users to notes to support future work on that asset.	H			N/A	
23	Expected life of the asset.	H			N/A	
24	System supports a hierarchical arrangement of assets (supporting an unlimited number of parent-child relationships).	H			N/A	
25	Ability to create a service request, which is sent to an approval queue to be turned into a work order.	H			N/A	
26	Each Service Request includes:	-			N/A	
27	Location	H			N/A	
28	Description	H			N/A	
29	Requestor and Request Date	H			N/A	
30	Category	H			N/A	
31	**Each work order includes:**					
32	Requestor and Request Date	H			N/A	
33	Department (Public Works, Police, etc.)	H			N/A	
34	Division Name (Streets, Water, Facilities, etc.)	H			N/A	
35	Station / Crew Location	H			N/A	
36	Status (Open, Completed/Closed, Scheduled, etc.)	H			N/A	
37	GL Account Numbers (Equipment, Labor, Materials)	H			N/A	
38	Project Code Accounting Number	H			N/A	
39	Estimated Time, Equipment, and Materials Required	H			N/A	
40	Actual Time, Equipment, and Materials Required (units, unit of measure, unit price)	H			N/A	
41	Location of Work (by sector / grid code area)	H			N/A	
42	Address of work site location (if applicable)	H			N/A	
43	Assigned Employee Names / Employee Numbers	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.3 - Asset Management and Work Orders			Replace this text with the primary product name(s) which satisfy requirements.			
Objective: To allow the efficient and organized planning and execution of work to manage City-owned assets.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
44	GIS Location	H			N/A	
45	Hours and Rates Incurred by Employee (pay codes for regular/OT/shift differential, etc.)	H			N/A	
46	Equipment and materials required and used	H			N/A	
47	Required Completion Date	M			N/A	
48	Vehicle/Equipment/Asset IDs	H			N/A	
49	Date Stamp for WO Status Changes	H			N/A	
50	Date Completed	H			N/A	
51	Job or Work Order Number	H			N/A	
52	Cost of Contractual Services	H			N/A	
53	Cost of Materials/Inventory Used	H			N/A	
54	Job/Supervisor Assigned	H			N/A	
55	Required Training/Certifications	L			N/A	
56	Work Type Code	H			N/A	
57	Priority Code	H			N/A	
58	Unlimited Comments with appropriate text wrapping (details or instructions from person entering request -i.e. customer service rep.)	H			N/A	
59	Request Origin (Citizen Request, Internal, etc.)	H			N/A	
60	Crew Code (assigned crew)	H			N/A	
61	Instructions (details from supervisor to crew)	H			N/A	
62	Yes/No field to indicate if work order is preventive or a corrective response.	H			N/A	
63	Ability to open a single work order	H			N/A	
64	Ability to open a block/group of work orders at one time	H			N/A	
65	Ability to historically track task times for performance metrics.	H			N/A	
66	Ability to perform Work Order Inquiry by multiple fields (Working Dept, Asset Number, etc.)	H			N/A	
67	Ability to print a work order	H			N/A	
68	Ability to limit who can view a work order based on the person and supervisor assigned to a work order.	H			N/A	
69	Ability to develop a workflow to route work orders through different statuses and to different staff.	H			N/A	
70	Ability to define equipment and labor rates to associate with a work order	H			N/A	
71	Ability for generation of a work order to assign a default amount of materials, parts, labor hours, and default tasks to complete the job.	H			N/A	
72	Ability for multiple work orders to be associated with the same job/project in Grants/Projects Module. Tracks each work order number for cumulative reporting purposes.	H			N/A	
73	Ability to incorporate all open work orders into a work schedule for supervisors based upon schedule, work crew, etc.	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.3 - Asset Management and Work Orders					Replace this text with the primary product name(s) which satisfy requirements.	
Objective: To allow the efficient and organized planning and execution of work to manage City-owned assets.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
74	Ability to report on the daily work schedule by week, month, or year.	H			N/A	
75	Ability to track asset downtime and downtime reason	H			N/A	
76	Ability to generate a work activity list for one or more work orders (i.e. “to do” list based upon active work orders assigned by division, dept., etc.).	H			N/A	
77	Ability to sort, display, and print grouped work orders by a variety of parameters such as location, feature type, crew, priority, etc.	H			N/A	
78	Ability to export work order information for external uses - excel, word, database)	H			N/A	
79	Ability to project costs incurred by job, project, and program based on history of similar jobs, projects, and programs.	H			N/A	
80	Ability to establish parent/child work order relationships and maintain the association to the service request initiating them. (e.g. a water main break triggers repair of mains, roads, curbs, and landscaping in the right-of-way).	H			N/A	
81	Ability to indicate and report status of work orders according to: assigned/unassigned, scheduled, work initiated, work completed, parent/child work order relationships.	H			N/A	
82	Ability to allow work performed to be "charged" to department, fund, project, program, or account based on work order type	H			N/A	
83	Ability for the work tasks to have information readily available on the safety procedures associated with doing that task.	H			N/A	
84	Ability to be deployed across the enterprise such that multiple departments / divisions / supervisors can schedule, monitor and report on work order independently.	H			N/A	
85	Ability to attach photos or documents to a work order.	H			N/A	
86	Ability to create work order data entry templates facilitating pre-define materials, equipment, and personnel teams for the rapid entry of details.	H			N/A	
87	System provides functionality to manage asset inspections and condition assessments, including a standardized checklist of items.	H			N/A	
88	Ability to assign work orders to outside contractors/vendors, and have a portal they can input information into.	M			N/A	
89	Ability to perform capital and non-capital expenditure and funding source planning.	H			N/A	
90	Ability to portray future projects during a multi-year project program.	H			N/A	
91	Ability for system to support the budgeting process by accounting for the full asset lifecycle costs for each asset class being managed. This includes all operations and maintenance and inspection costs in addition to capturing the initial book value (initial construction/design costs).	H			N/A	
92	**Mobile**					

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.3 - Asset Management and Work Orders			**Replace this text with the primary product name(s) which satisfy requirements.**			
Objective: To allow the efficient and organized planning and execution of work to manage City-owned assets.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
93	System provides a mobile interface for use on a mobile device such as a smartphone, tablet or iPad. Please specify supported mobile operating systems in the comments.	H			N/A	
94	Ability to use mobile devices for opening work orders, performing tasks, task updates, and closing work orders in the field.	H			N/A	
95	Ability to take a photo on a mobile device and attach an image to a work order.	H			N/A	
96	Ability to provide a timer function that can be started manually or automatically when a user begins working on a work order and stops, which then records this labor time in the work order with their labor rate automatically attached.	L			N/A	
97	Ability to provide routing instructions to users of mobile applications	H			N/A	
98	Ability to incorporate mobile device location into work orders (i.e. record location).	H			N/A	
99	Ability for field data to be collected on offline (disconnected) field devices (e.g. laptops, handhelds, iPads, smartphones, etc.) to be uploaded to the server database and synchronized with the open, active work orders. Internal office approval workflows would remain in place prior to final work order closure.	H			N/A	
100	**Integrations / Interfaces**					
101	Ability for workflow to cross into permitting and code enforcement modules	H			N/A	
102	System provides a central Work Order function that is fully integrated with the following ERP modules:	-			N/A	
103	Facilities Management	H			N/A	
104	Fixed Assets (to track and capitalize project costs)	H			N/A	
105	Grant / Project Accounting	L			N/A	
106	Human Resources	L			N/A	
107	Inventory Management	H			N/A	
108	Payroll	H			N/A	
109	Utility Billing	L			N/A	
110	Ability for a work order to be coded with a coordinate location for GIS/mapping information system reference.	H			N/A	
111	Ability to attach work orders to any GIS feature, or a location in GIS	H			N/A	
112	Ability to track time and materials from a work order to grants and projects.	L			N/A	
113	Ability to collect time sheet information for transfer to Payroll from work orders. Interfaces with Payroll to confirm hours incurred equal hours reportedly worked.	L			N/A	
114	Ability to use the labor costing on the work order based on rates in the Human Resource module.	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.3 - Asset Management and Work Orders			Replace this text with the primary product name(s) which satisfy requirements.			
Objective: To allow the efficient and organized planning and execution of work to manage City-owned assets.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
115	Ability to bill an external organization for a work order, by integrating to the Miscellaneous Billing module and/or Utility Billing.	H			N/A	
116	**Reporting**					
117	**Recurrence Report,** listing recurring work orders, and includes requestors, locations, descriptions/categories of maintenance, and workers assigned to indicate problem areas.	H			N/A	
118	**Payroll Report,** showing employee, labor (regular/OT) dollars, benefits, and hours incurred by work order, job/project, and department, pay rate.	M			N/A	
119	Ability to track accumulated deferred maintenance on an asset to represent the scheduled costs anticipated for deferred maintenance.	H			N/A	
120	Ability to set up custom performance measures that the system can then track using user-inputted data	M			N/A	
121	**Job Cost/Work Order Summary,** showing accumulated costs to-date and fiscal year-to-date by job/project/grant. Shows summary of distributions to-date and fiscal year-to-date. Presents accumulated/undistributed costs to-date pending. Includes G/L distribution numbers, account number, etc.	H			N/A	
122	**Job/Work Order Cost Detail,** showing labor, materials, machines, services, and all other overhead and fringe costs incurred by job/project/grant during a user-defined time interval or request category.	H			N/A	
123	**Management Control Report,** showing summary information on the time, materials, and equipment used by a crew, division, or a department or request category.	H			N/A	
124	**Work Order Task Report,** showing work order, task, task description, total task time, average task time (historical averaging of task).	H			N/A	
125	**Work Order Schedule Report**, showing all work orders scheduled for a defined time period, employee group, location, and type.	H			N/A	
126	**Open Work Orders,** reporting on the status and costs incurred to-date for all open/pending work orders. Shows department, requestor, and Project Manager. Listed by type, location, crew, or other parameters.	H			N/A	
127	**Work History by Feature Report,** listing all work orders opened and/or completed for a specific facility (road/street, building, meter).	H			N/A	
128	**Work Type Report,** listing all work orders organized by type code.	H			N/A	
129	**Purchased Item/Service Report,** presenting a summary of all materials and contractual services purchased to complete work orders during a user-defined time interval. Includes vendor name, date, purchase order number, brief description, and cost.	H			N/A	
130	**Work Orders Billed,** detailing billed & paid, and billed & outstanding.	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

Replace this text with vendor name in the first module.	
Code	**Availability Definition**
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.4 - Bank Reconciliation					**Replace this text with the primary product name(s) which satisfy requirements.**	
Objective: To provide automation with the bank reconciliation process including the outgoing payments, incoming deposits and any adjustments						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
1	**General Requirements**					
2	Ability to use both automated and manual reconciliation features.	H			N/A	
3	Ability to compare debits/credits with bank based on exceptions.	H			N/A	
4	Ability to associate the cash account with a project.	H			N/A	
5	**Ability to schedule banking transactions**					
6	Ability to process and transmit AP and Payroll ACH payments through the sub-modules multiple times per day.	H			N/A	
7	Ability to view the originating transaction documentation via a document management program for a specific check.	H			N/A	
8	Ability to notify, track and monitor the resolution of adjustments that need to be made as a result of an error identified within bank reconciliation (i.e., workflow).	H			N/A	
9	Ability to perform voids, cancels and stop payments on checks.	H			N/A	
10	Ability to reconcile to multiple bank accounts.	H			N/A	
11	Ability to accept paid check image file from bank which will update the appropriate sub-system in the relevant area.	H			N/A	
12	Ability to track pooled cash.	H			N/A	
13	Ability to correct "reconciliation date" in the system after the fact, with the ability to include comments.	H			N/A	
14	**System Interfaces**					
15	Integration with Cash Reciting, A/P, Payroll and G/L.	H			N/A	
16	Ability to interface with the bank to load a cancelled check file into the system.	H			N/A	
17	Ability to interface with financial institutions to initiate banking transactions (cash movement, ACH, wires, etc.)	H			N/A	
18	Ability to use drill-down capabilities to see details related to a check (e.g., transaction details, issued/cleared from the AP and Payroll sub-modules)	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.4 - Bank Reconciliation			**Replace this text with the primary product name(s) which satisfy requirements.**			
Objective: To provide automation with the bank reconciliation process including the outgoing payments, incoming deposits and any adjustments						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
19	Daily auto interface with all sub-modules for drilldown capabilities for all transactions to see originating entry, including backup documentation via some sort of document manager program, and history of entry, including adjusting or reversing entries associated with the original entry	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

Replace this text with vendor name in the first module.	
Code	**Availability Definition**
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.5 - Budgeting			Replace this text with the primary product name(s) which satisfy requirements.			
Objective: To provide for a semi-automated, online, distributed budget preparation and tracking system to save time and effort.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
1	**Budget Preparation**					
2	Ability to develop budgets at the cost center level.	H			N/A	
3	Ability to describe a budget item. An unlimited narrative may be input and printed on the final budget document.	H			N/A	
4	Ability to provide budgets and tracking for major commodities or services.	H			N/A	
5	Ability to maintain a requested, recommended, and approved budget.	H			N/A	
6	Ability to identify specific budget items per account	H			N/A	
7	Ability to allow for departmental budget entry in an account listing style.	H			N/A	
8	Ability to allow for a range by account # or any segment within the account for budget entry	H			N/A	
9	Ability to view progress by departments in budget preparation, as defined in user setup in conjunction with account authority.	H			N/A	
10	Ability to approve all requested budget amounts at the same time.	H			N/A	
11	Ability to implement security related to who has access to budget development and view based on their department and organization.	H			N/A	
12	Ability to customize budget scenarios based on department.	H			N/A	
13	Ability to perform Budget Prep global changes (Fringe Benefits, merit increases).	H			N/A	
14	Ability to allow for comments per budget item / line.	H			N/A	
15	Ability to allow for per month budgeting (e.g. enter annual total budget line and system assists by spreading the annual amount, based on historical spread or straight-line). Monthly amounts can then be adjusted.	L			N/A	
16	Ability to start the budget process with a zero budget for each department.	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.5 - Budgeting			Replace this text with the primary product name(s) which satisfy requirements.			
Objective: To provide for a semi-automated, online, distributed budget preparation and tracking system to save time and effort.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
17	Ability to limit changes within the unadopted budget after a certain point in the budget process has been reached, and require appropriate user authorization to implement any changes.	H			N/A	
18	Ability to import off-line developed budget information into the system.	H			N/A	
19	Ability to generate a Budget Book from the system.	H			N/A	
20	Ability to generate a 5 year capital improvement plan document, with free text narrative sections.	H			N/A	
21	Ability to track ordinance numbers / resolution numbers.	H			N/A	
22	**Position Budgeting**					
23	Ability to enter globally or provide calculation-only fields for:	-			N/A	
24	# of pays for upcoming budget year	H			N/A	
25	Medicare calculation based on wages	H			N/A	
26	Retirement calculation based on wages	H			N/A	
27	Worker's Comp calculation based on wages	M			N/A	
28	Health insurance increases	H			N/A	
29	Benefits specific to the type of position being budgeted.	H			N/A	
30	System's position budgeting functionality is directly integrated with the Payroll and HR modules	H			N/A	
31	Ability to assist with managing new budget implications of live payroll changes (e.g., raises & transfers) performed during the budget development cycle.	H			N/A	
32	Ability to perform position budgeting for vacant positions without the need to assign employees to these positions that includes both salary and fringe projections.	H			N/A	
33	**Capital Budgeting**					
34	Ability to integrate with capital project system to assist with capital budget development.	H			N/A	
35	Ability to classify capital project requests (configurable categories) and provides reporting by classification.	H			N/A	
36	Ability to rank CIP projects based on selected criteria and scoring against this criteria.	H			N/A	
37	Ability to manage a multi-year CIP program.	H			N/A	
38	**Project / Grant Budgeting**					
39	Ability to use project or grant budgeting within or across funds as specified by the user.	H			N/A	
40	**Performance Measurement / Non-Financial Budgeting**					
41	Ability to develop tables to accommodate input of performance measures (e.g., transactions per, number of staff/customer, etc.).	H			N/A	
42	Ability to establish non-financial strategic objectives and track actual performance against these objectives.	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.5 - Budgeting			**Replace this text with the primary product name(s) which satisfy requirements.**			
Objective: To provide for a semi-automated, online, distributed budget preparation and tracking system to save time and effort.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
43	Ability to import files with defined file formats from other external systems into the performance budgeting system to reflect actual performance tracked in other external systems.	H			N/A	
44	Ability to associate performance indicators and metrics to chart of accounts segments.	H			N/A	
45	**Budget Forecasting / Revenue Estimating / Multi-Year Budgeting**					
46	Ability to prepare budget forecasts for multiple years concurrently for use in the long term financial plan.	H			N/A	
47	Ability for distributed departments to perform projections periodically including estimate revisions and reporting of actual to estimates - at varying levels of the chart of accounts.	H			N/A	
48	Ability to customize budget scenarios based on individual department assumptions.	H			N/A	
49	Ability to transfer or change positions between departments/funds for budget and analytical purposes.	H			N/A	
50	Ability to perform budget forecasting that incorporates planned salary and benefit adjustments at an employee, position or organization-wide level.	H			N/A	
51	Ability to perform budget projections for salaries and fringes based on merit date.	H			N/A	
52	Ability to perform budget projections for salaries and fringes under different scenarios without the need to use or impact data in the LIVE system.	H			N/A	
53	Ability for revenue estimation functionality to be distributed to some, but not all departmental financial managers for input.	H			N/A	
54	**Budget Maintenance**					
55	Ability to automate specific allocations and transfers between departments and funds as defined by the user (i.e., internal service funds and debt service).	H			N/A	
56	Ability to configure the system to allow for distributed (departmental) entry of initial budget requests and amendments - with configurable multi-level approval functionality	H			N/A	
57	Ability to provide extended comments with budget revision requests	H			N/A	
58	Ability to replace previous budget with modified budget and the system calculates adjustments.	H			N/A	
59	Ability to enter budget amendments during the fiscal year (appropriations or revenue estimates).	H			N/A	
60	Ability to have an amendment tracking field that can store a link to a document or meeting minutes where this amendment was approved.	H			N/A	
61	Ability to override budget amendments.	L			N/A	
62	Ability to identify a budget adjustment as one-time (temporary) or permanent (affect future base budgets).	L			N/A	

4.5 - Budgeting			**Replace this text with the primary product name(s) which satisfy requirements.**			
Objective: To provide for a semi-automated, online, distributed budget preparation and tracking system to save time and effort.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
63	Ability to make changes simultaneously to one or more of the budgets.	H			N/A	
64	Ability to develop a request for transfer of funds that can be attached to a particular purchase order.	H			N/A	
65	**Budget Checking and Controls**					
66	Ability to perform funds availability checking at the project level, grant level, cost center level or department level.	H			N/A	
67	Ability to view “available budget” during requisition/purchase order entry for any type of purchase order, journal entry, or accounts payable invoice transaction.	H			N/A	
68	Ability to request budget transfers between cost centers and between divisions.	H			N/A	
69	Ability to customize rules for budgets and restrictions on overspending.	H			N/A	
70	Ability to have budget control rules by account (e.g. payroll accounts can be overspent).	H			N/A	
71	Ability to have budget warnings at the cost center level and grant and project level.	H			N/A	
72	Ability to have budget checking and warnings performed on all system transactions (requisitions, purchase orders, journal entries, etc.)	H			N/A	
73	Ability to restrict transfers to/from specific accounts (e.g., Payroll).	H			N/A	
74	**Budget Rollover Procedures**					
75	Ability to prepare base budgets from prior year actual expenditures.	L			N/A	
76	Ability to view prior year’s revenues and expenditures while working on the new year's data.	H			N/A	
77	Ability for unfulfilled encumbrances to roll to next year, at year end, along with their associated budget, with prior year liquidation transaction performed.	H			N/A	
78	Ability to view rollover encumbrance balances separate from current year budgeted amounts for an account.	H			N/A	
79	Ability to liquidate a rollover encumbrance while restricting the liquidated amount from being added to the current year budgeted amount (e.g., cancel an outstanding purchase order from a previous year that has an encumbered balance remaining).	H			N/A	
80	**Reporting**					
81	Ability to view budget reports on modified and accrual bases of accounting.	H			N/A	
82	Ability to perform a “what if” analysis:	-			N/A	
83	utilizing current year information,	H			N/A	
84	in a trial mode, prior to any updates to actual data,	H			N/A	
85	on individual accounts and view the results at the account or department level.	H			N/A	

4.5 - Budgeting			Replace this text with the primary product name(s) which satisfy requirements.			
Objective: To provide for a semi-automated, online, distributed budget preparation and tracking system to save time and effort.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
86	allowing the user to adjust the account code level amounts by a percentage or flat rate across the board for a particular fund, cost center, object or project.	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

Replace this text with vendor name in the first module.	
Code	**Availability Definition**
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.6 - Cash Receipting					**Replace this text with the primary product name(s) which satisfy requirements.**	
Objective: Upgrading and centralizing the cash receipting and point-of-sale system to streamline the processing of revenues.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
1	**Point-of-Sale (POS) System**					
2	Ability to connect Point of Sale (POS) terminals to the financial system and perform extensive inquiry of customer account information	H			N/A	
3	Ability to quickly access a menu of receivable types when accepting payments over-the-counter.	H			N/A	
4	Ability to search by charge code/description when entering in a transaction.	H			N/A	
5	Ability to limit the list of AR and charge codes available based on the user's location.	H			N/A	
6	Ability to enter cash by denomination on an individual transaction.	L			N/A	
7	Ability to calculate the amount of change due back from amount tendered.	H			N/A	
8	Ability to void all or part of a transaction independent of batch status.	H			N/A	
9	Ability for cash receipting solution to be certified to Check 21 compliance standards.	L			N/A	
10	Ability to image checks and associated attachments.	H			N/A	
11	**Payment and Receipt Processing**					
12	Ability to define batch payment creation (electronic checks, over the counter, mail, etc.).	H			N/A	
13	Ability to print customer name, customer address and operator on receipts.	H			N/A	
14	Ability to print user configurable comments and messages on the receipt.	H			N/A	
15	Ability to see the full account description when processing a receipt.	H			N/A	
16	Ability to have an unlimited number of detail lines per receipt	H			N/A	
17	Ability to take receipts offline in the system when the main system is non operational (down for maintenance, etc.) and upload after the fact.	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.6 - Cash Receipting			**Replace this text with the primary product name(s) which satisfy requirements.**			
Objective: Upgrading and centralizing the cash receipting and point-of-sale system to streamline the processing of revenues.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
18	Ability to specify the order in which receipts are processed against outstanding receivables with the option of overriding the order. This would include outstanding receivables across all modules.	H			N/A	
19	Ability to prepare online receipts for departments without a point of sale terminal.	H			N/A	
20	Ability to designate whether a transaction was post-marked on-time (i.e., use of effective dates) to remove potential interest that may be applied to the bill associated with that payment.	L			N/A	
21	Ability to place receipts on "hold" for subsequent release by finance staff.	H			N/A	
22	Ability to release "held" receipts based on user authorization.	H			N/A	
23	Ability to have auto generated sequential receipt number.	H			N/A	
24	Ability to have receipts remain fully editable until the time they are printed and posted.	H			N/A	
25	Ability to use Optical Character Recognition (OCR), scan lines, or bar code readers for scanning receipts. Ability for user to override amount received as necessary.	H			N/A	
26	Ability to apply a payment to multiple invoices or G/L accounts.	H			N/A	
27	Ability to accept partial payments to reduce receivable amounts.	H			N/A	
28	Ability to process credit memos.	H			N/A	
29	Ability to support multiple depository bank accounts and create separate bank deposit slips.	H			N/A	
30	Ability to automatically allocate receipts to the appropriate GL account.	H			N/A	
31	Ability to enter comments (to be used internally) at time of receipt.	H			N/A	
32	Ability to define multiple payment types (i.e., EFT, money order) on the same transaction.	H			N/A	
33	Ability to reprint duplicate receipts.	H			N/A	
34	Ability to override who is making the payment versus the name on the account when processing a payment.	H			N/A	
35	Ability to flag an account that has a history of bad checks.	H			N/A	
36	System has the ability to process online payments, both one-time and recurring.	H			N/A	
37	**Deposits**					
38	Ability for customers to prepay account balances.	H			N/A	
39	Ability to process direct deposits and match them with the relevant customer invoice.	H			N/A	
40	Ability to cancel any direct deposit payment.	H			N/A	
41	Ability to enter a reason code to enter a reason for canceling the direct deposit payment.	H			N/A	
42	**Credit Card Processing**					
43	Solution conforms to Payment Card Industry (PCI) standards and has received PA-DSS certification.	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.6 - Cash Receipting			Replace this text with the primary product name(s) which satisfy requirements.			
Objective: Upgrading and centralizing the cash receipting and point-of-sale system to streamline the processing of revenues.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
44	Ability to generate credit card authorizations.	H			N/A	
45	Ability to print credit card receipts with authorization number.	H			N/A	
46	Ability to support credit card refunds.	H			N/A	
47	Ability to support separate Merchant ID for each physical location for accepting credit cards.	H			N/A	
48	**Closing, Balancing and Depositing**					
49	Ability to close registers at the end of the day to a holding area until they are later approved and posted. Summary information is posted to the G/L with drill down capabilities and the detail receipt information posted to the individual modules.	H			N/A	
50	Ability to distinguish among cash, check or credit card payment and to provide separate totals at days end to assist in balancing the drawer.	H			N/A	
51	Ability to print deposit ticket with appropriate deposit reconcilement code.	L			N/A	
52	Ability to process NSF checks as a reversal to the original revenue posting.	H			N/A	
53	**Interfaces**					
54	Ability to provide Centralized Cashiering functionality that will receipt payments and update the appropriate receivable accounts in the other ERP modules (e.g., misc. billing/AR, utility billing, permits/inspections, business license, taxes, special assessments)	H			N/A	
55	Ability to accept overpayments and store a credit balance in the appropriate account/customer record or interface to Accounts Payable to generate a check for the difference between what was due and what was paid.	H			N/A	
56	Ability to establish and use validations from the G/L chart of accounts.	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

Replace this text with vendor name in the first module.	
Code	**Availability Definition**
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.7 - Citizen Portal					**Replace this text with the primary product name(s) which satisfy requirements.**	
Objective: Provide functionality that allows citizens to submit and track the status of requests related to community development.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
1	**Citizen Portal**					
2	System has a citizen portal that connects to licenses, permits, inspections, code enforcement, and planning functionality.	H			N/A	
3	Ability for users to create one account that is used across all areas of the citizen portal	H			N/A	
4	Ability for users to submit anonymous complaints	H			N/A	
5	Ability to require users to be logged in when completing certain applications / forms.	H			N/A	
6	Ability to show citizens the status of their applications, inspections, and other requests.	H			N/A	
7	Ability to accept payments online.	H			N/A	
8	Citizen portal allows multiple accounts to be associated with one business (e.g. owner and general manager each have own account).	H			N/A	
9	Ability to restrict users from creating multiple accounts associated with a single email address.	H			N/A	
10	Ability for users to reset their password, using secure recovery options, without intervention from City staff.	H			N/A	
11	Ability to designate any field as required in an application, with each application type having their own required fields.	H			N/A	
12	Ability to upload documents as large as 250 Megabytes.	H			N/A	
13	**Module Integration Requirements**					
14	Citizen portal allows one account to be set up and used for all community development areas.	H			N/A	
15	System integrates with an Misc. Billing / Accounts Receivable module for account management purposes.	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

Replace this text with vendor name in the first module.	
Code	**Availability Definition**
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
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M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.8 - Code Enforcement and Inspections					**Replace this text with the primary product name(s) which satisfy requirements.**	
Objective: Provide ability to support the City's code enforcement and inspections operations.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
1	**Inspections & Code Enforcement: Workflow Functionality**					
2	System provides for Workflow and application routing for staff, scheduling and assignments, include zoning inspections prior to escrow release	H			N/A	
3	System provides for Workflow and application routing for various approvals (including P&Z), signatures, notifications and email integration.	H			N/A	
4	System has a mail merge functionality to send out various types of communications	H			N/A	
5	Workflow functionality can accommodate intradepartmental processes with the ability to make comments on attached documents	H			N/A	
6	**Inspections & Code Enforcement: Inspections and Investigations**					
7	System automatically prepares standard inspection checklist based on type of project and type of inspection.	M			N/A	
8	System provides a means to create an internal alert for both recurring and non-recurring dates for inspections.	H			N/A	
9	System can schedule inspections automatically based on user defined key dates.	H			N/A	
10	System only allows inspections to be scheduled if that inspection type is next in the workflow for a case (e.g. first inspection must be marked complete before follow-up inspection can be scheduled).	H			N/A	
11	Ability to mark an inspection as a re-inspection, with a link to the initial inspection record.	H			N/A	
12	Ability to allow inspectors to enter data directly into the system while onsite, including directly uploading pictures and other content	H			N/A	
13	System provides functionality for managing inspection scheduling.	H			N/A	
14	System can assign inspections based on inspector skills and certifications.	L			N/A	
15	System can assign inspections based on current inspector workload.	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.8 - Code Enforcement and Inspections					**Replace this text with the primary product name(s) which satisfy requirements.**	
Objective: Provide ability to support the City's code enforcement and inspections operations.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
16	System can assign inspections based on geographic area assigned to each inspector.	H			N/A	
17	System allows the generation of standard reports for a specific inspection or property or specific owners with multiple properties.	H			N/A	
18	System allows multiple cases to be associated with a single property.	H			N/A	
19	System allows multiple violations to be associated with a single case.	H			N/A	
20	System provides for the interface of remote inspection devices, allowing inspectors to enter findings and inquire on project / case information while at the site.	H			N/A	
21	System provides a method of preparing agendas and backup documentation for cases reaching multiples: including Court, PD, attorney	H			N/A	
22	System accepts results and narrative information input by the inspector for daily inspections	H			N/A	
23	System maintains historical information about each case and inspection.	H			N/A	
24	System provides an inspection request management functionality that is integrated to the ESRI GIS system, providing automated routing and location information	H			N/A	
25	System provides ability to report on all inspection reports for a project.	H			N/A	
26	System provides tools for users to create custom reports through a report writer using key fields.	H			N/A	
27	System can report on inspection revenues by type.	H			N/A	
28	System can notify external utility providers of approved inspections	L			N/A	
29	**Inspections & Code Enforcement**					
30	System automatically prompts internal action on re-inspections/re-calls.	H			N/A	
31	System is able to import/configure custom ordinances and violation types	M			N/A	
32	System can provide notifications to responsible parties, and establish user-defined follow-up inspection program to ensure corrections are made.	H			N/A	
33	System provides a quick review of an inspection status of any project.	H			N/A	
34	System is capable of tracking and managing inspection results from external organizations (e.g. Metropolitan St. Louis Sewer District web site) thru web based functionality	L			N/A	
35	System provides functionality for communication of inspection results (configurable for owner, contractor, etc.) via email communication.	H			N/A	
36	System provides the ability to record fines on properties generated by code enforcement actions.	M			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.8 - Code Enforcement and Inspections					**Replace this text with the primary product name(s) which satisfy requirements.**	
Objective: Provide ability to support the City's code enforcement and inspections operations.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
37	System provides a method of assigning a case to an inspector for follow-up. Where appropriate, allow demand reports to be run, sorted by inspector.	H			N/A	
38	System provides a method of establishing fine calculations and identifying a project which has failed multiple inspections	H			N/A	
39	System provides functionality to capture and track billing information associated with inspections and code enforcement.	H			N/A	
40	System can track multiple code enforcement types. (i.e. Building, Code enforcement, and zoning)	H			N/A	
41	System provides functionality to allow for generation of customized correspondence concerning inspections, violations notices, etc.	H			N/A	
42	System can maintain, sort, search, retrieve, and report on key information about property (e.g. owner information, builder information, property address, parcel number, permits, inspections, etc.).	H			N/A	
43	System can automatically determine fees and expiration dates	H			N/A	
44	System can track inspection and violation data	H			N/A	
45	System able to be configured to charge / not charge fees for re-inspection, based on inspection type - with override capabilities	H			N/A	
46	System provides functionality to proactively notify the applicant of inspection results, once complete.	H			N/A	
47	System provides functionality to allow authorized staff to configure, specify and limit which data fields are available for public inquiry on the Web inspections portal.	H			N/A	
48	**Inspections & Code Enforcement: Violations**					
49	System maintains historical records of findings and actions associated with a given property with the ability to reference past violations	H			N/A	
50	System provides functionality to allow for review that all compliance requirements have been met.	H			N/A	
51	System provides functionality for project notes and comments with the ability to attach pictures and other documents.	H			N/A	
52	System provides the ability to generate a violation notice to be sent to the property owner, including actual court summons as well as written warnings.	H			N/A	
53	System provides the ability to track notices and the complaint status	H			N/A	
54	System provides functionality to schedule hearings and indicate case results and approval / disapproval status	H			N/A	
55	**Interfaces**					
56	System integrates or interfaces with Microsoft Outlook or other system for scheduling appointments and reminders, as well as configurable notifications based on case status.	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.8 - Code Enforcement and Inspections					**Replace this text with the primary product name(s) which satisfy requirements.**	
Objective: Provide ability to support the City's code enforcement and inspections operations.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
57	System is integrated with the work order system, to allow creation of a work order relating to a code enforcement case.	H			N/A	
58	System integrates with the GIS system to map business locations and other data in custom maps outside of the ERP system.	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
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Replace this text with vendor name in the first module.	
Code	**Availability Definition**
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
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M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.9 - Contract Management					**Replace this text with the primary product name(s) which satisfy requirements.**	
Objective: To create, manage and cancel/deobligate contracts.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
1	**Contract Set-Up**					
2	Ability to automatically assign alphanumeric or numeric numbers to contracts.	M			N/A	
3	Ability to add a subcontract number for contracts.	M			N/A	
4	Ability to designate a user-defined minimum dollar threshold for contracts.	M			N/A	
5	Ability to provide for user-defined boilerplate text that can be directly inserted into contracts and then edited.	M			N/A	
6	Ability to handle certifications of contracts over multiple fiscal years.	M			N/A	
7	Ability to convert awarded bids to approved contract.	M			N/A	
8	Ability to allow multiple contracts per vendor.	M			N/A	
9	Ability to allow multiple vendors per contract.	M			N/A	
10	Ability to allow for multiple items per contract.	M			N/A	
11	Ability to set up retainage percentage or fee.	M			N/A	
12	Ability to set-up contracts with recurring payments to vendors with the ability to make one-time payment amount adjustments without affecting the remainder of the contract payment schedule and amount.	M			N/A	
13	Ability to setup multiple contracts on a single project.	M			N/A	
14	Ability to setup a single contract for multiple projects.	M			N/A	
15	**Contract Management/Tracking**					
16	Ability to track several purchase orders or other reference documents within a single contract.	M			N/A	
17	Ability to record and track contract limits (i.e. multi-year contracts) at user specified levels of detail over the life of the contract.	M			N/A	
18	Ability to encumber a portion of a contract based on fiscal year.	M			N/A	
19	Ability to track and flag contract expiration/extension dates.	M			N/A	
20	Ability for departmental input to be captured and tracked on vendor service performance against a contract.	M			N/A	
21	Ability to link contract numbers to the Invitation for Bid (IFB) and Request for Proposal (RFP) number.	M			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.9 - Contract Management			**Replace this text with the primary product name(s) which satisfy requirements.**			
Objective: To create, manage and cancel/deobligate contracts.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
22	Ability to evaluate vendor based on key user-weighted events such as delivery date, quantity return / defective items, and billing problems by contract.	M			N/A	
23	Ability to track all contract information required by legal authority, including but not limited to notice of award, liens, notice to proceed, insurance coverage, payment bonds, and performance bonds.	M			N/A	
24	Ability to attach documents	M			N/A	
25	Ability to track if the contract is subject to the federal Davis-Bacon requirements.	M			N/A	
26	Ability to support procurement from Federal and State contracts.	M			N/A	
27	Ability to track and report on Certificate of Insurance and the related expiration dates.	M			N/A	
28	Ability to calculate contingency and contract administration fee automatically based on contract dollar amount.	M			N/A	
29	Ability to track escrow funds.	M			N/A	
30	Ability to accommodate subsequent contract change orders to update dollar amounts and durations.	M			N/A	
31	**Payments**					
32	Ability to generate payments to contractors based on unit pricing for multiple contract line items.	M			N/A	
33	Ability to specify retainage amount, when to pay, and payment history.	M			N/A	
34	Ability to compare actual contract amounts paid to units provided.	M			N/A	
35	**Decertification**					
36	Ability to decertify contracts.	M			N/A	
37	Ability to do a partial de-certification.	M			N/A	
38	Ability to decertify by each line individually and all lines in a batch.	M			N/A	
39	Ability to reinstate a recertification done in error and flag contract administrator.	M			N/A	
40	**Integration and Reporting**					
41	Ability to integrate to the purchasing module and populate the contractor and subcontractor's information	M			N/A	
42	Ability to integrate to the Business license module	M			N/A	
43	Ability to integrate to the Accounts Payable module	M			N/A	
44	Ability to integrate to the Grant/Project Accounting module	M			N/A	
45	Ability to report all subcontractors (MBE, WBE, DBE) on a contract along with the prime, the MBE/WBE/DBE goals on the prime's contract, respective percentages, etc.	M			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

Replace this text with vendor name in the first module.	
Code	**Availability Definition**
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
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M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.10 - Facilities Management					**Replace this text with the primary product name(s) which satisfy requirements.**	
Objective: To enable real-time collaboration on work orders, work requests, scheduled action items, asset management, and preventive maintenance scheduling for facilities.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
1	**System Requirements**					
2	System can track and report on building contents and related values throughout all City facilities for risk management purposes	H			N/A	
3	Ability to manage and maintain facilities; track complaints, requests and inspections and generate and schedule works orders.	H			N/A	
4	System utilizes user-defined tables and codes to enable departments to customize their requirements for information on work requests directed to them.	H			N/A	
5	System provides capability of storing parts lists by both tasks and facilities.	H			N/A	
6	System provides a means to track maintenance history/repairs and cost on labor/parts used on facility work order jobs.	H			N/A	
7	System provides ability to track the number of hours on a particular type of maintenance activity over a period of time.	H			N/A	
8	When recording large or detailed facilities, system provides ability to create separate facility records for each component, floor, or section that makes up the large facility. - Parent / child relationships (components and sub-components) supported	H			N/A	
9	System provides ability to support attachment of drawing documents (jpg, bmp, doc, etc.) to a facility or each component of a facility.	H			N/A	
10	System provides ability to define preventative maintenance schedules for each component level of a facility. System has capability to accommodate adjustments to schedule based on actual completion dates.	H			N/A	
11	System provides ability to create appropriate facility subtype codes.	H			N/A	
12	Uses the recurring maintenance features to schedule tasks at the appropriate times.	H			N/A	
13	Each scheduled task creates a separate work request and job order automatically.	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.10 - Facilities Management					**Replace this text with the primary product name(s) which satisfy requirements.**	
Objective: To enable real-time collaboration on work orders, work requests, scheduled action items, asset management, and preventive maintenance scheduling for facilities.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
14	Results from inspections (from Development Services / Inspection module) have the ability to generate resulting work orders as appropriate, should no current work order for that activity exist	H			N/A	
15	Able to store associated parts lists with each preventive maintenance task. Each parts list can include specific material and equipment requirements for the task being performed or facility being maintained.	H			N/A	
16	**Integration/Interfaces**					
17	Available employees are defined in the system, and work orders for facilities track employee and related costs (by integrating to Payroll/HR) assigned.	H			N/A	
18	Ability to track facility cost activity which ties back to a budgeted amount for maintenance on a facility.	H			N/A	
19	The interface to the inventory system will use the appropriate lead-times in the inventory module to allow the generation of purchase orders associated with a parts list defined for that work order.	H			N/A	
20	System provides standard functionality to link to the City's GIS software platform to display the location of the facility to the user as well as the different layers of infrastructure (i.e. building diagram, pipes, etc.)	H			N/A	
21	**Other Functionality**					
22	Work order records support attachments such as photos and letters	H			N/A	
23	System has considerations for environmental features such as facility heat and cooling controls	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

Replace this text with vendor name in the first module.	
Code	**Availability Definition**
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
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N	Functionality is not provided.

4.11 - Fixed Assets — Replace this text with the primary product name(s) which satisfy requirements.

Objective: To provide controls over fixed asset accounting and management.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	**Activation Process**					
2	Ability to optionally flag a purchase as a fixed asset item.	H			N/A	
3	Ability to duplicate entry of similar assets.	H			N/A	
4	Ability to track non-depreciable assets in the fixed asset module.	H			N/A	
5	**Asset Master File**					
6	Ability to maintain master location code table.	H			N/A	
7	Ability to maintain master item code table and associated life of asset.	H			N/A	
8	Ability to create user-defined fields for assets	H			N/A	
9	Ability to accommodate parent/child relationships between related assets, such as a master unit with one or more accessories.	M			N/A	
10	Ability to identify grant funded assets (including allocating asset costs across multiple grants based on user defined criteria)	H			N/A	
11	Ability to identify assets related to projects or professional services	M			N/A	
12	Ability to identify financing information for assets.	H			N/A	
13	Ability to attach memos, documents, pictures, etc. to asset file.	H			N/A	
14	Ability to record miscellaneous asset acquisition types, e.g., donated, or confiscated.	H			N/A	
15	Ability to sort capital assets by data fields (e.g., asset type)	H			N/A	
16	Ability to code fixed assets according to a classification scheme by item code (i.e., desks, cars, etc.) and class (e.g., land, buildings, equipment, etc.)	H			N/A	
17	**Asset Management (Additions, Adjustments, Retirements, Transfers)**					
18	Ability to create an asset from multiple POs/invoices and create multiple assets from a single PO/invoice.	H			N/A	
19	Ability to share asset ownership across GL accounts, with the capabilities to make recurring GL splits	H			N/A	
20	System provides standard functionality to configure notifications to various users (e.g. Risk Manager) upon surplussing of assets, inventory or expensed consumable items	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.11 - Fixed Assets					**Replace this text with the primary product name(s) which satisfy requirements.**	
Objective: To provide controls over fixed asset accounting and management.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
21	Ability to transfer assets between departments, locations and funds, accommodating inter-fund and inter-dept. transfers, duplicating all identifying data from original record.	H			N/A	
22	Ability for department end users to initiate transfers	H			N/A	
23	Ability for department end users to initiate asset disposals	H			N/A	
24	Ability to perform a partial disposition / retirement.	H			N/A	
25	**Asset Inventory**					
26	Ability to support (such as barcoded, RFID) asset tags and readers for performing physical inventories.	H			N/A	
27	Ability to print barcoded tags or labels for fixed asset identification.	H			N/A	
28	**Asset Depreciation**					
29	Ability to depreciate fixed assets and allocate depreciation to those programs/accounts that use the assets.	H			N/A	
30	Ability to set-up a different depreciation life for each asset that is within a certain pre-defined range or category.	H			N/A	
31	Ability to idle assets (suspend depreciation).	H			N/A	
32	Ability to establish configurations by fund for the rules of posting depreciation (e.g. general fund depreciation does not post but proprietary funds do post to the general ledger).	H			N/A	
33	**Risk Management**					
34	Ability to track non-depreciable technology inventory items (desktops, laptops, etc.) including detailed information such as component detail, serial numbers, technical specifications, etc.	H			N/A	
35	Ability to track asset value replacement costs for insurance purposes.	L			N/A	
36	Ability to support asset value appreciation for real property and provide a detailed audit trail. Any appreciation does not affect cost basis.	L			N/A	
37	System provides standard functionality to configure notifications to various users (e.g. Risk Manager) upon capitalization of assets	H			N/A	
38	**Interfaces / Integrations**					
39	Ability for the Fixed Asset module to interface with the Accounts Payable modules. Information on newly obtained fixed assets is reported for verification, then automatically transferred from the A/P module into the Fixed Assets master file system. Users are able to adjust and or remove assets that are misclassified.	H			N/A	
40	Interfaces with the Project Accounting system to capture project costs. Allows projects to have multiple assets, and assets to be associated with multiple projects.	H			N/A	
41	Ability to code transactions as CIP (Construction In Progress) for future capitalization.	H			N/A	
42	Ability to integrate to Cash Receipting (for fixed asset disposals).	H			N/A	
43	Ability to import Fixed Asset changes from the work order module	M			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.11 - Fixed Assets			**Replace this text with the primary product name(s) which satisfy requirements.**			
Objective: To provide controls over fixed asset accounting and management.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
44	Ability to integrate with GIS	H			N/A	
45	Ability to interface to a fleet management system	H			N/A	
46	Ability to integrate with Project and Grant Accounting, to associate fixed assets with their related projects and/or grants.	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

Replace this text with vendor name in the first module.	
Code	**Availability Definition**
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.12 - General Ledger					**Replace this text with the primary product name(s) which satisfy requirements.**	
Objective: To provide an automated, integrated, in-house General Ledger system that will improve the ability to manage and accurately report its financial affairs.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
1	**General Requirements**					
2	Ability to comply with financial accounting and reporting standards, such as:	-			N/A	
3	GAAP (Generally Accepted Accounting Principles)	H			N/A	
4	GASB (Governmental Accounting Standards Board) statements	H			N/A	
5	CAFR (Comprehensive Annual Financial Reporting) requirements	H			N/A	
6	Cash basis of accounting	H			N/A	
7	Modified accrual basis of accounting	H			N/A	
8	Accrual basis of accounting	H			N/A	
9	Ability to have the system allow multiple fiscal years to be open and have transactions (including payables) processed against them simultaneously including the ability to have related reversing entries automatically post to new year (i.e. AP, inter-fund journals, accruals, etc.).	H			N/A	
10	**Chart of Accounts**					
11	Ability to expand chart of account segments at any point in time without re-entering/re-converting entire chart.	H			N/A	
12	Ability to associate user logins with a department, or other segment within the chart, and only allows user access to transactions and balances related to that user's department as defined by the chart.	H			N/A	
13	Ability to support all converted data to retain old chart of accounts numbering in a unused description field.	H			N/A	
14	Ability to search chart of accounts for inactive accounts with no history (by user defined time period) / budget to permit batch deletion / inactivation.	H			N/A	
15	**Account Information**					
16	Ability to ease data entry by providing the user the capability to lookup account numbers.	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.12 - General Ledger			**Replace this text with the primary product name(s) which satisfy requirements.**			
Objective: To provide an automated, integrated, in-house General Ledger system that will improve the ability to manage and accurately report its financial affairs.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
17	Ability to maintain a self balancing set of accounts for each fund including assets, liabilities, fund balance, budgetary accounting, expenditures and revenues including the ability to automatically close to fund balance to open the new year.	H			N/A	
18	Ability to optionally configure budget control at the cost center level, in addition to the department level.	H			N/A	
19	Ability to capture, track, and report non-dollar statistical performance such as labor hours, units processed, etc., based on account code.	H			N/A	
20	Ability for journal entry functionality to provide assistance in performing allocations, by a percentage or based on a separate allocation table.	H			N/A	
21	Ability to override transaction validation rules based on authorized approval levels.	H			N/A	
22	**Transaction Processing**					
23	Ability to either have transaction posting require authorization *or* be automatic based on user security.	H			N/A	
24	Ability to allow for individual / batch approval of posting transactions.	H			N/A	
25	Ability to restrict users from posting transactions to inactivated accounts.	H			N/A	
26	System prohibits the posting of journal entries that are out of balance.	H			N/A	
27	**Edits/Validations**					
28	Ability to apply all established validation rules during the data entry process (e.g., transaction creates a negative cash balance, transaction does not balance), giving the user a warning but allowing them to save the transaction – for further review and edit / approval.	H			N/A	
29	Ability for an authorized user to optionally override any transactions that do not meet validation edit rules.	H			N/A	
30	Ability to import General Ledger transactions from external data sources with validation rules.	H			N/A	
31	**Journaling**					
32	Ability to process automated, recurring, and manual journal entries.	H			N/A	
33	Ability to establish, save and use journal entry templates that will allow users to easily create new journal entries using pre-saved journal entry details.	H			N/A	
34	Ability to automatically reverse adjusting journal entries.	H			N/A	
35	**Period End Processing**					
36	Ability to roll specified balance sheet accounts to user specified destination accounts in conjunction with the year end closing process (e.g. fund balance accounts are combined and rolled to a beginning fund balance).	H			N/A	
37	Ability to start processing against any period in the new fiscal year prior to close of last fiscal year. Retroactive transactions are allowed.	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.12 - General Ledger			**Replace this text with the primary product name(s) which satisfy requirements.**			
Objective: To provide an automated, integrated, in-house General Ledger system that will improve the ability to manage and accurately report its financial affairs.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
38	**Reporting and On-Line Inquiry**					
39	System has CAFR builder functionality	**H**			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

Replace this text with vendor name in the first module.	
Code	**Availability Definition**
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.13 - General and Technical					**Replace this text with the primary product name(s) which satisfy requirements.**	
Objective: To ensure that the application operates consistently and to the technical standards.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
1	**Documentation**					
2	Ability to provide online software documentation for all software application modules.	H			N/A	
3	Ability to provide an on-line tutorials.	L			N/A	
4	Ability to provide all vendor supplied software that is accompanied by sufficient documentation to enable comprehensive understanding of its internal structure and operating procedures.	H			N/A	
5	Ability to provide Release Notes that document changes between version releases. These documents must be written in a fashion that is easily understandable by the end user. The format of the Release Notes must be conducive to analyzing which changes effect the organization.	M			N/A	
6	**Help System**					
7	Ability to provide a menu-driven system with comprehensive utility and "help" screen capabilities.	L			N/A	
8	Ability to provide field-level and screen level help throughout the application that can be customized by trained users.	H			N/A	
9	**Online Vendor Customer Support Portal**					
10	Ability to provide a portal solution to the access various on-line information regarding the vendor's solution including: * Knowledge base of user documentation * Release notes * Other documentation	H			N/A	
11	Ability to provide a portal solution that allows users to submit enhancement requests and system bugs on-line that allows for tracking of progress on individual items.	M			N/A	
12	Ability to provide a portal solution that allows users to query on specific items that they have submitted.	M			N/A	
13	**Error Processing**					

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.13 - General and Technical					**Replace this text with the primary product name(s) which satisfy requirements.**	
Objective: To ensure that the application operates consistently and to the technical standards.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
14	Ability to log error messages and store for future review and reporting. Error messages should be meaningful to the user versus being of a technical nature.	L			N/A	
15	Ability to allow the system administrator or designated end-users to view the error log on-line to provide support for the users.	L			N/A	
16	Ability to perform error checking to verify the quality of the information being entered and that system balances are maintained.	H			N/A	
17	**Forms Processing**					
18	Ability to provide an integrated Forms Solution that allows for custom develop various forms within the system that can be integrated with all modules.	L			N/A	
19	Ability for trained users to customize forms without the need for Vendor assistance. Customized forms will be able to be incorporated into future vendor releases.	M			N/A	
20	**Security and Auditing**					
21	Ability to use Active Directory (AD) as the source for security credentials. AD shall be used as the primary authentication level for user sign-on into the system.	H			N/A	
22	Ability to limit users to view only capabilities at the application, module, or transaction level.	H			N/A	
23	Ability to deliver security in a layered format (i.e. data, database, application, network physical).	H			N/A	
24	Ability to log all file changes in a detailed permanent audit trail, by user ID.	H			N/A	
25	Ability to provide role based and class based system security; must be configurable and must establish rules for editing.	H			N/A	
26	Ability for an administrator to change a user's status to inactive.	H			N/A	
27	Ability to support electronic/digital signatures.	H			N/A	
28	Ability to support the encryption of data communications between the client and the server via a cloud solution.	H			N/A	
29	Ability to define specific user access to processes, icons, screens, reports, records and code tables based on individual and group profiles.	M			N/A	
30	Ability to apply security restrictions to global update functions.	H			N/A	
31	Ability to restrict the accessing of security configuration and audit logs.	H			N/A	
32	Standard system functionality restricts System Administrator account from perfo	H			N/A	
33	Ability to provide single sign on with any third-party products proposed.	M			N/A	
34	Ability to provide password security which will automatically restrict access after a specified number of erroneous attempts to access.	H			N/A	

4.13 - General and Technical					**Replace this text with the primary product name(s) which satisfy requirements.**	
Objective: To ensure that the application operates consistently and to the technical standards.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
35	Ability to ensure that system password settings are "customizable" (based upon the nature of threats to the data residing in the system. Management should be able to set the complexity levels for passwords as appropriate.)	L			N/A	
36	Ability to ensure that system password expiration settings are "flexible" (higher privileged accounts should have passwords which expire every 30-60 days while lesser privileged accounts expire every 60-90 days).	L			N/A	
37	Ability to reject a password if it does not meet established password editing & checking criteria that help ensure that the password will not be one that is easily guessed.	L			N/A	
38	Ability to monitor concurrent users to the database.	H			N/A	
39	Ability to automatically log off an inactive user.	H			N/A	
40	Ability to track the relevant audit trails and allow "drill down to the source" functionality to review the history of all changes to the data.	H			N/A	
41	Ability to allow management to review the system administrator's activities.	H			N/A	
42	**Archiving**					
43	Ability to provide an archiving solution for all data elements which provide configuration options for archiving schedules.	H			N/A	
44	System design provides an “archive” environment for historical data.	H			N/A	
45	**Integration and Interfacing**					
46	Ability to import / export non-configuration data (e.g. transaction data) to/from a common data interchange format (e.g. ASCII, XML, etc.)	H			N/A	
47	Ability to import / export configuration data to/from a common data interchange format (e.g. ASCII, XML, etc.)	H			N/A	
48	Ability for all data import functions in the system to observe all pre-set data validation rules to enforce data / database integrity	H			N/A	
49	Ability to support web services as a means of real-time data exchange with other applications.	H			N/A	
50	Ability to apply security restrictions to all imports performed by a user.	H			N/A	
51	Ability to attach multiple documents / images to a single ERP transaction and have that attachment flow with the transaction throughout it’s life in the ERP (i.e. requisition to purchase order).	H			N/A	
52	**System Installation**					
53	Ability to provide capabilities for system to be deployed with an "agentless client" (i.e. no software on the desktop).	H			N/A	
54	Ability to retain user preferences when installing new releases of the vendor's software.	H			N/A	
55	Ability to support the following environments during system implementation including: DEV, TEST, TRAIN, LIVE.	H			N/A	

4.13 - General and Technical			**Replace this text with the primary product name(s) which satisfy requirements.**			
Objective: To ensure that the application operates consistently and to the technical standards.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
56	Ability to provide a configuration management solution to allow for easy management of moving data and programs between the various environments.	H			N/A	
57	**System Operations and Administration**					
58	Ability to supply various utilities to facilitate file maintenance, data manipulation, and backup/recovery. These may include, but are not limited to, sorts, file generators, and file-to-file copying utilities.	L			N/A	
59	Ability for the software vendor(s) to have the facilities to diagnose and maintain the application software and database remotely.	H			N/A	
60	Ability for the vendor to provide ongoing software maintenance and new software releases periodically to meet all State and Federal requirements at no additional charge.	H			N/A	
61	Ability to remain *on-line* and inquire into *multiple* applications for extended periods of time.	L			N/A	
62	**Technical Standards & Preferences - Applies to ALL products being proposed by the vendor.**					
63	Ability to use the following internet browsers without any loss of functionality:	-			N/A	
64	Microsoft Edge	H			N/A	
65	Microsoft Internet Explorer	H			N/A	
66	Mozilla Firefox	H			N/A	
67	Ability to access the system without any loss of functionality on a the following mobile operating systems	-			N/A	
68	Apple iOS	H			N/A	
69	Andoird	L			N/A	
70	**Data Management**					
71	Ability for all informational data elements tracked to be maintained in a (SQL Server) ODBC-compliant integrated database to allow efficient data sharing, customized report writing, and automated posting.	H			N/A	
72	Ability for system to interact with the relational database and offer robust querying and online analysis tools that do not require programming knowledge, allowing users to pick and choose fields, link tables, and establish criteria.	H			N/A	
73	Ability to log all on-line input and provide the ability to recover the data files to the point of the last transaction in the event of a programming or system failure. This process should minimize user involvement.	H			N/A	
74	Ability to access tables from other systems using both SQL and non-SQL data sources.	H			N/A	
75	Ability to support referential integrity through the use of data definitions.	M			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.13 - General and Technical					**Replace this text with the primary product name(s) which satisfy requirements.**	
Objective: To ensure that the application operates consistently and to the technical standards.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
76	Ability to create database integrity constraints that match the business rules enforced by the system through the modules code.	M			N/A	
77	Ability for the database to allow for data access in a seamless manner even though the data may physically reside on another server.	L			N/A	
78	**User Interface**					
79	Ability for system to ensure that all features and functions within the application will be available and operate identically regardless of the user interface that is used (i.e., web-based or client-based).	L			N/A	
80	Ability to ensure that the software applications provide functionality for or are compatible with third party industry standard (Lunar, Supernova, Zoom Text, Magic) screen magnification products to enlarge the print on the computer screen and configure print size, contrast and color selection for blind users. Please note third party product compatibility in Comment field.	H			N/A	
81	Ability for the software applications to provide functionality for or are compatible with third party industry standard (Hal, JAWS for Windows, Windows Eyes, etc.) screen reading software (used to operate a speech synthesizer, which voices the contents of a computer screen) for blind users. Please note third party product compatibility in Comment field.	H			N/A	
82	Ability for system to ensure a consistent use of command keys and screen layouts across the application.	H			N/A	
83	Ability to allow any screen to be modified to use the customized terminology.	L			N/A	
84	Ability to modify pull down menus and pick lists.	H			N/A	
85	Ability for system to display all dollar amounts formatted with dollar signs and commas.	H			N/A	
86	**Data Entry & Transaction Processing**					
87	Ability to control entry of data to ensure user enters data into all required fields on the screen.	H			N/A	
88	Ability to have data entry fields automatically default to a specific value (e.g., date fields should default to current date).	H			N/A	
89	Ability to perform batch data entry of transactions with batch totals.	H			N/A	
90	Ability for system to provide data entry transaction templates (i.e. journal entries, requisitions, etc.), with custom defined fields as a default.	H			N/A	
91	Ability to configure tabbing order on all data entry screens.	H			N/A	
92	Ability to “auto fill” fills in field level information (i.e. – vendor name, account name).	H			N/A	
93	Ability for back-ups or other transactions in one module to not block, delay, or otherwise interfere with transactions in other modules.	H			N/A	
94	Ability for the system, excluding complete system backup activities, to be available 24 hours a day.	H			N/A	

4.13 - General and Technical					**Replace this text with the primary product name(s) which satisfy requirements.**	
Objective: To ensure that the application operates consistently and to the technical standards.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
95	System provides record locking functionality which only allow viewing, and query access to system records by users, while a user is making edits to the record.	H			N/A	
96	Ability for system to provide free form comments fields for all transactions – prior to posting, after the fact (multiple un-editable comments with user stamping and date stamping)	H			N/A	
97	**Central Document / Transaction Workflow Engine**					
98	Ability to provide workflow functionality, automating business processes within the system that can be controlled and managed by a trained end-user. This workflow includes routing based on roles defined in the system and assigned to each user and rules determining how a process is handled and works consistently across all module areas and user interfaces within the application.	H			N/A	
99	System provides audit trail history of approvals.	H			N/A	
100	Ability to set ad-hoc approval rule for individual transactions.	H			N/A	
101	Ability to provide workflow functionality that is role based such that departments can perform approvals in a “person independent” manner.	H			N/A	
102	Ability to provide tickler / reminder functionality throughout the system that could be set to trigger based on certain events (e.g., more than 2 weeks have passed and you are responsible for completing this step, contract is going to expire soon, etc.). Optionally, be able to trigger a standard email to be sent through Outlook.	H			N/A	
103	Ability to provide workflow functionality that allows a user to enter comments justifying their approval/denial.	H			N/A	
104	Ability to provide workflow functionality that allows a user to forward workflow items for a user-designated period of time to another user who will act as a surrogate in being able to review, approve and reject all workflow items in the first user's absence.	H			N/A	
105	Ability to provide workflow functionality that allows for items to be put into workflow with a combination of parallel or sequential approvals.	H			N/A	
106	Ability to provide workflow functionality that allows for reporting on how long each step in a workflow is taking to perform.	H			N/A	
107	Ability to provide workflow functionality with the following options when reviewing an item: * Approve * Forward * Hold * Reject	H			N/A	

4.13 - General and Technical					**Replace this text with the primary product name(s) which satisfy requirements.**	
Objective: To ensure that the application operates consistently and to the technical standards.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
108	Ability to provide workflow functionality that allows for notification of the results of a workflow step to be sent to a user via email or be viewable internally within the application. The type of notification (email or internal to application) can be customizable for each individual user.	H			N/A	
109	Ability to provide workflow functionality that allows for users receiving workflow updates via email to click on a link provided within the email that takes the user to the appropriate area within the application to perform the next steps on that workflow.	H			N/A	
110	**Address Management**					
111	Ability to support a standard naming convention including segments for all addresses within the system.	H			N/A	
112	Ability to store all components of an address record in separate fields.	H			N/A	
113	Ability to support a single customer record that is not duplicated within the system.	H			N/A	
114	**Reporting and Printing**					
115	Ability to provide a user-configurable 'management dashboard' which allows users to identify and view key summary performance statistics from various components of the ERP system and drill into supporting records for further detail.	H			N/A	
116	Ability to sort and filer data without using a formal report writer.	H			N/A	
117	Ability to filter data on the screen and save that view for later use.	H			N/A	
118	Ability for non technical users to combine data from different modules into one dashboard view / inquiry, without using a report writer.	H			N/A	
119	Department budget dashboard, which shows available budget by department or GL code.	H			N/A	
120	Ability for system to have an ad-hoc report writer with the following features:	-			N/A	
121	Report Writer capability with file organization structure consistent between all application modules	L			N/A	
122	Integration with all other application modules for custom report creation	L			N/A	
123	Flexible report formatting capabilities	L			N/A	
124	Mailing list and label generation capability	L			N/A	
125	Ability to retrieve information from multiple tables / files	L			N/A	
126	Ability to specify desired subtotal breaks and totaling fields	L			N/A	
127	Ability to obtain reports in different sort sequences	L			N/A	
128	Ability to calculate percentages	L			N/A	
129	Ability to calculate averages	L			N/A	
130	Ability to make minor alterations to *previously* defined reports.	L			N/A	
131	Ability to prepare / print reports from any accounting period and across periods.	L			N/A	

4.13 - General and Technical			Replace this text with the primary product name(s) which satisfy requirements.			
Objective: To ensure that the application operates consistently and to the technical standards.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
132	Ability to set up menus of created reports for easy access and printing	L			N/A	
133	Option available to send report to the screen, a printer, or to a file.	L			N/A	
134	"Wildcard" and/or “Keyword” capability to allow easy accessing of a range of values when creating reports	L			N/A	
135	Sequentially numbered pages on reports	L			N/A	
136	Shows current date and reports "as of" date	L			N/A	
137	Data fields include commas, decimal points, dollar signs, +/- signs, etc. and are right or left justified as appropriate	L			N/A	
138	Ability to select any department (or cost center) or range(s) of departments (or cost centers) for inclusion or exclusion in/from reports	L			N/A	
139	Ability to "drill down" allowing a user to begin with a summary level screen / online report and inquire on progressively more detailed (i.e., source) transactions.	H			N/A	
140	Ability to output electronically (file or disc) to all governmental entities as required by law.	H			N/A	
141	Ability for reports to be scheduled to run.	L			N/A	
142	Ability to execute reports with an "as of" date.	L			N/A	
143	Ability to allow end users to directly print reports and inquiry screens to printer, without cumbersome use of a "print queue".	H			N/A	
144	Ability to allow search criteria on reports to be not-exact matches, partials, or similar (e.g., soundex).	L			N/A	
145	Ability to automatically route reports via a workflow.	L			N/A	
146	Ability for system to allow users to perform inquiries and searches by any field available for data entry.	H			N/A	
147	Ability to reprint reports, checks, or bills with restart capability when reports, checks, or bills being printed are interrupted.	H			N/A	
148	Ability to print Accounts Payable and Payroll checks to laser printers with signatures.	H			N/A	
149	Ability to allow formatted output to be matched to printer device characteristics without intervention by the user.	H			N/A	

Replace this text with vendor name in the first module.	
Code	**Availability Definition**
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.14 - Human Resources — **Replace this text with the primary product name(s) which satisfy requirements.**

Objective: To provide an automated system to improve management of online employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services, and to improve internal control of department personnel costs through improved labor distribution reporting.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	**Human Resources General**					
2	Ability to perform both payroll and personnel functions from a single database with automatic update of information in both systems from a single transaction.	H			N/A	
3	Ability to provide an HR dashboard with an easily accessible compilation of Human Resource data including key metrics for employee turnover, open positions, applicants, terminations, etc.	M			N/A	
4	Ability to provide an Employee Portal.	H			N/A	
5	Ability to support Position Control functionality.	H			N/A	
6	Ability to maintain management hierarchy for approval routing and notifications.	H			N/A	
7	Ability to track the same information for employees, regardless of temporary or regular status.	H			N/A	
8	Ability to enter one employee in multiple positions with multiple job titles, pay rates, classifications, cost centers, etc. during the same pay cycle without the need for manual journal entries; show cross reference in payroll register	H			N/A	
9	Ability to support a position requisition process.	H			N/A	
10	Ability to incorporate budget checking process as part of position requisition process.	H			N/A	
11	Ability to integrate position request with Budget module for development of personnel budget	H			N/A	
12	Ability to add comments to a candidates application (e.g., if the candidate forgets to include their phone number on the application, HR can add it to the application)	H			N/A	
13	Ability to integrate approved position requisitions / openings with Applicant Tracking function	H			N/A	
14	**Recruiting**					
15	Ability to maintain job descriptions for each position	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.14 - Human Resources			**Replace this text with the primary product name(s) which satisfy requirements.**			
Objective: To provide an automated system to improve management of online employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services, and to improve internal control of department personnel costs through improved labor distribution reporting.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
16	Ability to maintain required qualifications for each position	H			N/A	
17	**Applicant Tracking**					
18	Applicant tracking module supports an integrated onboarding process with HR and Payroll modules	H			N/A	
19	Ability to support internal and external job announcements	H			N/A	
20	Ability to attach documents to applicant files.	M			N/A	
21	Ability to support the tracking of supplemental applicant data such as test scores, writing samples, reference checks, and additional information for Fire/Police.	M			N/A	
22	Ability to track, analyze and report on key hiring metrics, such as demographics	M			N/A	
23	Ability for new hires to complete onboarding tasks prior to their start date	H			N/A	
24	**Personnel Administration**					
25	Ability to maintain the current status and chronological history of all employees and allow comprehensive searching/sorting/reporting as needed.	M			N/A	
26	Ability to support tracking of applicant testing scores	M			N/A	
27	Ability to grant or take away access to personnel information, as needed	H			N/A	
28	Ability to store multiple anniversary and seniority-related dates	H			N/A	
29	Ability to track employee assigned assets (cell phones, laptops, etc.)	H			N/A	
30	Ability to associate/attach documents with/to an employee personnel record	H			N/A	
31	Ability to individually sign-off on SOPs or other Handbook updates/changes through self-service	M			N/A	
32	**Benefits Administration - Add Interface to CBAS**					
33	Employee Self-Service includes the ability to for employees to change benefits during open enrollment	H			N/A	
34	Employee Self-Service includes the ability to change benefits outside of open enrollment, including a workflow to verify the life-event if necessary.	M			N/A	
35	Ability to update insurance information	M			N/A	
36	Ability to update life insurance/beneficiaries	M			N/A	
37	Ability to view PTO time	H			N/A	
38	Ability to support active open enrollment process	H			N/A	
39	Ability to support multiple PTO bank types that can be configured individually	H			N/A	
40	Ability to support multiple open enrollment processes (e.g. Open Enrollment that coincides with Fiscal Year and Open Enrollment that coincides with Calendar Year).	L			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.14 - Human Resources			**Replace this text with the primary product name(s) which satisfy requirements.**			
Objective: To provide an automated system to improve management of online employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services, and to improve internal control of department personnel costs through improved labor distribution reporting.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
41	Ability to flag or generate reports showing dependents who will become ineligible for benefits in the near future.	L			N/A	
42	Ability to support benefit payoffs for employees	M			N/A	
43	Ability to support FSA healthcare on a different calendar.	L			N/A	
44	Ability to support the administration of multiple deferred compensation plans.	H			N/A	
45	Ability to support the tracking and calculation of multiple accrual types in real time	H			N/A	
46	Ability to integrate with Payroll, Self-Service, and Time and Attendance Systems for tracking of accrual balances.	H			N/A	
47	Ability to calculate Total Compensation	H			N/A	
48	**Training Administration**					
49	Ability to centrally track employee training data, CPE requirements and completion, etc.	H			N/A	
50	Ability to attach proof of training completion	H			N/A	
51	Ability to support training administration functions	M			N/A	
52	Ability to track employee training plans	M			N/A	
53	Ability to link employee training plans to performance management information	M			N/A	
54	Ability to support a tuition reimbursement policy	M			N/A	
55	**Skills Tracking**					
56	Skills can be tracked and linked to:	-			N/A	
57	Positions (requirement)	M			N/A	
58	Employees (possession)	M			N/A	
59	Department objectives (target)	M			N/A	
60	**Certifications / Licenses**					
61	Ability to record yearly training requirements as needed to keep professional licenses.	H			N/A	
62	Ability to track the following items:	-			N/A	
63	Random drug test results	H			N/A	
64	Physical exam results	H			N/A	
65	Ability to track licensure and certification requirements.	H			N/A	
66	Ability to send automatic notifications to an employee's manager when their expirations are close to the expiration date.	H			N/A	
67	Ability to track other certifications per employee and their expirations	H			N/A	
68	Ability to flag or report on licenses with upcoming expiration dates.	H			N/A	
69	Ability to configure Wellness programs (e.g. health fairs, flu shots, blood drives, lunch & learns, etc.) administered by the organization and their related meetings / activities	H			N/A	
70	**Compliance Tracking & Reporting**					

4.14 - Human Resources			**Replace this text with the primary product name(s) which satisfy requirements.**			
Objective: To provide an automated system to improve management of online employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services, and to improve internal control of department personnel costs through improved labor distribution reporting.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
71	Ability to track and report all necessary elements for compliance with the following laws:	-			N/A	
72	Affordable Care Act (ACA)	H			N/A	
73	Equal Employment Opportunity (EEO) - all categories including ADEA (Age Discrimination and Employment Act)	H			N/A	
74	COBRA	H			N/A	
75	INS - immigration laws including fields for tracking I-9 documents verified	H			N/A	
76	Veterans	M			N/A	
77	Disabilities (ADA)	M			N/A	
78	Accommodations - free form text field for accommodations provided	M			N/A	
79	Fair Labor Standards (FLSA) status by position for all positions	H			N/A	
80	State Disbursement Unit - Child Support reporting	H			N/A	
81	Ability to support FMLA and workers compensation tracking	H			N/A	
82	Ability to send out ethics policy updates and require signature/acknowledgement	H			N/A	
83	Ability to support time tracking for outside volunteers' activities	L			N/A	
84	Ability to track all retired employees	H			N/A	
85	Vendor provides software updates to maintain compliance with all applicable Federal and State laws related to HR tracking and management	H			N/A	
86	**Other Reporting Requirements**					
87	Ability to provide multiple free form fields for inquiries at department level.	L			N/A	
88	Ability to have ad-hoc report capability with user defined sort on all employees indicating any data maintained in system data elements.	H			N/A	
89	Generate Mailings, both electronic and letters	M			N/A	
90	Ability to support mail merges (e.g., using Microsoft Word or other letter templates)	M			N/A	
91	Ability to print out employee file, including all Change of Status transactions, information for paper file	H			N/A	
92	Ability to track "outside employment" (employees part-time positions outside of the City)	L			N/A	
93	**Employee Relations**					
94	Ability to store grievance information.	H			N/A	
95	Ability to store disciplinary information	H			N/A	
96	Ability to track background/credit checks and limit viewing access	H			N/A	
97	Ability to attach documents to personnel records	H			N/A	
98	Ability to track equipment assigned to employees for future return during off boarding	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.14 - Human Resources			**Replace this text with the primary product name(s) which satisfy requirements.**			
Objective: To provide an automated system to improve management of online employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services, and to improve internal control of department personnel costs through improved labor distribution reporting.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
99	Ability to keep a off boarding checklist to track completion of activities during the process	H			N/A	
100	Union Contract Negotiations - forecasting/costing of proposals	M			N/A	
101	Ability to track insurance forms, indemnification forms, and contracts for contractual employees	L			N/A	
102	Ability to track grievances by department, employee and type / class	M			N/A	
103	**Performance Management**					
104	Ability to perform and track online performance evaluations - flexible tool with multiple formats.	M			N/A	
105	Ability to automatically notify the supervisor / manager when an employee is due for a performance review.	H			N/A	
106	Ability to track awards/commendations	L			N/A	
107	Ability to support performance reviews	H			N/A	
108	Ability for supervisors to review others' comments (e.g., if an employee has multiple supervisors)	L			N/A	
109	Ability to provide tools to report on or identify departments with potential performance problems.	L			N/A	
110	Ability to track exit activities, including return of department materials, material assignments, exit interview results, etc.	H			N/A	
111	**Succession and Career Planning**					
112	Ability to maintain career development data	L			N/A	
113	Ability to create career Profiles.	L			N/A	
114	Ability to perform replacement planning	L			N/A	
115	Ability to reinstate returning seasonal employees	H			N/A	
116	Ability to compare changes over time in regards to transfers, terms, and retirement rates.	M			N/A	
117	**Risk Management**					
118	System provides ability to track "near miss" events.	H			N/A	
119	Risk type	H			N/A	
120	Risk description	H			N/A	
121	Identified by	H			N/A	
122	Date identified	H			N/A	
123	Priority	H			N/A	
124	Internal vs External Risk	H			N/A	
125	Area	H			N/A	
126	Scenario	H			N/A	
127	Status	H			N/A	
128	Multiple user defined fields	H			N/A	
129	System allows the organization to establish and maintain a customized list of risk types to be assigned to each risk	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.14 - Human Resources			**Replace this text with the primary product name(s) which satisfy requirements.**			
Objective: To provide an automated system to improve management of online employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services, and to improve internal control of department personnel costs through improved labor distribution reporting.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
130	System provides the capability to track details related to risk quantification, including:	-			N/A	
131	Severity rating	H			N/A	
132	Severity description	H			N/A	
133	Probability rating	H			N/A	
134	Probability description	H			N/A	
135	Ability to Control rating	H			N/A	
136	Ability to Control description	H			N/A	
137	Multiple user defined fields	H			N/A	
138	System provides graphical reporting capabilities to assist with risk prioritization, identifying risks by Severity and Probability	H			N/A	
139	System provides the capability to track details related to risk response development, including:	-			N/A	
140	Response type (e.g. avoidance, mitigation, acceptance)	H			N/A	
141	Response approach	H			N/A	
142	Response resource	H			N/A	
143	Response resource cost estimate	H			N/A	
144	Responsibility for response	H			N/A	
145	Response due date	H			N/A	
146	Response % complete	M			N/A	
147	Response resource actual cost to date	H			N/A	
148	Response project	H			N/A	
149	System allows the organization to assign multiple risk response activities to each risk	H			N/A	
150	System provides reports which assist with the selection of risk response activities by identifying activity cost and impact to severity rating	H			N/A	
151	System integrates to Project module, for capturing costs of projects related to risk responses	H			N/A	
152	System integrates to Work Order module to provide a highly configurable automated workflow management engine that allows authorized users to establish and assign risk response activities	H			N/A	
153	System is integrated to Payroll / Human Resources modules to track and report on payroll by worker's compensation classification category, for risk management purposes.	M			N/A	
154	System is integrated to Fixed Assets module to track "non-inventoried" asset items per department / division for risk management purposes.	H			N/A	
155	System is integrated to Facilities Management module to track and report on building contents and related values throughout all City facilities for risk management purposes	M			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

Replace this text with vendor name in the first module.	
Code	**Availability Definition**
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.15 - Inventory Management					Replace this text with the primary product name(s) which satisfy requirements.	
Objective: To provide online master file information on all equipment and supplies for ordering, tracking, and disbursement to multiple departments.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
1	**Inventory Master Record**					
2	Ability to track "non-inventoried" asset / equipment items (i.e.: computer equipment, rebuilt meters, non-licensed vehicles) per department / division for risk management purposes.	H			N/A	
3	Ability to have fields automatically fill if keyed information is redundant.	H			N/A	
4	Ability to accommodate alpha numerical commodity and sub-commodity codes.	H			N/A	
5	**Ordering / Reordering**					
6	Ability to prepare on-line requisitions for stock replenishment.	H			N/A	
7	Ability to allow for user-defined Economic Order Quantities (EOQ) to establish suggested order quantities.	H			N/A	
8	Ability to process back orders.	H			N/A	
9	Ability to designate recommended minimum and maximum stock for every item.	H			N/A	
10	**Inventory Withdrawal**					
11	Ability to provide on-line parts or materials catalogs for use by the field crews and maintenance supervisors.	H			N/A	
12	System supports the development of a catalogue of inventory available to customers.	H			N/A	
13	Ability to remove materials or parts from inventory based on work order requirements. System is updated automatically when completed work orders are entered online.	H			N/A	
14	Ability to handle multiple inventory locations and prioritize them for stock picking purposes.	H			N/A	
15	Ability to provide a surplus "excess or obsolete" function to withdraw inventory, posting to a separate GL account.	H			N/A	
16	Ability to restrict inventory access to those items / locations the user is authorized for.	H			N/A	
17	**Receiving**					

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.15 - Inventory Management			Replace this text with the primary product name(s) which satisfy requirements.			
Objective: To provide online master file information on all equipment and supplies for ordering, tracking, and disbursement to multiple departments.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
18	Ability to process, online, receipts at multiple receiving locations.	H			N/A	
19	**Inventory Adjustments**					
20	Ability to support barcoding.	L			N/A	
21	Ability for authorized users to perform inventory level adjustments	H			N/A	
22	Ability to perform a physical inventory and update actual quantity levels.	H			N/A	
23	**Costing**					
24	Ability to automatically calculate weighted average, FIFO, LIFO, etc. cost of inventory items when stock contains items at multiple prices.	L			N/A	
25	Ability to apply an overhead rate to the item cost for an inventory item.	L			N/A	
26	**Interfaces**					
27	Ability to interface with other applications within the ERP, including:	-			N/A	
28	Work Order - for complete job costs, including materials cost and usage	H			N/A	
29	Utility Billing (for meter inventory)	H			N/A	
30	Facilities Management - including reordering based on preventative maintenance schedules	H			N/A	
31	General Ledger - for inventory transactions, including shrinkage	H			N/A	
32	Misc. Billing module - for the ability to generate a bill at time of service (inventory sale to external customer).	H			N/A	
33	Fleet Management module. For reorders based on preventative maintenance schedules. Also, items (i.e.: oil filters) can be associated with vehicles tracked in the fleet system. When the vehicle is disposed of, notification of related inventory item is given.	H			N/A	

Replace this text with vendor name in the first module.	
Code	**Availability Definition**
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.16 - Licensing					Replace this text with the primary product name(s) which satisfy requirements.	
Objective: Support the City's business license and liquor license process, including accepting and evaluating applications, and issuing the licenses.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
1	**Business License: Software Requirements**					
2	System provides functionality to allow for remote entry of business license renewal applications over the Web, and verify contractor insurance, by applicants, as well as provide functionality to take payment for the renewal (e.g., self service)	H			N/A	
3	System provides self service functionality for new businesses to set up an account, apply for a license and pay over the web, with appropriate zoning approval workflows.	H			N/A	
4	Ability to have multiple license type codes per business	H			N/A	
5	Ability to set up a business record separate from a specific license, which will allow the internal City user to see the complete license history for that business.	H			N/A	
6	Ability to merge multiple records into one business record, while retaining the complete history of each record.	H			N/A	
7	Ability to retain complete history of expired licenses	H			N/A	
8	**Business License: Account Financial Management**					
9	System provides configurable business license fee calculation tools that accommodate fees based on a combination of multiple components (e.g., license type fixed amounts, per unit amounts, minimums and maximums).	H			N/A	
10	Ability to have multiple license periods by license type code that are based on different renewal cycles and time periods (date of the original application (i.e. different end dates) and multiple annual cycles)	H			N/A	
11	System provides configurable fee calculation tools that accommodate partial year pro-rations	H			N/A	
12	Ability to automatically determine fees and expiration dates from license type and fee codes.	H			N/A	
13	Ability to charge fines, with increasing rates based on number of offenses	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.16 - Licensing			**Replace this text with the primary product name(s) which satisfy requirements.**			
Objective: Support the City's business license and liquor license process, including accepting and evaluating applications, and issuing the licenses.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
14	Ability to exempt a business from a fee (may not be all fees) & have an exempt flag	H			N/A	
15	Ability to automatically assign penalties for late payment, based on, for example, percentage of total fee, time of year, and maximum penalties.	H			N/A	
16	Ability to override fees and penalty assessments.	H			N/A	
17	Ability to create additional charges on an existing license	M			N/A	
18	Ability to calculate false alarm fee based on number of false alarms incurred during previous year, with different rates for residential vs. business.	H			N/A	
19	Ability to reverse payment & apply NSF fee	H			N/A	
20	Ability to display line items for fees on invoices.	H			N/A	
21	Ability to revoke licenses and track revoked licenses.	H			N/A	
22	Ability to set controls for which fees can be waived.	H			N/A	
23	Ability for businesses to pay for the license through the citizen portal. Users should only be allowed to pay calculated license fee (no free-form entry of payment amount).	H			N/A	
24	**Business License: Workflow and Approvals**					
25	System provides a highly configurable workflow engine that allows for multiple-step routing of business license applications and P&Z approval tied to occupancy permit, based on license type, with variations based on whether license is for a new business, new owner, or renewal.	h			N/A	
26	Ability for workflow routing to include a timeline for each department, which is exportable to Outlook	h			N/A	
27	Ability for workflow to route to multiple parties, for those steps that can be completed simultaneously.	h			N/A	
28	System interfaces with the inspections module to send alerts when there are property issues that require follow-up.	h			N/A	
29	System provides notification functionality when a license is approved.	h			N/A	
30	System provides the ability to see the status of outstanding approvals (e.g., queues)	h			N/A	
31	Ability to send external notifications to businesses based on timing of renewal via email or mail merge functionality.	h			N/A	
32	Completion of a workflow for a license can trigger subsequent licensing requirements (e.g., a license re: zoning compliance needs to be completed before other licenses can be approved).	H			N/A	
33	**Business License: Printing and License Generation**					
34	Ability to prevent licensing until all related fees are paid off	H			N/A	
35	Ability to prevent licensing until violations are corrected (e.g., health code)	H			N/A	
36	Ability to create temporary permits for events	H			N/A	

4.16 - Licensing			Replace this text with the primary product name(s) which satisfy requirements.			
Objective: Support the City's business license and liquor license process, including accepting and evaluating applications, and issuing the licenses.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
37	System enables customers to download and print their business licenses via a self-service portal.	H			N/A	
38	Ability to provide for user defined printed fields for licenses and renewal forms. Format to be determined by type of license.	H			N/A	
39	Ability to print licenses and renewal notices on forms created in or exported to Microsoft Word and Microsoft Excel	L			N/A	
40	Ability to flag licenses that contain violations so renewal notices do not print	h			N/A	
41	Ability to automatically assign license/registration numbers.	H			N/A	
42	Ability to create multiple tags/types of licenses attached to one business.	H			N/A	
43	Ability to create one sticker with a barcode per business and have multiple licenses linked to that individual bar code.	L			N/A	
44	Ability to capture expiration dates for other associated licenses (e.g. state licensing)	H			N/A	
45	Ability to note violations related to a business license	H			N/A	
46	**Business License: Reporting**					
47	Ability to view outstanding payments due	H			N/A	
48	Ability to generate an annual performance report with the associated budget	H			N/A	
49	Ability to report on notes taken during workflow process and inspections.	H			N/A	
50	Ability to create a report that indicates license type, business name, location, and sticker number (sorted alphabetically by business name) and export to Microsoft Word or Excel.	H			N/A	
51	**Liquor License**					
52	Ability to apply for a liquor license through citizen self-service	H			N/A	
53	Ability for system to automatically check if a business has an active business license before allowing them to apply for a liquor license	H			N/A	
54	Ability to track the manager associated with a specific license	H			N/A	
55	Ability to configure renewal notifications based on the license expiration date	H			N/A	
56	Ability to revoke a license, and keep a record of the associated violation attached to the business record.	H			N/A	
57	Ability to change the license template at any time	H			N/A	
58	**Integrations**					
59	Business License module integrates with Community Development Permit / Inspections module, to enable permit process to confirm valid business license prior to permit approval and visa versa.	H			N/A	
60	Business License module integrates with Accounts Payable and Purchasing modules, to confirm registration of business for all purchasing activity and to generate refunds	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

Replace this text with vendor name in the first module.	
Code	**Availability Definition**
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.17 - Master Address — **Replace this text with the primary product name(s) which satisfy requirements.**

Objective: Provide a single list of addresses and related data that is used across all modules.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	**Master Address**					
2	System's master address/geobase is a centralized geobase database that is integrated with all other ERP module areas proposed which contain parcel, address and / or owner information (please use comments section to identify those which are integrated and those which are not integrated)	H			N/A	
3	System is able to assign building permits and services to addresses and view a record of everything that has been attached to a particular address.	H			N/A	
4	All other system modules and software integrations which track information related to parcel numbers, addresses or other asset ID schemes allow the user to specify the parcel number, address, or asset ID in the transaction/information entered.	H			N/A	
5	The street index includes address ranges for each street within the City	H			N/A	
6	Ability to select a range of addresses from a map and report on or perform actions on the selected addresses.	H			N/A	
7	Ability to add user-defined fields	H			N/A	
8	System provides the ability to associate multiple addresses with a parcel	H			N/A	
9	System provides the ability to associate multiple parcels with an address	M			N/A	
10	Ability to determine the date which a resident has moved into the residence	M			N/A	
11	System provides alerts for addresses and for property owners. System's master address function is integrated to all other system modules receiving alerts created in that module and displaying them to the other modules, and allowing changes within other modules.	M			N/A	
12	System tracks the occupancy (vacancy) status of each address and interfaces with other modules to determine if vacant properties are registered.	M			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.17 - Master Address					**Replace this text with the primary product name(s) which satisfy requirements.**	
Objective: Provide a single list of addresses and related data that is used across all modules.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
13	System includes functionality to attach electronic documents to addresses, parcels or owners.	H			N/A	
14	When transactional changes are identified (new parcel, split, combine) the system has the ability to automatically notify various staff (configurable) of the change.	M			N/A	
15	System provides the capability to create a parent "building" record for other "apartment" address records (i.e., multiple units, tenants/stores in a mall, etc.)	M			N/A	
16	Ability to track square footage of buildings and impervious surface of parcels.	m			N/A	
17	System's alert function integrates house accounts to other address records, where an alert on a house address places an alert on the (sub) apartment account.	H			N/A	
18	System provides ability to transfer all parcel and/or address information from a temporary parcel identification number and/or address to a permanent number, including all related license, permit and other transactional information	H			N/A	
19	Ability to record lease terms for municipality-operated leases	M			N/A	
20	The system will support a single customer record that is not duplicated within the system.	H			N/A	
21	The system will support a single parcel record that is not duplicated within the system.	M			N/A	
22	Ability to support a standard naming convention including segments for all streets and addresses	H			N/A	
23	System tracks parcel and property information in a database accessible via common database tools.	H			N/A	
24	System is capable of integrating to GIS to synchronize property information (e.g. parcel, street name, etc.) and for spatial displays and queries	H			N/A	
25	System provides referential integrity to the parcel database at the system database level (i.e. not via the client application)	H			N/A	
26	System is capable of auto-populating address information based on information entered	H			N/A	
27	System is capable of validating zip codes	H			N/A	
28	Ability to interface with ESRI GIS.	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

Replace this text with vendor name in the first module.	
Code	**Availability Definition**
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
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T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.18 - Miscellaneous Billing and AR					**Replace this text with the primary product name(s) which satisfy requirements.**	
Objective: To provide for fully integrated billing and tracking of all organization-wide receivables.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
1	**Customer Management**					
2	Ability to associate Customer number ranges or Customer number formats to a department, receivable type or user.	H			N/A	
3	Ability for system to generate customer ID numbers or for user to assign them.	H			N/A	
4	Ability to split or combine customer accounts.	H			N/A	
5	Ability to flag a customer account as "Cash Only".	L			N/A	
6	Accepts overpayments and stores a credit balance in the appropriate account/customer record.	H			N/A	
7	Ability to apply overpayment amounts to other invoices for that customer.	H			N/A	
8	Ability to support eGovernment customer self-service function, whereby each customer has the ability to access customer account level information, including viewing their invoices, payments, a statement, etc.	H			N/A	
9	Ability to see all outstanding receivables on a customer's account across all modules (AR, UB, Permits, Licensing, etc.)	H			N/A	
10	**Miscellaneous Billing and Invoicing**					
11	Ability to support recurring billing functions allowing the user to establish effective date, minimum amount, and frequency of recurring billing.	H			N/A	
12	Ability to select the "remit to" address on the invoice from a list of centrally approved/managed addresses.	H			N/A	
13	Ability to establish a series of department specific bill types for various charges.	H			N/A	
14	Ability to establish bill types with rate tables and schedules for each with the ability for authorized users to change these default rates on invoices.	H			N/A	
15	Ability to accommodate various bill calculation methods (flat rate, unit charge, discounts, etc.).	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.18 - Miscellaneous Billing and AR			**Replace this text with the primary product name(s) which satisfy requirements.**			
Objective: To provide for fully integrated billing and tracking of all organization-wide receivables.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
16	Ability to require the association of a parcel number to certain bill types.	H			N/A	
17	Ability to define an invoice format specific to each bill type without programming intervention required.	H			N/A	
18	Ability to include multiple items on a single invoice and define GL account coding for invoice line items.	H			N/A	
19	Ability to create approval workflows based on the GL account associated with the invoice.	H			N/A	
20	Ability to establish installment payment schedules and take partial payments.	H			N/A	
21	Ability to send an "estimate" (should not be labeled as an invoice, should be labeled as an "estimate").	H			N/A	
22	Ability to establish user-defined receivable types using code tables and to track them separately.	H			N/A	
23	Ability to input billing information at the departmental level.	H			N/A	
24	Ability to generate a credit memo/adjustments to specific invoices or to a group of invoices.	H			N/A	
25	Ability to import invoice line item information from external data sources.	H			N/A	
26	Ability to barcode invoices and have receipting scanners identify the customer account/invoice for applying payments.	M			N/A	
27	Ability to support real-time posting of invoices.	H			N/A	
28	Ability to support real-time posting of credit memos.	H			N/A	
29	Ability to establish payment terms (# days until due) based on bill type.	H			N/A	
30	Ability to designate a charge priority indicator for each bill type, which will designate the priority of applying payments during cash receipting.	H			N/A	
31	Ability to e-mail an invoice versus printing and mailing.	H			N/A	
32	Ability for the system to be configured to allow decentralized entry, workflowed to central authorized users for review of any and all remotely entered information for accuracy before final posting to the General Ledger and Accounts Receivable (e.g., account write-offs, waiving fees).	H			N/A	
33	**Late Charges/ Interest/Penalty**					
34	Ability to automatically calculate interest and penalties on a delinquent bill based on bill type with user defined rules (e.g. billing date, first day of month, etc.).	H			N/A	
35	Ability to establish late charges and penalties as a percentage of overdue amount, a flat penalty, a daily fee, or other charge.	H			N/A	
36	**Statement Processing**					
37	Ability to generate one statement for all bill types being billed to same customer.	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.18 - Miscellaneous Billing and AR			Replace this text with the primary product name(s) which satisfy requirements.			
Objective: To provide for fully integrated billing and tracking of all organization-wide receivables.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
38	Ability to support late notice statement processing with "configurable" language based on the aging results.	H			N/A	
39	**Interfaces / Integration**					
40	Ability to integrate to a Point Of Sale (POS) system.	H			N/A	
41	Ability to have G/L, Cash Receipting and POS systems fully integrate.	H			N/A	
42	Ability to integrate receipt of insurance payments with the Payroll system.	H			N/A	
43	Ability to reconcile COBRA payments made through account receivable with eligibility records in HR.	H			N/A	
44	Ability to have the resident information integrated with the master address file.	H			N/A	
45	System is integrated with a central contacts database which tracks contact information that can be accessible from any module.	H			N/A	
46	Ability to integrate to AP for refunds	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

Replace this text with vendor name in the first module.	
Code	**Availability Definition**
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
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T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.19 - Payroll					**Replace this text with the primary product name(s) which satisfy requirements.**	
Objective: To provide an automated system to improve processing of pay and deduction information, manage on-line employee records and facilitate the preparation of paychecks and reports.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
1	**General Functional Requirements**					
2	Ability to predate and post date employee transactions (i.e. calculations & deductions based on date can be done in advance)	H			N/A	
3	System provides all mandated State and Federal payroll reports, and includes updates with the standard software maintenance agreement	H			N/A	
4	Ability to perform supplemental payroll processing to support year-end processing schedules.	H			N/A	
5	Ability to set different worker's comp rules for the different organizations (i.e. Police vs. Pension employees)	H			N/A	
6	Ability to provide a payment history record for each payment and/or adjustment that the system generates that contains sufficient information to recreate all of the conditions and factors involved in the generation of the payment or adjustment.	H			N/A	
7	Ability to handle multiple pay periods such as 2 week pay cycle and a 28 day pay cycle for Police.	H			N/A	
8	Ability to adjust all accumulated totals that are affected by an adjustment (e.g., FICA-subject wages, taxes, and retirement).	H			N/A	
9	Ability to match every payment and adjustment with the pay period where the adjustment applies.	H			N/A	
10	Ability to change position and job class mid-pay cycle.	H			N/A	
11	Ability to pay employees with hourly rate and biweekly salary in same payroll cycle.	H			N/A	
12	Ability to perform both payroll and personnel functions from a single database with automatic update of information in both systems from a single transaction.	H			N/A	
13	Ability to maintain salary information for terminated employees for a user-defined time interval.	H			N/A	
14	Ability to reconcile COBRA payments made through accounts receivable with eligibility records in HR.	H			N/A	
15	Ability to run mass updates.	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.19 - Payroll					**Replace this text with the primary product name(s) which satisfy requirements.**	
Objective: To provide an automated system to improve processing of pay and deduction information, manage on-line employee records and facilitate the preparation of paychecks and reports.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
16	**Employee Set-Up and Maintenance**					
17	Payroll module is integrated with the HR, GL, and Budgeting modules.	H			N/A	
18	System must provide the ability to safeguard against using duplicate Social Security Numbers.	H			N/A	
19	Ability to display employee information without displaying the SSN.	H			N/A	
20	**Deductions and Contributions**					
21	Ability to support pre-tax, after-tax, and fringe deductions	H			N/A	
22	Ability to future date deductions	H			N/A	
23	Ability to support deductions in arrears	H			N/A	
24	Ability to support multiple to-date amounts by deduction	H			N/A	
25	Ability to track balance, limit/goal information by deduction	H			N/A	
26	Ability to identify a withholding frequency by deduction	H			N/A	
27	Ability to allow deductions to be employee paid, employer paid, or a combination thereof.	H			N/A	
28	Ability to allow the selection of the method of computing employee and employer contribution amounts based on the following:	-			N/A	
29	Flat dollar amount	H			N/A	
30	Percentage of the total contribution amount	H			N/A	
31	Amount per hour worked	H			N/A	
32	Formula	H			N/A	
33	Percent of earnings	H			N/A	
34	Ability to process both negative and positive payroll deductions.	H			N/A	
35	Ability to establish the priority of the deductions - user can change priority for all employees or for individual employees.	H			N/A	
36	Ability to generate automatic G/L journal entry for all deductions each pay period.	H			N/A	
37	Ability to add unlimited number of user-defined deductions.	H			N/A	
38	**Garnishments**					
39	Ability to process garnishments for third-parties, child support, bankruptcy, federal levy.	H			N/A	
40	Ability to setup varying computational methods for each garnishment type, such as determining an employee' s disposable income by garnishment type	H			N/A	
41	Ability to track multiple garnishments per employee.	H			N/A	
42	Ability to update calculations based on most current federal and state regulations.	H			N/A	
43	Ability to calculate court-ordered medical insurance premiums as garnishment when computing disposable income.	H			N/A	
44	**Earnings**					
45	Ability multiple types of to-date information for any earnings type	H			N/A	
46	Ability to support regular and supplemental taxation by earnings type	H			N/A	
47	Ability to pay earnings based on following calculations:	-			N/A	

4.19 - Payroll					**Replace this text with the primary product name(s) which satisfy requirements.**	
Objective: To provide an automated system to improve processing of pay and deduction information, manage on-line employee records and facilitate the preparation of paychecks and reports.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
48	Flat rate	H			N/A	
49	Percent of salary rate (base pay rate)	H			N/A	
50	Amount per hour	H			N/A	
51	Fixed Amount	H			N/A	
52	Ability to calculate taxable wages for fringe benefit calculations.	H			N/A	
53	Ability to calculate overtime based on FLSA rules.	H			N/A	
54	Ability to support multiple shift differentials.	H			N/A	
55	Ability to support the management of comp time.	H			N/A	
56	Ability to automatically calculate and generate retroactive pay.	H			N/A	
57	Ability to process employee expense reimbursements	L			N/A	
58	**Check Printing**					
59	Ability to provide computer-generated payroll checks.	H			N/A	
60	Ability to print check and stub, or earnings statement, on self-mailer check form.	H			N/A	
61	Ability to restart the check process for the following:	-			N/A	
62	One check	H			N/A	
63	Small group of checks	H			N/A	
64	Entire check run	H			N/A	
65	Ability to automatically advance to next paycheck to continue stub printing.	H			N/A	
66	Ability to have special payroll runs at the same time as a normal payroll run.	H			N/A	
67	Ability to run supplemental payrolls that update the year-to-date balances (gross, net, taxes, deductions, etc.) without producing paychecks.	H			N/A	
68	Ability to adjust previously issued payments.	H			N/A	
69	Ability to issue checks outside of the processing cycle.	H			N/A	
70	Ability of the advice / check stub to have all relevant detailed information regarding the employee, leave balances, earnings, and deductions, including annual accumulators	H			N/A	
71	**Direct Deposit**					
72	Ability to create a file for direct deposit in ACH format	H			N/A	
73	Ability for end user to change the format of the bank file when changes are requested from the bank	H			N/A	
74	Ability to have multiple financial institutions per employee designated for direct deposit.	H			N/A	
75	Ability to prenote prior to an employee's first pay cycle.	H			N/A	
76	Ability to override prenote process.	H			N/A	
77	**Payroll Taxes**					
78	Ability to provide and update tables for the following tax categories:	-			N/A	
79	Federal income tax	H			N/A	
80	State income tax	H			N/A	

4.19 - Payroll					**Replace this text with the primary product name(s) which satisfy requirements.**	
Objective: To provide an automated system to improve processing of pay and deduction information, manage on-line employee records and facilitate the preparation of paychecks and reports.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
81	FICA (Social Security and Medicare)	H			N/A	
82	FUTA (Federal Unemployment Tax Act)	H			N/A	
83	Local taxes	H			N/A	
84	Vendor will provide updates to federal tax tables as changes occur	H			N/A	
85	Vendor will provide updates to state tax tables as changes occur.	H			N/A	
86	Ability to adjust (withhold or refund) employees Federal, State and City withholding taxes by pay period	H			N/A	
87	Ability to retroactively adjust (withhold or refund) OASDI and Medicare by employee and pay period	H			N/A	
88	Ability to adjust (debit or credit) OASDI and Medicare year-to-date totals for employee and employer withholding amounts and employee's gross wages	H			N/A	
89	Ability to pay taxes to government agencies via check	H			N/A	
90	Ability to pay taxes to government agencies via EFT	H			N/A	
91	**Pensions**					
92	Ability to calculate retirement benefits based on salary, years of service, and selection of plan options	H			N/A	
93	Ability to calculate an estimate of retirement benefits based on different plan options	H			N/A	
94	Ability to support and deduct multiple pension types (i.e. Fire, Police, etc.) and calculations	H			N/A	
95	**Void Check Processing**					
96	Ability to manually void checks.	H			N/A	
97	Ability to track void checks in check history records.	H			N/A	
98	**GL - Journal Entries**					
99	Ability to automatically update the General Ledger accounts at the time of normal payroll and special payrolls and other one time pays	H			N/A	
100	**Integration and Interfaces**					
101	Ability to provide interfaces with federal, state, and local tax deposit software	H			N/A	
102	Ability to interface with third parties for third party remittances	H			N/A	
103	ICMA	H			N/A	
104	Ability to interface with state agencies for garnishments	H			N/A	
105	**Reporting Features**					
106	System has pre-processing audit reports	H			N/A	
107	Ability to view payroll data for federal, state, and local government reports	H			N/A	
108	Ability to create a payroll register	H			N/A	
109	Ability to create reports showing to-date information	H			N/A	
110	Ability to generate leave reports	H			N/A	
111	Ability to produce all of the wage and tax reports required to comply with Federal and State laws, rules and regulations	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.19 - Payroll					**Replace this text with the primary product name(s) which satisfy requirements.**	
Objective: To provide an automated system to improve processing of pay and deduction information, manage on-line employee records and facilitate the preparation of paychecks and reports.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
112	Ability to report amounts for various third party remittances (i.e. Section 125 plans, Garnishments)	H			N/A	
113	Ability to create 1095 C report for employees.	H			N/A	
114	**W-2s**					
115	Ability to generate a transmittable electronic file for W-2s and 1099s	H			N/A	
116	Ability to produce duplicate W-2s and W-2Cs	H			N/A	
117	**Self Service**					
118	System has an employee self-service feature	H			N/A	
119	Ability to provide on-line viewing of pay stubs and W-2 forms	H			N/A	
120	Ability to view and edit W-4 information	H			N/A	
121	Ability for an authorized employee to view their leave balances online	H			N/A	
122	Ability for an authorized employee to view their uniform balances online	L			N/A	
123	Ability to view "what-if" scenarios	L			N/A	
124	Ability to change direct deposit information	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

Replace this text with vendor name in the first module.	
Code	**Availability Definition**
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.20 - Permitting					Replace this text with the primary product name(s) which satisfy requirements.	
Objective: Support the city's permitting processes, including application, inspections, and issuing the permit to the customer.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
1	**Permitting: Functional Requirements**					
2	System provides the ability to associate documents and letters with a specific parcel address	H			N/A	
3	System provides tracking of all interim and final approvals, including dates	H			N/A	
4	System provides the capability to restrict issuance of a permit subject to the prior issuance of other permit/licenses.	H			N/A	
5	System provides the ability to view permits by site, by type, by geography, by address, by department, permit number by project subset (discipline), by project, by parcel number, or any attribute of the permit.	H			N/A	
6	System provides automatic nofitications to notify other departments of status changes and activity requests.	H			N/A	
7	System provides permit compliance tracking and reporting, including scheduling reminders several years into the future.	H			N/A	
8	System displays all development and projects applied for and permits issued against any site during project creation and at other times upon demand, include zoning actions/approval.	H			N/A	
9	System provides ability to update site information attributes easily	H			N/A	
10	System provides ability to perform bulk refreshes of parcel and parcel owner information	H			N/A	
11	System provides ability to maintain detail site information for multiple structures on a parcel.	H			N/A	
12	System provides inquiry into the detail site data by parcel, address, owner, structure, floor, unit, etc.	H			N/A	
13	System provides capabilities to issue permits, violations, and inspections to any of the following level of data; parcel, address, structure, floor, unit, or occupant.	H			N/A	
14	System allows for unlimited permit types to be created at any time.	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.20 - Permitting			**Replace this text with the primary product name(s) which satisfy requirements.**			
Objective: Support the city's permitting processes, including application, inspections, and issuing the permit to the customer.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
15	Ability to change a permit type description at any time, without creating a new permit type.	H			N/A	
16	System retains complete history of expired permits.	H			N/A	
17	**Permitting: Process**					
18	Allow entry of applicant information. If the applicant is also the owner, provide an easy way to indicate this.	H			N/A	
19	Allow easy verification of contractor licenses, license registration, and insurance and provide an easy method to add or update licensing the insurance information.	H			N/A	
20	System provides the ability to verify various contractor business licenses (contractor, electrician, etc.)	H			N/A	
21	System provides ability to enter or update information, which is specific to each permit type, including information required for fee calculation.	H			N/A	
22	System provides easy verification that all routing has been completed for each permit type.	H			N/A	
23	System provides easy verification that all required documentation has been submitted for each permit type.	H			N/A	
24	System generates printable permit card.	H			N/A	
25	System generates printable inspection card and reminder card.	H			N/A	
26	System generates customized correspondence concerning applications for permits, inspections, plan reviews, violations notices, etc.	H			N/A	
27	System provides the capability to restrict issuance of licenses/permits subject to the prior issuance of other permit/licenses or other special use items.	H			N/A	
28	System provides functionality to prevent issuance of a permit until routing is complete, all holds are released (performance guarantee), and all required documentation has been submitted.	H			N/A	
29	System provides functionality to generate email notifications to the applicant when plans are approved or when permits are issued	H			N/A	
30	System allows authorized users to issue permits by over-riding holds and checks. When modifications are made to records a non-editable timestamp-containing user ID, Date and Time need to be saved.	H			N/A	
31	**Permitting: Fees & Receipts**					
32	System provides configurable fee calculation capabilities based on permit type.	H			N/A	
33	System capable of establishing fee groups	H			N/A	
34	System capable of assigning multiple individual fees or fee groups to a permit application	H			N/A	
35	System capable of allowing for adjustment of fees	H			N/A	

4.20 - Permitting			Replace this text with the primary product name(s) which satisfy requirements.			
Objective: Support the city's permitting processes, including application, inspections, and issuing the permit to the customer.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
36	System includes a fee calculator for "what-ifs" scenarios (e.g. if a customer wants to know how much the fees would be for a project, without entering an application).	M			N/A	
37	System allows for additional charges or fee amendments throughout project and permit life.	H			N/A	
38	System provide individual project or permit summary of all charges and credits made against it.	H			N/A	
39	System provides an easy method to generate application, permit and inspection invoices, using pre-determined invoice numbers.	H			N/A	
40	System provides a way to register refunds against projects, applications, and permits.	H			N/A	
41	System accepts payments, provides receipts to customers, and displays relevant information about the transaction and customer through the Cash Receipt module.	H			N/A	
42	System maintains accurate records of all license holders and applicants for above.	H			N/A	
43	System provides the ability to inquire on all permit jobs/permits pulled for each license/permit holder and applicant over a user-defined time period.	H			N/A	
44	System maintains complete audit trails of receipts, payments, late fees, approvals, denials and who performed the transaction.	H			N/A	
45	System can automatically determine permit fees and expiration dates from type codes, based on user-defined tables.	H			N/A	
46	System provides the ability to report on customer payment status related to changes in the permitting and inspection processes.	H			N/A	
47	System accepts online payments for only specified permits	H			N/A	
48	**Escrow Management**					
49	System tracks escrow information and transactions for various projects requiring permits - integration with GL and Accounts Payable where cash is being received.	H			N/A	
50	System maintains an audit trail of historical changes to developer escrow accounts	H			N/A	
51	System allows for establishing alerts on escrow (expiration dates, over drawn)	H			N/A	
52	System allows for the notification if an escrow is overspent	H			N/A	
53	Ability to initiate escrow refunds	L			N/A	
54	**Interfaces**					
55	System provides a web-based constituent interface allowing for secured appropriate access to information such as applications for sidewalk closures, status of permit, notifications of activities, etc.	H			N/A	

4.20 - Permitting			**Replace this text with the primary product name(s) which satisfy requirements.**			
Objective: Support the city's permitting processes, including application, inspections, and issuing the permit to the customer.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
56	System is integrated to the Cash Receipting modules of the system providing the ability to accept customer payments for various permit types, and other charges	H			N/A	
57	System is capable of being deployed remotely on mobile devices, laptops or other remote clients with synchronization features built in for maintaining database consistency.	H			N/A	
58	System is capable of checking for holds that may prevent an occupancy, conditions, alerts, and open violations and complaints applicable to this address and permit type, through integration to the Master Address / Parcel function	H			N/A	
59	System provides functionality, which is able to be configured by authorized staff, to make any scanned attachments, associated with a project permit application (either natively, or through integration to the a document management system) available to the public via the Web portal	H			N/A	
60	System can integrate with BlueBeam for plan reviews.	M			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

Replace this text with vendor name in the first module.	
Code	**Availability Definition**
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
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T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.21 - Planning and Zoning					**Replace this text with the primary product name(s) which satisfy requirements.**	
Objective: Support the City's planning and zoning processes						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
1	**Planning & Zoning: General Functionality**					
2	System can accommodate the following types of planning and zoning and economic development case types:	-			N/A	
3	Zoning	H			N/A	
4	Special use Permits	H			N/A	
5	Site Plan	H			N/A	
6	Variance	H			N/A	
7	Sign Approval	H			N/A	
8	Ability to enter and track Planning & Zoning (P&Z) project case information with associated building permit information	H			N/A	
9	Stage of review can be designated by City for case status tracking from applicant's initial submission through approval.	H			N/A	
10	A report can be generated reflecting current case status information.	H			N/A	
11	System provides ability to add new addresses that may be created during the plan review process with the ability to link a subdivision project to multiple addresses during the permitting stage.	H			N/A	
12	System provides ability to maintain detail site information for multiple structures on a parcel.	H			N/A	
13	System provides inquiry into the detail site data by parcel, address, owner, structure, floor, unit, etc.	H			N/A	
14	System provides ability to define and configure various permit application types.	H			N/A	
15	System has the ability to track special uses of buildings (historical, landmarks, site plan versus SUP, etc.)	H			N/A	
16	System provides ability to define and configure which fields are required for various application types.	H			N/A	
17	System provides ability to track grandfathered zoning requirements and associate them to a specific address(es).	H			N/A	
18	**Interfaces**					

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.21 - Planning and Zoning			**Replace this text with the primary product name(s) which satisfy requirements.**			
Objective: Support the City's planning and zoning processes						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
19	System includes standard functionality to attach electronic documents during the business licensing, permitting, and planning & zoning process, either natively or through integration to the external document management system, linking to the approved ordinances/resolutions for P&Z approvals	H			N/A	
20	System provides online web based interface with GIS for public tracking of P&Z project information	H			N/A	
21	System integrates with ESRI GIS system to map P&Z case locations and data in custom maps outside of the ERP system.	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

Replace this text with vendor name in the first module.	
Code	**Availability Definition**
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
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T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.22 - Project and Grant Accounting — **Replace this text with the primary product name(s) which satisfy requirements.**

Objective: To monitor capital improvement projects, other projects and grants in a timely and efficient manner. To report on progress and performance of these various projects and grants. To provide a central data repository to track project and grant activity and provide the related information and perform required reporting.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	**Project / Grant Set-Up**					
2	Ability to create project/grant master file, including:	H			N/A	
3	Amendment (dates, dollars, activity being amended) and allows for multiple amendments	H			N/A	
4	Bid results, awards, note exceptions if applicable	H			N/A	
5	Contract number(s) for projects or grants--could have multiple contracts for each	H			N/A	
6	Contractor(s) name	H			N/A	
7	Department (responsible for the project or grant)	H			N/A	
8	Descriptions / Comments / Notes	H			N/A	
9	Detail on contractor (name, contact, address, certifications, Fed ID number, EEO)	H			N/A	
10	Funding source(s) including contact information	H			N/A	
11	Funding type	H			N/A	
12	Grant matching	H			N/A	
13	Grant name (program title)	H			N/A	
14	Grant number / project number (possibly two different alpha-numeric schemes)	H			N/A	
15	Grant number assigned by grantor, if applicable	H			N/A	
16	Grantor / grantee flag	H			N/A	
17	Key dates (start date, end date, extension date, date of last draw, final performance report)	H			N/A	
18	Multiple other user defined fields	H			N/A	
19	Ordinance number (s) for project or grants - could have multiple ordinances for each including ordinances for extensions	H			N/A	
20	Pass through grant indicator	H			N/A	
21	Passed through to sub-grantee?	H			N/A	
22	Project / grant type	H			N/A	
23	Project milestones	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.22 - Project and Grant Accounting					**Replace this text with the primary product name(s) which satisfy requirements.**	
Objective: To monitor capital improvement projects, other projects and grants in a timely and efficient manner. To report on progress and performance of these various projects and grants. To provide a central data repository to track project and grant activity and provide the related information and perform required reporting.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
24	Relevant GL accounts	H			N/A	
25	Retainage requirements	H			N/A	
26	Sub-grantee number, if applicable	H			N/A	
27	Sub-grant or sub-project	H			N/A	
28	Total grant / project budget amount	H			N/A	
29	Ability to set-up and manage the following types of grants:	-			N/A	
30	In-Kind Match	H			N/A	
31	Federal	H			N/A	
32	State	H			N/A	
33	Foundation	H			N/A	
34	Local match	H			N/A	
35	Annual Fund Grant	H			N/A	
36	Multi-Year Fund Grant	H			N/A	
37	Ability to have multi-level project / grant roll up.	H			N/A	
38	Ability to allow both automatic project numbering or user-defined project number assignment; if user defined, have an edit to disallow duplicates.	H			N/A	
39	Ability to accurately account for multiple revenue sources for a project.	H			N/A	
40	**Pre-Award Grant Activities**					
41	Ability to create and track grant applications that have been submitted.	H			N/A	
42	Ability to track grant application / request status and next steps.	H			N/A	
43	This process should include the following:	-			N/A	
44	Status (i.e. .various statuses during the grant application process plus active	H			N/A	
45	Expected / Pending Timing	H			N/A	
46	Funding Request (at any level of detail or summary)	H			N/A	
47	Internal Funding Requirements (i.e. admin) and matching requirements	H			N/A	
48	Account coding	H			N/A	
49	**Project / Grant Budgeting**					
50	Ability to designate funds as multi-year or annually appropriated with separate closing dates and procedures.	H			N/A	
51	Ability to automatically generate a budget appropriation for grants based upon a set of user defined rules (like grant request information).	H			N/A	
52	Ability to automatically carry over projects between fiscal years, unless tagged as closed.	H			N/A	
53	Ability to allow for multiple contracts to be set up for a capital project.	H			N/A	
54	Ability to forecast hours/fees required to complete the project based on remaining activities from project budget.	L			N/A	
55	**Project / Grant Activity**					
56	Ability to associate a grant / project number with a financial transaction even after it has posted.	H			N/A	

4.22 - Project and Grant Accounting			**Replace this text with the primary product name(s) which satisfy requirements.**			
Objective: To monitor capital improvement projects, other projects and grants in a timely and efficient manner. To report on progress and performance of these various projects and grants. To provide a central data repository to track project and grant activity and provide the related information and perform required reporting.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
57	Ability during data entry, that if a source transaction is coded to an account that has been setup as part of a Grant/Project, the user is required to enter a Grant/Project number on the transaction. An account may relate to Multiple Projects/Grants.	M			N/A	
58	Ability to make corrections to project and grant records.	H			N/A	
59	Ability for solicitations, donations and contributions to be tied to the receipting system that would allow a user to code the receipt to the appropriate department and project/grant.	H			N/A	
60	Ability to accommodate subsequent contract change orders to update dollar amounts and durations.	H			N/A	
61	**Project Costing**					
62	Ability for automatic notification of cost overruns with the capability to disengage notification with proper authorization.	H			N/A	
63	Ability to recognize expenditures on the project cost accounting side when the work is performed and not necessarily when the bill is received or when the payroll process is run. This provides the ability to spot problem areas sooner rather than later.	H			N/A	
64	Ability for step-down allocations.	H			N/A	
65	Ability to specify the calculation for allocation of expenses (e.g. allocation of rent on square footage).	H			N/A	
66	Ability to change the allocation formula without affecting prior allocations.	H			N/A	
67	Ability to provide an activity based costing system.	H			N/A	
68	Ability to allow standard overhead rates to be applied to a project.	H			N/A	
69	**Project Management**					
70	Ability to indicate the "percent complete" for tasks or general functions of a project.	H			N/A	
71	Ability to track and list employee and Project Manager names and numbers actively assigned to projects.	H			N/A	
72	Ability to track scope, schedule and budget	H			N/A	
73	Ability to track user defined task milestone dates and any costs associated with the milestones	H			N/A	
74	Ability to assign costs to a phase (i.e. for transportation in a road design project-design, utility relocation, construction, etc.)	H			N/A	
75	**Grant Tracking**					
76	Ability to electronically notify or report on grant completion dates.	H			N/A	
77	Ability to track and report on non-financial performance measures against a grant or sub-activity within a grant or project.	M			N/A	
78	Ability to establish system wide grant rules that may disallow the charging of expenditure to grants that have a closed or inactive status.	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.22 - Project and Grant Accounting			**Replace this text with the primary product name(s) which satisfy requirements.**			
Objective: To monitor capital improvement projects, other projects and grants in a timely and efficient manner. To report on progress and performance of these various projects and grants. To provide a central data repository to track project and grant activity and provide the related information and perform required reporting.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
79	Ability to, for continuing grants, be able to accumulate grant activity costs to a holding area – until the new continuation grant is awarded.	H			N/A	
80	Ability to allow grant receipts to be split into different grant accounts.	H			N/A	
81	Ability to create a billing / receivable for grant activity billed to funder based upon a user defined set of accumulated grant expenditures.	H			N/A	
82	**Project / Grant Close**					
83	Prior to closing a grant or project, have the ability to check for open or pending items (i.e. if the grant or project is identified on an open encumbrance, unpaid invoice, etc.), prompt the user about whether or not this project or grant should be closed.	H			N/A	
84	Ability to hold a grant open after the grant term – to accumulate grant costs and accommodate end of grant corrections and reclassifications.	M			N/A	
85	**Interfaces / Integration**					
86	Ability to associate a grant / project number with the transaction, for all source transactions (including: requisitions, purchase orders, vouchers, invoices, contracts, cash receipts, general ledger transactions) to and from other modules within the system using the proper chart of account codes	M			N/A	
87	Ability to Interface with Budgeting, Payroll, Cash Receipting, General Ledger, Purchasing, and other modules to establish yearly project/grant budgets and post expenditures.	H			N/A	
88	Ability to collect labor time, machine usage, services/subcontract costs, and material usage data automatically from the Job Cost/Work Order module.	L			N/A	
89	Ability to integrate to the Payroll module for labor cost distribution - spreading employee costs to project costs based on allocation of actual hours worked.	M			N/A	
90	Ability to accept interfaced non-expenditure performance measures based upon user-defined criteria.	H			N/A	
91	Ability for grants to be associated with specific assets. Reports to display grant based fixed asset listings.	M			N/A	
92	**Reporting**					
93	ARRA reporting compliant	H			N/A	
94	Ability to create **Inspection Report,** presenting the results of inspector site visits to evaluate performance.	M			N/A	
95	Ability to create reports in compliance with **Single Audit Act (e.g., Schedule of Expenditures of Federal Awards).** Indicates Federal and pass-through projects. Tracks EEOC and Davis/Bacon information for contractors, etc. including tracking revenue by CFDA number.	H			N/A	

Replace this text with vendor name in the first module.	
Code	**Availability Definition**
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
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T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.23 - Purchasing					Replace this text with the primary product name(s) which satisfy requirements.	
Objective: To coordinate purchase orders, vendor information, and performance throughout all departments, as well as to better manage cash flow.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
1	**System Requirements**					
2	Ability to support both centralized and decentralized purchasing processes.	H			N/A	
3	Ability to support a requisition and purchase order process that includes the following capabilities:	-			N/A	
4	Calculate and extend price	H			N/A	
5	Retrieve vendor information automatically	H			N/A	
6	Ability to support and report on a 3 or 5 digit NIGP code	H			N/A	
7	**Vendor Record**					
8	Ability to freeze a vendor and restrict transactions for a stated period of time.	H			N/A	
9	Ability to automatically assign vendors and ID number.	H			N/A	
10	Ability to classify one-time vendors, with their own vendor numbering scheme	H			N/A	
11	Ability to support tracking of Vendor Performance data based upon receiving data and custom comment fields.	H			N/A	
12	Ability to combine multiple vendor records - and maintains the history.	H			N/A	
13	**Requisition Processing**					
14	Ability to enter line notes, header notes or attachments. Must be able to identify who may view to include, at a minimum, Internal (anyone who can query system), Buyer or External; I.e. Supplier. Notes to Supplier should print on outputted documents. Note: function should have full Microsoft or Adobe formatting features.	H			N/A	
15	Ability to allow departments to enter their own requisitions online.	H			N/A	
16	Ability to allow both system-generated numbers and user-defined document numbers.	H			N/A	
17	Ability to prevent duplicate document numbers.	H			N/A	
18	Ability to allow requisition number to match Purchase Order number.	H			N/A	
19	Ability to create Invitations to Bid from Requisition(s)	H			N/A	

4.23 - Purchasing			**Replace this text with the primary product name(s) which satisfy requirements.**			
Objective: To coordinate purchase orders, vendor information, and performance throughout all departments, as well as to better manage cash flow.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
20	Ability to provide extended descriptions and include free form text for line items on requisitions and purchase orders with "text wrap" formatting	H			N/A	
21	Ability to view the status of the requisition.	H			N/A	
22	Ability, when creating a requisition and/or purchase order, to search for the appropriate commodity code related to the good / service being requested on a per line item basis.	H			N/A	
23	Ability to save a draft requisition.	H			N/A	
24	Ability to identify a requisition as "Urgent", with reporting and inquiry which identifies those requisitions	H			N/A	
25	Data codes, text and requisition information must transfer automatically from requisitions to PO - with the ability to then be edited	H			N/A	
26	Ability to group requisitioned items by vendor or commodity code for volume purchase purposes.	H			N/A	
27	Ability to validate proposed vendor on the requisition against existing online vendor file.	H			N/A	
28	Ability to view the vendor's remittance address when entering a requisition	H			N/A	
29	Ability to determine which department is requisitioning items and automatically default to information for that department.	H			N/A	
30	Ability to vary the number of approver on workflows, depending on the department or division.	H			N/A	
31	Ability to have automatic Buyer assignment by commodity code. Can be overridden by Supervisor(s).	M			N/A	
32	Ability to allow a work order number to be associated with the requisition.	H			N/A	
33	Ability to assign lines of requisitions to multiple purchase orders and to different vendors.	H			N/A	
34	Ability to allow for optional free-form entry of a vendor at the requisition level without the need for validation at entry. This way if only one department has authority to enter new vendors, other departments can still enter in their requisitions.	H			N/A	
35	Ability to allocate requisition line items to multiple General Ledger accounts and project or grant codes.	H			N/A	
36	**Pre-Encumbrance / Encumbrance Accounting**					
37	Ability to automatically pre-encumber requisitioned amounts upon approval.	H			N/A	
38	Ability to perform budget checking at the pre-encumbrance stage.	H			N/A	
39	Ability to perform budget checking at the encumbrance stage.	H			N/A	
40	**Approval Processing**					

4.23 - Purchasing					**Replace this text with the primary product name(s) which satisfy requirements.**	
Objective: To coordinate purchase orders, vendor information, and performance throughout all departments, as well as to better manage cash flow.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
41	Ability to provide highly configurable multi-level approval functionality for requisitions, purchase orders and change orders based on user defined criteria such as dollar amount, account number, percentage of dollar change, etc.	H			N/A	
42	Ability to establish, and modify at any time, predetermined authorization levels for purchase transactions that span multiple departments.	H			N/A	
43	**Blanket Orders**					
44	Ability to specify if a blanket purchase order is encumbered	H			N/A	
45	Ability to designate the effective dates of price increases and future unit prices for blanket purchase orders.	H			N/A	
46	Ability to prevent an encumbrance from being placed when a blanket purchase order is created.	H			N/A	
47	Ability to create a Blanket Purchase Order for multiple departments' use. Must require users to define the ship and bill to at time of order.	H			N/A	
48	Ability to establish notification limits (% of spend against Not to Exceed amount and/or X number of days in advance) of expiration.	H			N/A	
49	Ability to establish a line item with price override capability including the ability to establish a maximum price that can be entered.	H			N/A	
50	Ability to display the total dollar amount of orders entered and approved to date for a specific blanket purchase order.	H			N/A	
51	System should automatically assign a purchase order number beginning with a "B" to easily distinguish from blanket and standard purchase orders.	H			N/A	
52	Ability to copy from one blanket purchase order to another with the ability to edit any field or insert lines on the newly created purchase order.	H			N/A	
53	Ability to allow for the following control parameters specific to blanket orders:	-			N/A	
54	Total cost not-to-exceed (i.e., maximum amount to spend)	H			N/A	
55	Time period (start and end dates)	H			N/A	
56	Estimated or specific quantities	H			N/A	
57	Specific items	H			N/A	
58	General category of items	H			N/A	
59	Price list identification number	M			N/A	
60	Discount off of price list	L			N/A	
61	**Blanket Releases**					
62	Ability to create a release (order) against a BPO where all information with the exception of the quantity, account code, bill to and ship to is coming from the BPO.	H			N/A	
63	Ability to create an encumbrance when releases against a BPO are approved.	H			N/A	

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Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
64	Ability to prohibit creation of a release outside of the time period or that would result in exceeding the not to exceed amount.	H			N/A	
65	**Purchase Order Processing**					
66	Ability to release the pre-encumbrance and create an encumbrance when a requisition is converted to a purchase order.	H			N/A	
67	Ability to allow direct input of manual purchase orders without the need for a requisition as a source document.	M			N/A	
68	Ability to save a draft PO.	H			N/A	
69	Ability to enter default and customized comments on purchase orders and requisitions with full text editing features.	H			N/A	
70	Ability to assign requisitions/purchase orders to a buyer, automatically, based on commodity code or requesting department, with an override ability.	H			N/A	
71	Ability to automatically assign purchase order and requisition numbers online but allows user, with proper authority, to choose the numbering scheme.	H			N/A	
72	Ability to allow for default information for shipping and payment to reduce data entry efforts during ordering.	H			N/A	
73	Ability to "duplicate" line item information during data entry to save time.	H			N/A	
74	Ability to allocate purchase order and requisition line items to multiple General Ledger accounts and project codes.	H			N/A	
75	Ability to create different approval workflows for each line item in the purchase order, based on the department that purchased the item.	H			N/A	
76	Ability to prevent duplicate purchase order numbers.	H			N/A	
77	Upon preparation of the payment, shipping charges can be allocated to the Purchase Order lines based on user defined criteria.	H			N/A	
78	Ability to allow authorized approvers to override either user specified or system-generated vendors and prices. Requisitioners are notified or have access to changes made to the requisition.	H			N/A	
79	Ability to support electronic transfer of POs, including related attachments, to vendors.	H			N/A	
80	Ability to maintain an online directory of standard purchasing contract language that will print on all purchase orders.	H			N/A	
81	Ability to specify a delivery address in the PO.	H			N/A	
82	Ability to allow authorized users to make price changes.	H			N/A	
83	Ability to maintain a status field on the purchase order to track its progress.	H			N/A	
84	Ability to direct input of manual purchase orders.	H			N/A	
85	Ability to automatically close POs after item receipt and final payment.	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.23 - Purchasing			**Replace this text with the primary product name(s) which satisfy requirements.**			
Objective: To coordinate purchase orders, vendor information, and performance throughout all departments, as well as to better manage cash flow.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
86	Ability to allow several requisitions to be consolidated into one purchase order and correctly tracks item quantities and accounting charges.	H			N/A	
87	Ability to have a separate Comment section for INTERNAL ONLY and TO PRINT ON PO. System clearly and easily distinguishes between internal comments and comments that must print on PO.	H			N/A	
88	Ability to generate a cancellation list and have the ability to track all cancellations.	H			N/A	
89	Ability to provide a user friendly and easy cancellation process for PO's with multiple lines.	H			N/A	
90	Ability to give the authorized user the option to cancel by each line individually or by all lines in a batch.	H			N/A	
91	Ability to go into the PR or PO and do a manual change of the particular line items with proper approval that will be noted as a change order to the PO. Must be able to view and retain history and audit trail of all changes made.	H			N/A	
92	Closing a purchase order automatically releases the related encumbrance.	H			N/A	
93	Ability to liquidate PO as final step.	H			N/A	
94	**Return to Vendor**					
95	Ability to allow for the recording of goods returned to the vendor.	H			N/A	
96	Ability to automatically reverse accounting and inventory transactions at cancellation of order.	H			N/A	
97	**Bid/Bid Processing**					
98	Ability to automatically tabulate Request for Quotes (RFQ) and Invitation for Bids (IFB).	H			N/A	
99	Ability to create Invitations to Bid from Requisition(s).	H			N/A	
100	Ability to post Bid and RFP documents and identify when they will be visible for outside users.	H			N/A	
101	Ability to use workflows to ensure that all steps are completed properly, such as ensuring that three quotes are received, with different workflows based on the dollar amount being purchased.	H			N/A	
102	Ability to create a separate workflow for sole source purchases.	H			N/A	
103	Ability to create a separate workflow for emergency purchases.	H			N/A	
104	**e-Procurement**					
105	Ability to provide externally facing, integrated, online purchasing for RFP posting, vendor registration and responses, award notices, etc.	H			N/A	
106	Ability for only registered vendors to be able to submit responses to Bids and RFPs and provide for a tracking ID upon successful finalization of submission documents.	H			N/A	
107	Ability for registered and non-registered users to view and download any documents (e.g., RFP, Bid, Addendums, tabulations, etc.).	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
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4.23 - Purchasing					**Replace this text with the primary product name(s) which satisfy requirements.**	
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Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
108	Ability to register and track vendors to include companies that are outside of the U.S. and therefore do not have a Federal ID Number (FEIN).	H			N/A	
109	Ability to enter multiple divisions within a parent company.	H			N/A	
110	Ability to register multiple sales reps.	H			N/A	
111	Ability to restrict bid notification to only those vendors that are active.	H			N/A	
112	Ability for bidder notification based on Commodity Code.	M			N/A	
113	Ability to use the word processing feature to assist in compiling bid/specification documents.	H			N/A	
114	Ability to use memo records to create verbal price quotations.	H			N/A	
115	Ability to designate a purchase type, such as: Goods & Materials, Services, Professional Services, Single Source, Sole Source, State Bid and Blanket Agreement.	H			N/A	
116	Ability to check the status of a bid or RFP online in the system.	H			N/A	
117	Ability to view and report on bid data information (e.g., bid expiration date, insurance expiration date, performance bond expiration date)	H			N/A	
118	Ability to accept digital signatures on bid and RFP submissions.	H			N/A	
119	Ability to interact with vendors online, place orders, receive invoices.	H			N/A	
120	Ability for vendors to search based on user-defined criteria (e.g., commodity code, vendor search, etc.) on bid/RFPs and/or their summaries regardless of their status.	H			N/A	
121	Ability to automatically create an accounts payable vendor record when bidder receives award, if the award is the first one the bidder receives, with the ability for validation before final creation of the accounts payable vendor record.	H			N/A	
122	Ability to support online purchasing component by a content management based solution whereby the City can edit content and language without the need for IT or vendor assistance.	H			N/A	
123	**Other Purchasing Functions**					
124	Ability to support three-way matching of documents (PO, Packing Slip & Invoice) or (PO, Employee confirmation of receipt, and invoice)	H			N/A	
125	Ability to attach electronic documents to transactions and route them with the transaction though the approval process.	H			N/A	
126	Ability to process procurement card transactions.	H			N/A	
127	Ability to attach quotes to procurement card requisitions in the system.	H			N/A	
128	Ability to initiate an approval workflow for procurement cards.	H			N/A	
129	Ability to use the same reporting features for pcard purchases as other purchases.	H			N/A	

Replace this text with vendor name in the first module.	
Code	**Availability Definition**
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.24 - Utility Billing					**Replace this text with the primary product name(s) which satisfy requirements.**	
Objective: To streamline the utility billing and collection processes and to ensure accurate bill generation and to provide metrics in the analysis of usage patterns.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
1	**System Requirements**					
2	System provides ability to associate a landlord account with every account and provides tools to perform an automated rollback if a renter finals.	H			N/A	
3	System provides the ability to set up credit history criteria with the ability to indicate the credit implications of each type, such as having a delinquent bill prevents a security deposit from being refunded for a specified period of time.	H			N/A	
4	System supports production of and receipting of utility bills using barcode scanning	H			N/A	
5	System provides graphic display of usage history per account	H			N/A	
6	System provides ability to perform “what if” billing calculations scenarios	H			N/A	
7	System has citizen self service functionality that allows users to create a new account.	H			N/A	
8	System has citizen self service functionality that allows users to temporarily inactivate service (e.g. suspend trash collection during winter months).	H			N/A	
9	System has citizen self-service functionality that allows users to pay their bill online.	H			N/A	
10	System has citizeen self-service funcationality that allows users to view future billing dates online.	H			N/A	
11	Ability to view all accounts with a service combination (for example, view all trash water and sewer accounts, or all sewer only accounts)	H			N/A	
12	Ability to set up workflow to notify City departments when a customer is inactivated.	H			N/A	
13	System provides tools to automatically assess late charges and provides the related customer notices	H			N/A	
14	**Account Set-Up**					
15	Maintains utility account master file information , including:	-			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.24 - Utility Billing			**Replace this text with the primary product name(s) which satisfy requirements.**			
Objective: To streamline the utility billing and collection processes and to ensure accurate bill generation and to provide metrics in the analysis of usage patterns.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
16	User-defined Account Number set up with the ability to automatically assign the next available number for new accounts.	H			N/A	
17	Name and Address (both service and billing for owner and renter) follow USPS standard.	H			N/A	
18	Multiple contact phone numbers.	H			N/A	
19	Multiple E-mail addresses.	H			N/A	
20	Customer type (residential, commercial, multi-family, industrial, public authority or others user configurable based on service, etc.)	H			N/A	
21	Cycle.	H			N/A	
22	Route.	H			N/A	
23	Meter Reading Sequence Number (5 digits numeric minimum).	H			N/A	
24	Account status (active, inactive, off for non-payment, being finaled, Liened, etc.)	H			N/A	
25	Water Services: residential water, commercial water, irrigation, fire service, etc. with ability to add additional services.	H			N/A	
26	Sewer Services: residential, commercial, certified commercial, with ability to add additional service types .	H			N/A	
27	Trash Services	H			N/A	
28	Other miscellaneous flat rate charges.	H			N/A	
29	Number of Units (stores, apts., etc.)	H			N/A	
30	Number of ERUs (equivalent residential unit).	H			N/A	
31	Final bill indicator.	H			N/A	
32	Installation date by service.	H			N/A	
33	Customer Initiation Date.	H			N/A	
34	Service Initiation Date (when individual service is activated allowing multiple initiation dates per service).	H			N/A	
35	Billing History.	H			N/A	
36	Consumption/usage history by meter.	H			N/A	
37	Adjustment history.	H			N/A	
38	Payment/collection history.	H			N/A	
39	EFT Bank Account & ABA Routing Number.	H			N/A	
40	EFT Start/Stop Dates.	H			N/A	
41	EFT Bank Account Type.	H			N/A	
42	Tax ID/Parcel Number/PCN.	H			N/A	
43	Business Type.	H			N/A	
44	Amount Due/Received.	H			N/A	
45	Comments/Notes (unlimited in multiple areas).	H			N/A	
46	Forced comments (pop-ups that must be acknowledged).	H			N/A	
47	Read Date.	H			N/A	
48	Current/Last read.	H			N/A	
49	Alternate and/or seasonal addresses.	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
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4.24 - Utility Billing			Replace this text with the primary product name(s) which satisfy requirements.			
Objective: To streamline the utility billing and collection processes and to ensure accurate bill generation and to provide metrics in the analysis of usage patterns.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
50	Type of dwelling (house, apt, rental, duplex, etc.)	H			N/A	
51	Rental unit identifier.	H			N/A	
52	Jurisdiction.	H			N/A	
53	Group (to designate individual bills to a "Master Account Bill").	H			N/A	
54	Device ID associated with account (can be multiple devices e.g. meter and backflow device)	H			N/A	
55	Problem account flag, that authorized users can turn on to indicate an account has frequent issues.	H			N/A	
56	Ability to enter new customer information into the system and print out the application form with entered information for the customer to sign that includes all associated charges.	H			N/A	
57	Delineates tenant-landlord relationship. Allows user to specify who receives the bill and who is responsible for delinquencies.	H			N/A	
58	Ability to reinstate an inactive account.	H			N/A	
59	Ability to maintain inactive accounts on-line for a user-defined period of time before purging from the system (i.e., maintain at least 3 years of history for the City).	H			N/A	
60	Ability to inactive one service without affecting the other services.	H			N/A	
61	Ability to inactive all services at once when an account is being closed out rather than having to close each service individually.	H			N/A	
62	Allows the addition and reassignment of cycles and routes without affecting the customer or location identification numbers.	H			N/A	
63	Ability to accept international address formats	H			N/A	
64	System provides tools to allow for batch creation of accounts	H			N/A	
65	System provides tools to allow for batch edits to accounts	H			N/A	
66	Provides for mass changes to accounts due to the deletion of a cycle, the merging of existing cycles, or moving a sub-segment of a cycle.	H			N/A	
67	**Deposits**					
68	System provides the ability to apply security deposits to accounts, either after meeting criteria or when the customer is inactivated from an account.	H			N/A	
69	**Rate Set Up**					
70	Accommodates unlimited user-defined utility types/services and associated charges.	H			N/A	
71	Allows for different charge methods for each user-defined service charge type (e.g., flat fee, per unit, multi-tiered rate based on unit, maximums and minimums, based on zoning, etc.)	H			N/A	
72	Ability to add, delete, or suspend (for a user-defined time period) and itemize service charges and/or any miscellaneous fees to a utility bill.	H			N/A	
73	Ability to create, edit and revise rate tables, tracking history of prior rate tables.	H			N/A	
74	**Meters**					

4.24 - Utility Billing			**Replace this text with the primary product name(s) which satisfy requirements.**			
Objective: To streamline the utility billing and collection processes and to ensure accurate bill generation and to provide metrics in the analysis of usage patterns.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
75	Ability to control smart meters, including remote shut-off	H			N/A	
76	Ability to have multiple meters accounts associated with the same address.	H			N/A	
77	Ability to create / update Meter numbers.	H			N/A	
78	System tracks master data for installed meters, such as status, date installed, date retired, use of AMR device, etc.	H			N/A	
79	Capability to support compound water meters.	H			N/A	
80	Ability to sum multiple meters' consumption and produce one bill	H			N/A	
81	System provides ability to print out and manage a “locator book” for meter routes, that details the meter sequence per route and includes location account information	H			N/A	
82	**Billing**					
83	Ability to perform and report on meter estimates	H			N/A	
84	System provides the ability to establish billing cycle records with month / year; bill distribution date; bill due date and delinquency date.	H			N/A	
85	Estimates a utility bill based on criteria established by the City (i.e.: on the average consumption over a user defined number of months or cycles, or using last year’s actual for the same period) and shows "Estimate" on the customer's bill.	H			N/A	
86	Ability to show future billing dates.	H			N/A	
87	Ability for a user to enter a manual estimate.	H			N/A	
88	Capture water consumption during a user defined period (usually winter months) and then give a summer discount on sewer, based on the average in the captured time period.	H			N/A	
89	Ability to calculate a credit when previous estimate was more than the actual consumption.	H			N/A	
90	Ability to process seasonal billings.	M			N/A	
91	System has the ability to change a read and individually rebill or recalculate the bill. In essence, cancel and rebill accounts.	H			N/A	
92	Ability to create surcharge services based on account location.	M			N/A	
93	System provides a mechanism for "holding" bills that are flagged as meeting the City's user-defined exception criteria for billing. Then having the ability to bill at any time after exceptions have been verified/resolved.	H			N/A	
94	Ability to prorate charges for partial billing due to initiation or termination of accounts.	H			N/A	
95	Ability to bill various services/charges at differing frequencies (i.e.: monthly, bimonthly, semi-annually or annually).	H			N/A	
96	System provides ability for the City to prorate mid-cycle rate increases for existing billable services.	H			N/A	
97	System provides tools for flagging accounts for sorting associated printed bills as “Pulled” for review by staff before mailing	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
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M - Modification | F - Future | N - Not Available

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Objective: To streamline the utility billing and collection processes and to ensure accurate bill generation and to provide metrics in the analysis of usage patterns.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
98	Ability to manually create a bill outside of the normal billing cycle	H			N/A	
99	System provides automated bill runs based on pre-defined billing date and allows for ability to generate a bill on demand	H			N/A	
100	Ability to change the bill date and/or due date in mass if error was made during the bill calculation	H			N/A	
101	**Printing of the Bills**					
102	System allows for creation of a customizable utility bill format that includes graphics	H			N/A	
103	Ability to generate bills capable of being read via Optical Character Recognition.	H			N/A	
104	Uses Zip+4 software for sorting of utility bills by zip code to obtain the best postal rate possible.	H			N/A	
105	Ability to e-mail bills (original, re-bills or reprints) to customers when requested.	H			N/A	
106	Ability to send bills to a third party for printing and mailing.	H			N/A	
107	System accommodates multiple dates (due and delinquent) per customer bill	H			N/A	
108	Ability to provide general system messages and account specific messages for printing on bills with the ability to modify those messages for each bill run.	H			N/A	
109	For accounts that are paying via ACH, still generate a bill with a user defined message.	H			N/A	
110	**Utility Receipting**					
111	System accommodates standard payment types (e.g., cash, check, credit cards) for utility payments and applications, either via the utility system or a separate Cash Receipting system which is integrated to the utility system.	H			N/A	
112	Ability to indicate date payment was received for penalty calculations.	H			N/A	
113	System provides the ability to generate a receipt with payments for multiple accounts. The printed receipt should show the detail of each account.	H			N/A	
114	System provides the capability to set the priority for payment application based on each type of service.	H			N/A	
115	Allows for credit balances.	H			N/A	
116	Reverses payment for bad checks and optionally assesses a user-defined NSF charge.	H			N/A	
117	System provides the ability to fix accounts and adjust accounts by allowing for transfer of payments between accounts.	H			N/A	
118	**Final Notice**					
119	Generates final bill, once the date and final read is entered, at any point during the billing cycle.	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.24 - Utility Billing					Replace this text with the primary product name(s) which satisfy requirements.	
Objective: To streamline the utility billing and collection processes and to ensure accurate bill generation and to provide metrics in the analysis of usage patterns.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
120	Ability to perform write off processing for accounts finaled and uncollectable.	H			N/A	
121	**Penalties**					
122	Ability to automatically apply a flat rate and/or percentage penalty/interest charge per service	H			N/A	
123	Ability to override and/or credit penalty.	H			N/A	
124	**Delinquent/Past Due Notices**					
125	Ability to print delinquent notices monthly to customers. These are generated based on user defined minimum (based on a single past due bill and/or balance due) and number of days after payment was due, including applicable penalty amounts added. Multiple notice capability (delinquent notice printed every month that customer is delinquent until cut off notice is generated).	H			N/A	
126	Ability to print a cut/shut off notice. These are generated based on user defined minimum (based on a single past due bill and/or balance due) and number of days after payment was due, including applicable penalty amounts added.	H			N/A	
127	Ability to schedule automated phone calls to a customer when their account will be deactivated.	H			N/A	
128	Ability to automatically create a work order when a cut off notice is generated.	H			N/A	
129	Ability to automatically apply a cut/shut off charge to the customer balance when the cut/shut off notice is generated	H			N/A	
130	Ability to send the delinquent and cut/shut off notice files to a third party for printing	H			N/A	
131	Ability to generate a cut off report with customer address information, notes, and balance due for Public Works	H			N/A	
132	Ability to print shut/cut off door tags	H			N/A	
133	System provides the ability to send delinquent and cut off notices to the landlord if a tenant is responsible for the bill, and the landlord would like to be informed of non-payment.	H			N/A	
134	Ability to automatically generate a delinquent notice for multiple addresses (mailing, service, landlord, etc.).	H			N/A	
135	Optionally, be able to override the generation of the Delinquent Notice/Cut off notice with proper authority.	H			N/A	
136	Ability to process user-defined payment arrangements (i.e. payment plans) and flag if payments are not being met.	H			N/A	
137	Ability to support bankruptcy processing that may include writing off an existing balance.	H			N/A	
138	**Lien Process**					
139	Ability to put a lien on a property based on user defined balance amounts and due dates per service	H			N/A	

4.24 - Utility Billing			Replace this text with the primary product name(s) which satisfy requirements.			
Objective: To streamline the utility billing and collection processes and to ensure accurate bill generation and to provide metrics in the analysis of usage patterns.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
140	Ability to add additional charges when a lien is placed	H			N/A	
141	Ability to have multiple liens on a single property owner	H			N/A	
142	Ability to send an email or letter to a property owner when a property will be placed on lien based on user defined date parameters (i.e. 60 days prior to lien date)	H			N/A	
143	Ability to enter in a lien maturity date	M			N/A	
144	Ability to notify specified users when a lien is reaching maturity (i.e. within 60 days of maturity date)	M			N/A	
145	Ability to print a lien notice on bills for only those customers with a lien status	H			N/A	
146	Ability to download a list of customer liens to provide to the City	H			N/A	
147	**Utility Service Orders**					
148	System provides functionality to manage utility service orders associated with the utility customer account	H			N/A	
149	Ability to record results of meter inspections into the system.	H			N/A	
150	Ability to store meter maintenance information.	H			N/A	
151	System provides a central utility accounts with work/service order workflow to various City staff based on customer's services.	H			N/A	
152	Automatically creates work/service orders and manages scheduled, in-progress, and completed service orders.	H			N/A	
153	Automatically prompts service order generation based on input from meter readers and automated meter reader error codes.	H			N/A	
154	Ability to generate an automatic cut/shut-off work/service order, as defined by user, based on the cutoff report.	H			N/A	
155	**Interfaces/Integrations**					
156	System's parcel manager / geobase is a centralized geobase database that is synchronized with City's existing ESRI GIS architecture	H			N/A	
157	Capability to interface with AMR systems to download routes to the PC and upload meter readings to the utility billing system. Specify in comment section other meter software you integrate with.	H			N/A	
158	Ability to interface with OCR or barcode reading devices, including hand held scanners.	H			N/A	
159	System integrates with an integrated voice response system to allow customers to be able to inquire on account information and pay bills via phone.	H			N/A	
160	System integrates with Permitting and Work Order modules in order for other departments to order water meters, readers, or submit other requests.	H			N/A	
161	System integrates with Work Orders for any billing generated from the Work Order system (different than service orders within UB)	H			N/A	
162	System integrates with the Request for Service module for any citizen's request on UB service orders	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

Replace this text with vendor name in the first module.	
Code	**Availability Definition**
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided.

4.25 - Document Management					**Replace this text with the primary product name(s) which satisfy requirements.**	
Objective: To track, manage, store, route, and share electronic documents.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
1	**Document Importing**					
2	Ability to accommodate Industry standard photo and image file formats, i.e., TIF, JPG, PDF, BMP, ODF, and Text.	H			N/A	
3	Ability to support standard content file types (i.e. doc, xls, pdf, etc.) for unstructured content.	H			N/A	
4	Ability to launch appropriate applications/viewers to support document retrieval and indexing.	H			N/A	
5	Ability to support any file types, with no restrictions.	L			N/A	
6	Ability for administrator to create an exception list as to the file types that can be stored and managed..	H			N/A	
7	Ability to support audio and video content files (MP3, wav, AVI, etc.)	L			N/A	
8	Ability to launch appropriate media viewers for the retrieval of audio files.	L			N/A	
9	**Document Capture**					
10	Ability to maintain an audit process to date/time/user stamp the scanned files. Should record which records were accessed (modified/deleted) and by which user id.	H			N/A	
11	Ability to capture and display color images.	H			N/A	
12	Ability to capture, store, retrieve, and reproduce irregular-sized (e.g., larger than 8 ½ x 11) documents.	H			N/A	
13	Ability to set up imaging workstations in each department and/or building, allowing decentralized scanning and indexing. .	M			N/A	
14	Ability to accommodates an unlimited number of indices per file/image.	H			N/A	
15	Ability to recognize document orientation and optionally corrects via user option.	H			N/A	
16	Ability to perform Image enhancements, including: de-skew, horizontal and vertical registration, spec removal, etc.	L			N/A	
17	Ability to define multiple document types, each with its own unique index information and attributes.	H			N/A	

4.25 - Document Management			Replace this text with the primary product name(s) which satisfy requirements.			
Objective: To track, manage, store, route, and share electronic documents.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
18	Ability to establish over 10 index fields per document type. Please note in comments section the quantity of indexes which can be established.	H			N/A	
19	Ability to maintain a description for each document type in addition to the document type code.	H			N/A	
20	Ability to perform barcode scanning.	H			N/A	
21	Ability to electronically receive faxes into the document management system.	H			N/A	
22	Ability to import images provided by an external vendor and import into the system, while assigning the appropriate indexes.	L			N/A	
23	Ability to optionally display the image while the image is being scanned.	L			N/A	
24	Ability to maintain indices with primary subject categories, sub-categories, and so on, in a hierarchical relational structure.	L			N/A	
25	Ability to define which fields are required fields by document category.	H			N/A	
26	Ability to do batch scanning , indexing, and importing.	H			N/A	
27	Ability to correct batch scanned documents that had separator sheets, splitting the document (if the separator sheet gets missed), or changing the page order of the pages.	H			N/A	
28	Ability to automatically use electronic data fields as indices.	H			N/A	
29	Ability to accommodate user design and set-up of index fields, codes, tables, etc.	L			N/A	
30	Ability to provide ICR for hand writing recognition.	L			N/A	
31	Ability to assist users with detecting scanning errors by providing user feedback if excessive errors are detected..	H			N/A	
32	Ability to insert and remove additional pages from an imaged document after it has already been scanned, based on user security.	H			N/A	
33	Ability to use a networked digital copier as a scan station.	H			N/A	
34	Ability to print to the system from Windows applications to avoid printing/scanning electronic documents.	H			N/A	
35	Ability to digitize microfilm/microfiche documents and transfer the files into the imaging system.	L			N/A	
36	Ability for administrator to modify the content of index / keyword.	H			N/A	
37	Ability to increase the number of keyword fields or indexes on existing documents.	L			N/A	
38	Ability to employ OCR (optical character recognition) technology at scan time.	H			N/A	
39	Ability to employ OMR (optical mark recognition) technology at scan time.	L			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.25 - Document Management			**Replace this text with the primary product name(s) which satisfy requirements.**			
Objective: To track, manage, store, route, and share electronic documents.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
40	Ability to optionally automatically index files (independent of the source document or file type) using one or more fields that always appear in the same location on the document (Intelligent Document Recognition (IDR).	H			N/A	
41	Ability to perform redaction, identifying specific locations on imaged documents that contain sensitive content (social security number) and restrict view of these sensitive areas to only authorized users using a multi-level security structure.	L			N/A	
42	Ability to allow for the creation of secure areas for storing scans of files that have not yet been indexed.	H			N/A	
43	Ability to allow for the restriction of the index field based on definable or modifiable drop-down lists.	L			N/A	
44	Ability to capture electronic signatures for the final document approval in a workflow (ex. DocuSign)	H			N/A	
45	Ability to provide an integrated forms solution that allows for the development of various forms within the system that can be integrated with business processes without having to modify application code.	L			N/A	
46	Ability for authorized trained users to customize forms without the need for Vendor assistance. Customized forms will be able to be incorporated into future vendor releases..	L			N/A	
47	**Document Retrieval**					
48	Ability to identify and retrieve files by user-definable fields per document.	H			N/A	
49	Ability to view and edit any scanned and indexed files, based on security profile.	H			N/A	
50	All files must be easily viewable in the system by users, real-time, without need for synchronization to the server.	H			N/A	
51	Ability to permit index searches based on exact matches of specified field values.	H			N/A	
52	Ability to permit index searches based on ranges of field values specified by the following relational expressions: greater than, less than, greater than or equal to, and less than or equal to.	H			N/A	
53	Ability to search any field in the database.	L			N/A	
54	Ability to permit index searches based on root-word matches (term truncation).	L			N/A	
55	Ability to retrieve documents by user defined identifiers.	L			N/A	
56	Ability to display all files linked to a subject category, sub-category, etc., displayed on-screen. .	L			N/A	
57	Ability for user to point and click on a file level/category/etc., and system will take user to that region of the index.	H			N/A	
58	Ability for users to return to a search results lists after viewing a result.	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.25 - Document Management					**Replace this text with the primary product name(s) which satisfy requirements.**	
Objective: To track, manage, store, route, and share electronic documents.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
59	Ability to configure security to control which users have access to confidential documents, based on document type.	H			N/A	
60	Ability to manipulate image displays by scaling, magnifying, rotating, panning, and image enhancement.	H			N/A	
61	Ability to search and retrieve files by defined indices, key word(s), or system-assigned alphanumeric Ids.	H			N/A	
62	Ability to retrieve documents using user-defined search string of either full or abbreviated (wild card) words, dates, numbers, etc.	H			N/A	
63	Ability to retrieve documents of various sizes and types, including but not limited to blueprints, forms, pictures, fingerprints, cardstock, legal size letters, etc.	H			N/A	
64	Ability to retrieve documents based upon scan date range, the scanner group, or the user id.	H			N/A	
65	Ability to retrieve documents using multiple index words, numbers, dates, etc., simultaneously.	H			N/A	
66	Ability to email a document to an external user, from search results.	H			N/A	
67	Ability to email a document to an external user, from search results using default email client..	M			N/A	
68	Ability to email a link to a document to another user of the system, from search results.	L			N/A	
69	Ability to accommodates Boolean (True, False) logic to assist searches.	H			N/A	
70	Ability to copy text from documents.	H			N/A	
71	Ability to build a retrieval "hit list" of matches or near-matches.	L			N/A	
72	Ability to sort documents in search results, by any document attribute.	L			N/A	
73	Ability to limit searches to the current directory or the current plus any child directories.	L			N/A	
74	Ability to display text or image samples on screen when reviewing search results to assist in determining which files to retrieve.	H			N/A	
75	Ability to view both the image and OCR results simultaneously.	H			N/A	
76	Ability to print images.	H			N/A	
77	Ability to provide printing management tools for authorized users to administer which staff have the ability to print.	L			N/A	
78	Ability to provide printing management tools to limit the size of print jobs (i.e. number of pages able to be printed) for staff.	L			N/A	
79	Ability to print selected portion of an image.	L			N/A	
80	Ability for multiple users to view a single stored image (or images) simultaneously.	H			N/A	
81	Ability to secure documents by directory or branch with the option to set inheritance.	H			N/A	
82	Ability to modify file permissions beyond parent permissions..	L			N/A	
83	Ability to call an external viewer that is not part of the proposed software.	L			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.25 - Document Management					**Replace this text with the primary product name(s) which satisfy requirements.**	
Objective: To track, manage, store, route, and share electronic documents.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
84	Ability to call an external software package for editing that is not part of the proposed software.	H			N/A	
85	Ability for a user to import externally edited documents with version control.	H			N/A	
86	Ability to provide system usage/audit-style reports. Should show which user ID accessed what records and when.	H			N/A	
87	Ability to allow self-service and optional on-line payment processing to constituents requiring document copies..	L			N/A	
88	Ability to print multiple copies of a retrieved image.	H			N/A	
89	Ability to use a thin-client retrieval mechanism, to incorporate the development of search / retrieve functions from an external web site, to access and display documents from the system.	L			N/A	
90	Ability to create PDF documents from retrieved images.	H			N/A	
91	Ability to create a combined PDF document from multiple retrieved images.	H			N/A	
92	Ability to adjust page settings for printing vital record documents with specific size paper requirements.	H			N/A	
93	**Maintenance and Storage**					
94	Ability to upload scanned blueprints and maps up to 48 inches by 72 inches in size. .	H			N/A	
95	Ability to print out annotations on images at user's option, based on defined user security.	L			N/A	
96	Ability to use annotation to add data to a scanned document or captured report without modifying the original.	H			N/A	
97	Ability to use redaction before printing or sharing documents.	L			N/A	
98	Ability to use watermarks.	H			N/A	
99	Ability to automate purging of time-dated documents in accordance with Local or State of Missouri document retention schedule, with user approval. User must be authorized to purge files. This retention schedule automation must be by document type.	H			N/A	
100	Ability for authorized users to create secure indexes to limit which users may access the documents contained within..	H			N/A	
101	Ability to set up a multiple level purge authorization requirement. i.e., At least two individuals must authorize a purge before it is completed.	H			N/A	
102	Ability to set an automatic purge schedule for various retention periods only with authorized user approval.	H			N/A	
103	Ability to provide automated data backup functionality while the system is online without restricting user access to application functionality.	H			N/A	
104	Ability to provide check in/ check out functionality to ensure only one person can work on a document at any time.	H			N/A	
105	Ability to provide over-ride capability, or save as for all files.	L			N/A	

4.25 - Document Management			**Replace this text with the primary product name(s) which satisfy requirements.**			
Objective: To track, manage, store, route, and share electronic documents.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
106	System provides Audit Trail log of who changed what and when for accountability..	H			N/A	
107	System provides version control as a means of identifying document author(s) and tracking multiple versions of a single document.	H			N/A	
108	System provides records management functionality enabling the organization to assign a specific lifecycle to individual documents and other data from creation, receipt, maintenance, and use to the ultimate disposition of records..	H			N/A	
109	**Workflow and Business Process Management**					
110	Ability to automate and manage a business process, during which documents, information, or tasks are passed from one participant to another for action, according to a set of user-defined procedural rules.	H			N/A	
111	Ability to provide workflow functionality, automating business processes within the system that can be controlled and managed by a trained end-user. This workflow includes routing based on roles defined in the system and assigned to each user and rules determining how a process is handled and works consistently across all module areas and user interfaces within the application.	L			N/A	
112	Ability to provide workflow functionality that allows users to lookup a transaction and see the status in an approval tree.	H			N/A	
113	Ability to provide workflow functionality that is role based such that departments can perform approvals in a “person independent” manner.	H			N/A	
114	Ability to provide tickler / reminder functionality throughout the system that could be set to trigger based on certain events (e.g., more than 1 week has passed and you are responsible for completing this step, step must be completed with 3 days, etc.) .	H			N/A	
115	Ability to trigger a standard email to be sent through Outlook for notifications through the workflow features.	H			N/A	
116	Ability to provide the same workflow rules and engine regardless of the user interface that is used (i.e., web-based or client-based interface).	H			N/A	
117	Ability to provide workflow functionality that allows a user to enter in an lengthy text (e.g. 2000 characters) indicating the reason for the rejection and allows for complete viewing of this text by the user receiving the rejection notice.	H			N/A	
118	Ability to provide workflow functionality that allows a user to forward workflow items for a user-designated period of time to another user who will act as a surrogate in being able to review, approve and reject all workflow items in the first user's absence.	H			N/A	
119	Ability for workflow rules to be determined based on index information of the document.	L			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.25 - Document Management			Replace this text with the primary product name(s) which satisfy requirements.			
Objective: To track, manage, store, route, and share electronic documents.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
120	Ability to provide workflow functionality that allows for items to be put into workflow with a combination of parallel or sequential approvals.	L			N/A	
121	Ability to provide workflow functionality such that in a parallel approval the following options are possible: * All users must approve an item before moving to the next step * One user must approve an item before moving to the next step * Rejection by only one of the users will push the workflow back to the previous step.	H			N/A	
122	Ability to provide supervisory levels or security to see status of documents in staff queues.	H			N/A	
123	Ability to provide workflow functionality that allows for reporting on how long each step in a workflow is taking to perform, on average, over a given time period per user.	H			N/A	
124	Ability to provide workflow functionality that allows for reporting on how long each step in a workflow is taking to perform, on average, over a given time period per document type.	H			N/A	
125	Ability to provide workflow functionality that allows for reporting on how long each step in a workflow is taking to perform, on average, over a given time period per process type.	H			N/A	
126	Ability to provide workflow functionality with the following options when reviewing an item: * Approve * Forward * Hold / Pending * Reject.	H			N/A	
127	Ability to define maximum duration for Hold / Pending documents, and configure rules per document type, that the system should automatically change the appropriate status after that duration is reached.	L			N/A	
128	Ability to enable a user to approve a document in a workflow without having to open the document / approve directly from the queue.	H			N/A	
129	Ability to provide workflow functionality that allows for users receiving workflow updates via email to click on a link provided within the email that takes the user to the appropriate area within the application to perform the next steps on that workflow.	H			N/A	
130	Ability to use "rules-based" document automation.	H			N/A	
131	Ability to maintain an audit trail of document access, review, edit, and approval.	H			N/A	
132	Ability to include digital signature capabilities that can be used to authenticate the user.	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

4.25 - Document Management					Replace this text with the primary product name(s) which satisfy requirements.	
Objective: To track, manage, store, route, and share electronic documents.						
Number	**Application Requirements**	**Priority**	**Availability**	**Cost**	**Required Product(s)**	**Comments**
133	Ability to provide business process modeling, e.g., graphical representation of the process, which can be manipulated by the user to automate the process on-line. The modeling establishes a network of activities and their logical relationships, criteria to indicate the start and termination of the process, information about each activity, e.g., participants, their organizational role or position, affected/associated software applications and data, etc., includes both manual and automated activities, references sub-processes which are separately modeled.	L			N/A	
134	Ability to allow an organizational structure model to be defined on-line, showing each position, the relationships between positions, the person filling a position at a given point in time, roles, etc.	H			N/A	
135	Escalation procedures can be established for the system to invoke when deadlines are not met.	H			N/A	
136	The system records audit data of the historical progress of a process instance from start to end through all activities and transitions.	H			N/A	
137	Ability to define a work flow administrator with special set-up, control, auditing, and management capabilities.	H			N/A	
138	**Location Data**					
139	Ability to associate a document with an address.	H			N/A	
140	Ability to associate a document with longitude and latitude coordinates.	H			N/A	
141	Ability to search and view all documents associated with a specific address or set of coordinates.	H			N/A	

Priority
H - High | M - Medium | L - Low

Availability
Y - Yes | R - Reporting Tool | T - Third Party
M - Modification | F - Future | N - Not Available

1. Pricing Form Legend

All black cells required.	All yellow cells optional and can be modified .	All other cells are locked.

2. Enter Basic Vendor Information

Enter Vendor Name to the right:	Vendor Name

3. Enter Hosting/Licensing Model for the Majority of the Proposed Solution

Only a vendor hosted solution is being considered by the City.	On-premise / Hosted?
Additionally, please note if a perpetual license or subscription-based license is proposed.	Perpetual / Subscription-based License?
Comments	

4. Complete the following Pricing Tabs

Tab Name	Instructions
Proposal Summary	No data entry is required in the Proposal Summary. Comments are optional for each Cost Category.
Module Summary	Please add any additional modules proposed below those requested.
Module Information	Please complete the black cells with information regarding proposed modules. Please complete column H for ALL modules that have costs represented in other modules. Please complete columns C-G for any modules with applicable data. Vendors bundling costs are encouraged to use the pre-defined bundles, however may create placeholder "other modules" in the Module Summary tab as a placeholder for these bundles.
Application Software	Please complete One-Time and On-Going Annual Application Software Costs, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.
Other Software	Please add any Other Software proposed including the Required Quantity, Unit Price, and related On-Going Annual Cost, if applicable.
Hardware	Please add any additional required/optional Hardware proposed including the Required Quantity, Unit Price, and related On-Going Annual Cost, if applicable.
Implementation Services	Please complete the Estimated Hours and Hourly Rate for Implementation Services, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.
Train-the-Trainer Training	Please complete the Estimated Hours and Hourly Rate for Train-the-Trainer Training, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.
Optional End-User Training	Please complete the Estimated Hours and Hourly Rate for Optional End-User Training, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.
Data Conversion Services	Please complete the Conversion Code, Estimated Hours, and Hourly Rate to perform the following Data Conversion Services.
Interfaces	Please complete the Estimated Hours, Hourly Rate, and On-Going Annual Cost, if applicable, to develop the following Interfaces, indicating any additional info or 'No Bid' in the Comments column.
Form Services	Please complete the Estimated Hours and Hourly Rate to perform the following Form Services.
Modifications	Please add the Estimated Hours, Hourly Rate, and On-Going Annual Cost, if applicable, to perform any required/optional Modifications. The related Module and Spec # should be noted.
Other Implementation Services	Please add any Other Implementation Services proposed including the Estimated Hours and Hourly Rate.

5. Enter Any Misc Costs and/or Discounts

Other Core Module Costs/Discounts	
Travel & Lodging Costs	
One-Time State and City Sales Tax (FOB)	
On-Going Annual State and City Sales Tax (FOB)	
Discount (if applicable)	
Other Expanded Modules Costs/Discounts	
Travel & Lodging Costs	
One-Time State and City Sales Tax (FOB)	
On-Going Annual State and City Sales Tax (FOB)	
Discount (if applicable)	

6. Finalize Forms for Printing and Submission

Additional rows are provided in each worksheet to accommodate additional proposed software and services. Vendors are encouraged to "hide" unused extra rows in each worksheet before submission.	
Change cell to right to Hide Required/Optional Fields before printing:	Show Required/Optional Fields

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Pricing Forms - Proposal Summary

Vendor Name			
Proposal Summary	**No data entry is required in the Proposal Summary. Comments are optional for each Cost Category.**		
Cost Category	**One-Time Cost**	**On-Going Annual Cost**	**Comments**
Application Software	$0	$0	
Other Software	$0	$0	
Hardware	$0	$0	
Implementation Services	$0	N/A	
Train-the-Trainer Training	$0	N/A	
Data Conversion Services	$0	N/A	
Interfaces	$0	$0	
Form Services	$0	N/A	
Modifications	$0	$0	
Other Implementation Services	$0	N/A	
Travel & Lodging Costs	$0	N/A	
State and City Sales Tax (FOB)	$0	$0	
Discount (if applicable)	*$0*	*N/A*	
Subtotal - Core Components	**$0**	**$0**	
Expanded Components			
Application Software	$0	$0	
Other Software	$0	$0	
Hardware	$0	$0	
Implementation Services	$0	N/A	
Train-the-Trainer Training	$0	N/A	
Data Conversion Services	$0	N/A	
Interfaces	$0	$0	
Form Services	$0	N/A	
Modifications	$0	$0	
Other Implementation Services	$0	N/A	
Travel & Lodging Costs	$0	N/A	
State and City Sales Tax (FOB)	$0	$0	
Discount (if applicable)	*$0*	*N/A*	
Subtotal - Expanded Components	**$0**	**$0**	
Grand Total	**$0**	**$0**	

Additional Optional Pricing Not Included in Grand Total:

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Pricing Forms - Proposal Summary

Vendor Name			
Cost Category	**One-Time Cost**	**On-Going Annual Cost**	**Comments**
Optional End-User Training	$0	N/A	
Expanded Components			
Optional End-User Training	$0	N/A	

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Pricing Forms - Module Summary

Vendor Name											
Module Summary	**Application Software**		**Implementation Services**			**Training Services**			**Totals**	
Please add any additional modules proposed below those requested.	**One-Time Cost**	**On-Going Annual Cost**	**Estimated Hours**	**Hourly Rate**	**Extended Cost**	**Estimated Hours**	**Hourly Rate**	**Extended Cost**	**One-Time Costs**	**On-Going Annual Costs**
Core Modules										
Accounts Payable	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Asset Management and Work Orders	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Bank Reconciliation	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Budgeting	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Cash Receipting	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Citizen Portal	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Code Enforcement and Inspections	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Contract Management	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Facilities Management	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Fixed Assets	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
General Ledger	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
General and Technical	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Human Resources	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Inventory Management	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Licensing	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Master Address	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Miscellaneous Billing and AR	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Payroll	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Permitting	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Planning and Zoning	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Project and Grant Accounting	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Purchasing	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Utility Billing	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Financial Bundle	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
HR/Payroll Bundle	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 1	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 2	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 3	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 4	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 5	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 6	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 7	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 8	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 9	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 10	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 11	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 12	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 13	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 14	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 15	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 16	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 17	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***

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Pricing Forms - Module Summary

Vendor Name											
Module Summary	**Application Software**		**Implementation Services**			**Training Services**			**Totals**	
Please add any additional modules proposed below those requested.	**One-Time Cost**	**On-Going Annual Cost**	**Estimated Hours**	**Hourly Rate**	**Extended Cost**	**Estimated Hours**	**Hourly Rate**	**Extended Cost**	**One-Time Costs**	**On-Going Annual Costs**
Other Core Module 18	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 19	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 20	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 21	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 22	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 23	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 24	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 25	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 26	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 27	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 28	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 29	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 30	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 31	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 32	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 33	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 34	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 35	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 36	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 37	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 38	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 39	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 40	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 41	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 42	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 43	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 44	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 45	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 46	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 47	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 48	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 49	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Other Core Module 50	$0	$0	0	$0	$0	0	$0	*$0*	**$0**	***$0***
Subtotal - Core Modules	***$0***	***$0***	***0***	***N/A***	***$0***	***0***	***N/A***	***$0***	***$0***	***$0***
Expanded Modules										
Document Management	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 1	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 2	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 3	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 4	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 5	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 6	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 7	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***

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Pricing Forms - Module Summary

Vendor Name											
Module Summary	**Application Software**		**Implementation Services**			**Training Services**			**Totals**	
Please add any additional modules proposed below those requested.	**One-Time Cost**	**On-Going Annual Cost**	**Estimated Hours**	**Hourly Rate**	**Extended Cost**	**Estimated Hours**	**Hourly Rate**	**Extended Cost**	**One-Time Costs**	**On-Going Annual Costs**
Other Expanded Module 8	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 9	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 10	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 11	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 12	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 13	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 14	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 15	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 16	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 17	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 18	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 19	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 20	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 21	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 22	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 23	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 24	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 25	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 26	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 27	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 28	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 29	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 30	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 31	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 32	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 33	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 34	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 35	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 36	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 37	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 38	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 39	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 40	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 41	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 42	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 43	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 44	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 45	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 46	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 47	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 48	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 49	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***
Other Expanded Module 50	$0	$0	0	$0	*$0*	0	$0	*$0*	**$0**	***$0***

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Pricing Forms - Module Summary

Vendor Name											
Module Summary	**Application Software**		**Implementation Services**			**Training Services**			**Totals**	
Please add any additional modules proposed below those requested.	**One-Time Cost**	**On-Going Annual Cost**	**Estimated Hours**	**Hourly Rate**	**Extended Cost**	**Estimated Hours**	**Hourly Rate**	**Extended Cost**	**One-Time Costs**	**On-Going Annual Costs**
Subtotal - Expanded Modules	***$0***	***$0***	0	***N/A***	$0	0	N/A	$0	$0	$0
Grand Total	$0	$0	0	***N/A***	$0	0	N/A	$0	$0	$0

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Pricing Forms - Module Information

Vendor Name							
Module Information	**Please complete the black cells with information regarding proposed modules. Please complete column H for ALL modules that have costs represented in other modules. Please complete columns C-G for any modules with applicable data. Vendors bundling costs are encouraged to use the pre-defined bundles, however may create placeholder "other modules" in the Module Summary tab as a placeholder for these bundles.**						
	Version	**Licensing Measure (e.g. Users, FTEs)**	**# of Licensed (e.g. 5,000)**	**License Type (select from dropdown menu)**	**Are Costs Waived in the First Year?**	**If costs are bundled in another module please select that module below**	**Comments**
Core Modules							
Accounts Payable				No Bid			
Asset Management and Work Orders				No Bid			
Bank Reconciliation				No Bid			
Budgeting				No Bid			
Cash Receipting				No Bid			
Citizen Portal				No Bid			
Code Enforcement and Inspections				No Bid			
Contract Management				No Bid			
Facilities Management				No Bid			
Fixed Assets				No Bid			
General Ledger				No Bid			
General and Technical				No Bid			
Human Resources				No Bid			
Inventory Management				No Bid			
Licensing				No Bid			
Master Address				No Bid			
Miscellaneous Billing and AR				No Bid			
Payroll				No Bid			
Permitting				No Bid			
Planning and Zoning				No Bid			
Project and Grant Accounting				No Bid			
Purchasing				No Bid			
Utility Billing				No Bid			
Financial Bundle				No Bid			
HR/Payroll Bundle				No Bid			
Other Core Module 1							
Other Core Module 2							
Other Core Module 3							
Other Core Module 4							
Other Core Module 5							
Other Core Module 6							
Other Core Module 7							
Other Core Module 8							
Other Core Module 9							
Other Core Module 10							
Other Core Module 11							
Other Core Module 12							
Other Core Module 13							
Other Core Module 14							
Other Core Module 15							
Other Core Module 16							
Other Core Module 17							
Other Core Module 18							
Other Core Module 19							
Other Core Module 20							
Other Core Module 21							
Other Core Module 22							
Other Core Module 23							
Other Core Module 24							

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Pricing Forms - Module Information

Vendor Name							
Module Information	**Please complete the black cells with information regarding proposed modules. Please complete column H for ALL modules that have costs represented in other modules. Please complete columns C-G for any modules with applicable data. Vendors bundling costs are encouraged to use the pre-defined bundles, however may create placeholder "other modules" in the Module Summary tab as a placeholder for these bundles.**						
	Version	**Licensing Measure (e.g. Users, FTEs)**	**# of Licensed (e.g. 5,000)**	**License Type (select from dropdown menu)**	**Are Costs Waived in the First Year?**	**If costs are bundled in another module please select that module below**	**Comments**
Other Core Module 25							
Other Core Module 26							
Other Core Module 27							
Other Core Module 28							
Other Core Module 29							
Other Core Module 30							
Other Core Module 31							
Other Core Module 32							
Other Core Module 33							
Other Core Module 34							
Other Core Module 35							
Other Core Module 36							
Other Core Module 37							
Other Core Module 38							
Other Core Module 39							
Other Core Module 40							
Other Core Module 41							
Other Core Module 42							
Other Core Module 43							
Other Core Module 44							
Other Core Module 45							
Other Core Module 46							
Other Core Module 47							
Other Core Module 48							
Other Core Module 49							
Other Core Module 50							
Expanded Modules							
Document Management				**No Bid**			
Other Expanded Module 1							
Other Expanded Module 2							
Other Expanded Module 3							
Other Expanded Module 4							
Other Expanded Module 5							
Other Expanded Module 6							
Other Expanded Module 7							
Other Expanded Module 8							
Other Expanded Module 9							
Other Expanded Module 10							
Other Expanded Module 11							
Other Expanded Module 12							
Other Expanded Module 13							
Other Expanded Module 14							
Other Expanded Module 15							
Other Expanded Module 16							
Other Expanded Module 17							
Other Expanded Module 18							
Other Expanded Module 19							
Other Expanded Module 20							
Other Expanded Module 21							
Other Expanded Module 22							

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Pricing Forms - Module Information

Vendor Name							
Module Information	**Please complete the black cells with information regarding proposed modules. Please complete column H for ALL modules that have costs represented in other modules. Please complete columns C-G for any modules with applicable data. Vendors bundling costs are encouraged to use the pre-defined bundles, however may create placeholder "other modules" in the Module Summary tab as a placeholder for these bundles.**						
	Version	**Licensing Measure (e.g. Users, FTEs)**	**# of Licensed (e.g. 5,000)**	**License Type (select from dropdown menu)**	**Are Costs Waived in the First Year?**	**If costs are bundled in another module please select that module below**	**Comments**
Other Expanded Module 23							
Other Expanded Module 24							
Other Expanded Module 25							
Other Expanded Module 26							
Other Expanded Module 27							
Other Expanded Module 28							
Other Expanded Module 29							
Other Expanded Module 30							
Other Expanded Module 31							
Other Expanded Module 32							
Other Expanded Module 33							
Other Expanded Module 34							
Other Expanded Module 35							
Other Expanded Module 36							
Other Expanded Module 37							
Other Expanded Module 38							
Other Expanded Module 39							
Other Expanded Module 40							
Other Expanded Module 41							
Other Expanded Module 42							
Other Expanded Module 43							
Other Expanded Module 44							
Other Expanded Module 45							
Other Expanded Module 46							
Other Expanded Module 47							
Other Expanded Module 48							
Other Expanded Module 49							
Other Expanded Module 50							

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Pricing Forms - Application Software

Vendor Name			
Application Software	**Please complete One-Time and On-Going Annual Application Software Costs, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.**		
Cost Category	**One-Time Cost**	**On-Going Annual Cost**	**Comments**
Core Modules			
Accounts Payable			
Asset Management and Work Orders			
Bank Reconciliation			
Budgeting			
Cash Receipting			
Citizen Portal			
Code Enforcement and Inspections			
Contract Management			
Facilities Management			
Fixed Assets			
General Ledger			
General and Technical			
Human Resources			
Inventory Management			
Licensing			
Master Address			
Miscellaneous Billing and AR			
Payroll			
Permitting			
Planning and Zoning			
Project and Grant Accounting			
Purchasing			
Utility Billing			
Financial Bundle			
HR/Payroll Bundle			
Other Core Module 1			
Other Core Module 2			
Other Core Module 3			
Other Core Module 4			
Other Core Module 5			
Other Core Module 6			

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Pricing Forms - Application Software

Vendor Name			
Application Software	**Please complete One-Time and On-Going Annual Application Software Costs, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.**		
Cost Category	**One-Time Cost**	**On-Going Annual Cost**	**Comments**
Other Core Module 7			
Other Core Module 8			
Other Core Module 9			
Other Core Module 10			
Other Core Module 11			
Other Core Module 12			
Other Core Module 13			
Other Core Module 14			
Other Core Module 15			
Other Core Module 16			
Other Core Module 17			
Other Core Module 18			
Other Core Module 19			
Other Core Module 20			
Other Core Module 21			
Other Core Module 22			
Other Core Module 23			
Other Core Module 24			
Other Core Module 25			
Other Core Module 26			
Other Core Module 27			
Other Core Module 28			
Other Core Module 29			
Other Core Module 30			
Other Core Module 31			
Other Core Module 32			
Other Core Module 33			
Other Core Module 34			
Other Core Module 35			
Other Core Module 36			
Other Core Module 37			
Other Core Module 38			

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Pricing Forms - Application Software

Vendor Name			
Application Software	**Please complete One-Time and On-Going Annual Application Software Costs, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.**		
Cost Category	**One-Time Cost**	**On-Going Annual Cost**	**Comments**
Other Core Module 39			
Other Core Module 40			
Other Core Module 41			
Other Core Module 42			
Other Core Module 43			
Other Core Module 44			
Other Core Module 45			
Other Core Module 46			
Other Core Module 47			
Other Core Module 48			
Other Core Module 49			
Other Core Module 50			
Subtotal - Core Modules	***$0***	***$0***	
Expanded Modules			
Document Management			
Other Expanded Module 1			
Other Expanded Module 2			
Other Expanded Module 3			
Other Expanded Module 4			
Other Expanded Module 5			
Other Expanded Module 6			
Other Expanded Module 7			
Other Expanded Module 8			
Other Expanded Module 9			
Other Expanded Module 10			
Other Expanded Module 11			
Other Expanded Module 12			
Other Expanded Module 13			
Other Expanded Module 14			
Other Expanded Module 15			
Other Expanded Module 16			
Other Expanded Module 17			

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Pricing Forms - Application Software

Vendor Name			
Application Software	**Please complete One-Time and On-Going Annual Application Software Costs, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.**		
Cost Category	**One-Time Cost**	**On-Going Annual Cost**	**Comments**
Other Expanded Module 18			
Other Expanded Module 19			
Other Expanded Module 20			
Other Expanded Module 21			
Other Expanded Module 22			
Other Expanded Module 23			
Other Expanded Module 24			
Other Expanded Module 25			
Other Expanded Module 26			
Other Expanded Module 27			
Other Expanded Module 28			
Other Expanded Module 29			
Other Expanded Module 30			
Other Expanded Module 31			
Other Expanded Module 32			
Other Expanded Module 33			
Other Expanded Module 34			
Other Expanded Module 35			
Other Expanded Module 36			
Other Expanded Module 37			
Other Expanded Module 38			
Other Expanded Module 39			
Other Expanded Module 40			
Other Expanded Module 41			
Other Expanded Module 42			
Other Expanded Module 43			
Other Expanded Module 44			
Other Expanded Module 45			
Other Expanded Module 46			
Other Expanded Module 47			
Other Expanded Module 48			
Other Expanded Module 49			

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Pricing Forms - Application Software

Vendor Name			
Application Software	**Please complete One-Time and On-Going Annual Application Software Costs, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.**		
Cost Category	**One-Time Cost**	**On-Going Annual Cost**	**Comments**
Other Expanded Module 50			
Subtotal - Expanded Modules	***$0***	***$0***	
Grand Total	**$0**	**$0**	

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Pricing Forms - Other Software

Vendor Name					
Other Software	**Please add any Other Software proposed including the Required Quantity, Unit Price, and related On-Going Annual Cost, if applicable.**				
Software Name	**Required Quantity**	**Unit Price**	**One-Time Cost**	**On-Going Annual Cost**	**Comments**
Core Modules					
Disaster Recovery			$0		
Zip+4 Software			$0		
Forms Generator			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		

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Pricing Forms - Other Software

Vendor Name					
Other Software	**Please add any Other Software proposed including the Required Quantity, Unit Price, and related On-Going Annual Cost, if applicable.**				
Software Name	**Required Quantity**	**Unit Price**	**One-Time Cost**	**On-Going Annual Cost**	**Comments**
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
Subtotal - Core Modules	***0***	***N/A***	***$0***	***$0***	
Expanded Modules					
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		

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Pricing Forms - Other Software

Vendor Name					
Other Software	**Please add any Other Software proposed including the Required Quantity, Unit Price, and related On-Going Annual Cost, if applicable.**				
Software Name	**Required Quantity**	**Unit Price**	**One-Time Cost**	**On-Going Annual Cost**	**Comments**
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		

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Pricing Forms - Other Software

Vendor Name					
Other Software	**Please add any Other Software proposed including the Required Quantity, Unit Price, and related On-Going Annual Cost, if applicable.**				
Software Name	**Required Quantity**	**Unit Price**	**One-Time Cost**	**On-Going Annual Cost**	**Comments**
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
Subtotal - Expanded Modules	***0***	***N/A***	***$0***	***$0***	
Grand Total	**0**	**N/A**	**$0**	**$0**	

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Pricing Forms - Hardware

Vendor Name					
Hardware	**Please add any additional required/optional Hardware proposed including the Required Quantity, Unit Price, and related On-Going Annual Cost, if applicable.**				
Hardware Description	**Required Quantity**	**Unit Price**	**One-Time Cost**	**On-Going Annual Cost**	**Comments**
Core Modules					
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		

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Pricing Forms - Hardware

Vendor Name					
Hardware	**Please add any additional required/optional Hardware proposed including the Required Quantity, Unit Price, and related On-Going Annual Cost, if applicable.**				
Hardware Description	**Required Quantity**	**Unit Price**	**One-Time Cost**	**On-Going Annual Cost**	**Comments**
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
Subtotal - Core Modules	***0***	***N/A***	***$0***	***$0***	
Expanded Modules					
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		

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Pricing Forms - Hardware

Vendor Name					
Hardware	**Please add any additional required/optional Hardware proposed including the Required Quantity, Unit Price, and related On-Going Annual Cost, if applicable.**				
Hardware Description	**Required Quantity**	**Unit Price**	**One-Time Cost**	**On-Going Annual Cost**	**Comments**
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		

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Pricing Forms - Hardware

Vendor Name					
Hardware	**Please add any additional required/optional Hardware proposed including the Required Quantity, Unit Price, and related On-Going Annual Cost, if applicable.**				
Hardware Description	**Required Quantity**	**Unit Price**	**One-Time Cost**	**On-Going Annual Cost**	**Comments**
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
			$0		
Subtotal - Expanded Modules	***0***	***N/A***	***$0***	***$0***	
Grand Total	**0**	**N/A**	**$0**	**$0**	

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Pricing Forms - Implementation Services

Vendor Name				
Implementation Services	**Please complete the Estimated Hours and Hourly Rate for Implementation Services, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.**			
Cost Category	**Estimated Hours**	**Hourly Rate**	**Extended Cost**	**Comments**
Core Modules				
Accounts Payable			$0	
Asset Management and Work Orders			$0	
Bank Reconciliation			$0	
Budgeting			$0	
Cash Receipting			$0	
Citizen Portal			$0	
Code Enforcement and Inspections			$0	
Contract Management			$0	
Facilities Management			$0	
Fixed Assets			$0	
General Ledger			$0	
General and Technical			$0	
Human Resources			$0	
Inventory Management			$0	
Licensing			$0	
Master Address			$0	
Miscellaneous Billing and AR			$0	
Payroll			$0	
Permitting			$0	
Planning and Zoning			$0	
Project and Grant Accounting			$0	
Purchasing			$0	
Utility Billing			$0	
Financial Bundle			$0	
HR/Payroll Bundle			$0	
Other Core Module 1			$0	
Other Core Module 2			$0	
Other Core Module 3			$0	
Other Core Module 4			$0	
Other Core Module 5			$0	

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Pricing Forms - Implementation Services

Vendor Name				
Implementation Services	**Please complete the Estimated Hours and Hourly Rate for Implementation Services, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.**			
Cost Category	**Estimated Hours**	**Hourly Rate**	**Extended Cost**	**Comments**
Other Core Module 6			$0	
Other Core Module 7			$0	
Other Core Module 8			$0	
Other Core Module 9			$0	
Other Core Module 10			$0	
Other Core Module 11			$0	
Other Core Module 12			$0	
Other Core Module 13			$0	
Other Core Module 14			$0	
Other Core Module 15			$0	
Other Core Module 16			$0	
Other Core Module 17			$0	
Other Core Module 18			$0	
Other Core Module 19			$0	
Other Core Module 20			$0	
Other Core Module 21			$0	
Other Core Module 22			$0	
Other Core Module 23			$0	
Other Core Module 24			$0	
Other Core Module 25			$0	
Other Core Module 26			$0	
Other Core Module 27			$0	
Other Core Module 28			$0	
Other Core Module 29			$0	
Other Core Module 30			$0	
Other Core Module 31			$0	
Other Core Module 32			$0	
Other Core Module 33			$0	
Other Core Module 34			$0	
Other Core Module 35			$0	
Other Core Module 36			$0	

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Pricing Forms - Implementation Services

Vendor Name				
Implementation Services	**Please complete the Estimated Hours and Hourly Rate for Implementation Services, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.**			
Cost Category	**Estimated Hours**	**Hourly Rate**	**Extended Cost**	**Comments**
Other Core Module 37			$0	
Other Core Module 38			$0	
Other Core Module 39			$0	
Other Core Module 40			$0	
Other Core Module 41			$0	
Other Core Module 42			$0	
Other Core Module 43			$0	
Other Core Module 44			$0	
Other Core Module 45			$0	
Other Core Module 46			$0	
Other Core Module 47			$0	
Other Core Module 48			$0	
Other Core Module 49			$0	
Other Core Module 50			$0	
Subtotal - Core Modules	***0***	***N/A***	***$0***	
Expanded Modules				
Document Management			$0	
Other Expanded Module 1			$0	
Other Expanded Module 2			$0	
Other Expanded Module 3			$0	
Other Expanded Module 4			$0	
Other Expanded Module 5			$0	
Other Expanded Module 6			$0	
Other Expanded Module 7			$0	
Other Expanded Module 8			$0	
Other Expanded Module 9			$0	
Other Expanded Module 10			$0	
Other Expanded Module 11			$0	
Other Expanded Module 12			$0	
Other Expanded Module 13			$0	
Other Expanded Module 14			$0	

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Pricing Forms - Implementation Services

Vendor Name				
Implementation Services	**Please complete the Estimated Hours and Hourly Rate for Implementation Services, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.**			
Cost Category	**Estimated Hours**	**Hourly Rate**	**Extended Cost**	**Comments**
Other Expanded Module 15			$0	
Other Expanded Module 16			$0	
Other Expanded Module 17			$0	
Other Expanded Module 18			$0	
Other Expanded Module 19			$0	
Other Expanded Module 20			$0	
Other Expanded Module 21			$0	
Other Expanded Module 22			$0	
Other Expanded Module 23			$0	
Other Expanded Module 24			$0	
Other Expanded Module 25			$0	
Other Expanded Module 26			$0	
Other Expanded Module 27			$0	
Other Expanded Module 28			$0	
Other Expanded Module 29			$0	
Other Expanded Module 30			$0	
Other Expanded Module 31			$0	
Other Expanded Module 32			$0	
Other Expanded Module 33			$0	
Other Expanded Module 34			$0	
Other Expanded Module 35			$0	
Other Expanded Module 36			$0	
Other Expanded Module 37			$0	
Other Expanded Module 38			$0	
Other Expanded Module 39			$0	
Other Expanded Module 40			$0	
Other Expanded Module 41			$0	
Other Expanded Module 42			$0	
Other Expanded Module 43			$0	
Other Expanded Module 44			$0	
Other Expanded Module 45			$0	

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Pricing Forms - Implementation Services

Vendor Name				
Implementation Services	**Please complete the Estimated Hours and Hourly Rate for Implementation Services, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.**			
Cost Category	**Estimated Hours**	**Hourly Rate**	**Extended Cost**	**Comments**
Other Expanded Module 46			$0	
Other Expanded Module 47			$0	
Other Expanded Module 48			$0	
Other Expanded Module 49			$0	
Other Expanded Module 50			$0	
Subtotal - Expanded Modules	***0***	***N/A***	***$0***	
Grand Total	**0**	**N/A**	**$0**	

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Pricing Forms - Train-the-Trainer Training

Vendor Name				
Train-the-Trainer Training	**Please complete the Estimated Hours and Hourly Rate for Train-the-Trainer Training, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.**			
Cost Category	**Estimated Hours**	**Hourly Rate**	**Extended Cost**	**Comments**
Core Modules				
Accounts Payable			$0	
Asset Management and Work Orders			$0	
Bank Reconciliation			$0	
Budgeting			$0	
Cash Receipting			$0	
Citizen Portal			$0	
Code Enforcement and Inspections			$0	
Contract Management			$0	
Facilities Management			$0	
Fixed Assets			$0	
General Ledger			$0	
General and Technical			$0	
Human Resources			$0	
Inventory Management			$0	
Licensing			$0	
Master Address			$0	
Miscellaneous Billing and AR			$0	
Payroll			$0	
Permitting			$0	
Planning and Zoning			$0	
Project and Grant Accounting			$0	
Purchasing			$0	
Utility Billing			$0	
Financial Bundle			$0	
HR/Payroll Bundle			$0	
Other Core Module 1			$0	
Other Core Module 2			$0	
Other Core Module 3			$0	
Other Core Module 4			$0	
Other Core Module 5			$0	

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Pricing Forms - Train-the-Trainer Training

Vendor Name				
Train-the-Trainer Training	**Please complete the Estimated Hours and Hourly Rate for Train-the-Trainer Training, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.**			
Cost Category	**Estimated Hours**	**Hourly Rate**	**Extended Cost**	**Comments**
Other Core Module 6			$0	
Other Core Module 7			$0	
Other Core Module 8			$0	
Other Core Module 9			$0	
Other Core Module 10			$0	
Other Core Module 11			$0	
Other Core Module 12			$0	
Other Core Module 13			$0	
Other Core Module 14			$0	
Other Core Module 15			$0	
Other Core Module 16			$0	
Other Core Module 17			$0	
Other Core Module 18			$0	
Other Core Module 19			$0	
Other Core Module 20			$0	
Other Core Module 21			$0	
Other Core Module 22			$0	
Other Core Module 23			$0	
Other Core Module 24			$0	
Other Core Module 25			$0	
Other Core Module 26			$0	
Other Core Module 27			$0	
Other Core Module 28			$0	
Other Core Module 29			$0	
Other Core Module 30			$0	
Other Core Module 31			$0	
Other Core Module 32			$0	
Other Core Module 33			$0	
Other Core Module 34			$0	
Other Core Module 35			$0	
Other Core Module 36			$0	

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Pricing Forms - Train-the-Trainer Training

Vendor Name				
Train-the-Trainer Training	**Please complete the Estimated Hours and Hourly Rate for Train-the-Trainer Training, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.**			
Cost Category	**Estimated Hours**	**Hourly Rate**	**Extended Cost**	**Comments**
Other Core Module 37			$0	
Other Core Module 38			$0	
Other Core Module 39			$0	
Other Core Module 40			$0	
Other Core Module 41			$0	
Other Core Module 42			$0	
Other Core Module 43			$0	
Other Core Module 44			$0	
Other Core Module 45			$0	
Other Core Module 46			$0	
Other Core Module 47			$0	
Other Core Module 48			$0	
Other Core Module 49			$0	
Other Core Module 50			$0	
Subtotal - Core Modules	***0***	***N/A***	***$0***	
Expanded Modules				
Document Management			$0	
Other Expanded Module 1			$0	
Other Expanded Module 2			$0	
Other Expanded Module 3			$0	
Other Expanded Module 4			$0	
Other Expanded Module 5			$0	
Other Expanded Module 6			$0	
Other Expanded Module 7			$0	
Other Expanded Module 8			$0	
Other Expanded Module 9			$0	
Other Expanded Module 10			$0	
Other Expanded Module 11			$0	
Other Expanded Module 12			$0	
Other Expanded Module 13			$0	
Other Expanded Module 14			$0	

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Pricing Forms - Train-the-Trainer Training

Vendor Name				
Train-the-Trainer Training	**Please complete the Estimated Hours and Hourly Rate for Train-the-Trainer Training, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.**			
Cost Category	**Estimated Hours**	**Hourly Rate**	**Extended Cost**	**Comments**
Other Expanded Module 15			$0	
Other Expanded Module 16			$0	
Other Expanded Module 17			$0	
Other Expanded Module 18			$0	
Other Expanded Module 19			$0	
Other Expanded Module 20			$0	
Other Expanded Module 21			$0	
Other Expanded Module 22			$0	
Other Expanded Module 23			$0	
Other Expanded Module 24			$0	
Other Expanded Module 25			$0	
Other Expanded Module 26			$0	
Other Expanded Module 27			$0	
Other Expanded Module 28			$0	
Other Expanded Module 29			$0	
Other Expanded Module 30			$0	
Other Expanded Module 31			$0	
Other Expanded Module 32			$0	
Other Expanded Module 33			$0	
Other Expanded Module 34			$0	
Other Expanded Module 35			$0	
Other Expanded Module 36			$0	
Other Expanded Module 37			$0	
Other Expanded Module 38			$0	
Other Expanded Module 39			$0	
Other Expanded Module 40			$0	
Other Expanded Module 41			$0	
Other Expanded Module 42			$0	
Other Expanded Module 43			$0	
Other Expanded Module 44			$0	
Other Expanded Module 45			$0	

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Pricing Forms - Train-the-Trainer Training

Vendor Name				
Train-the-Trainer Training	**Please complete the Estimated Hours and Hourly Rate for Train-the-Trainer Training, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.**			
Cost Category	**Estimated Hours**	**Hourly Rate**	**Extended Cost**	**Comments**
Other Expanded Module 46			$0	
Other Expanded Module 47			$0	
Other Expanded Module 48			$0	
Other Expanded Module 49			$0	
Other Expanded Module 50			$0	
Subtotal - Expanded Modules	***0***	***N/A***	***$0***	
Grand Total	**0**	**N/A**	**$0**	

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Pricing Forms - Optional End-User Training

Vendor Name				
Optional End-User Training	**Please complete the Estimated Hours and Hourly Rate for Optional End-User Training, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.**			
Cost Category	**Estimated Hours**	**Hourly Rate**	**Extended Cost**	**Comments**
Core Modules				
Accounts Payable			$0	
Asset Management and Work Orders			$0	
Bank Reconciliation			$0	
Budgeting			$0	
Cash Receipting			$0	
Citizen Portal			$0	
Code Enforcement and Inspections			$0	
Contract Management			$0	
Facilities Management			$0	
Fixed Assets			$0	
General Ledger			$0	
General and Technical			$0	
Human Resources			$0	
Inventory Management			$0	
Licensing			$0	
Master Address			$0	
Miscellaneous Billing and AR			$0	
Payroll			$0	
Permitting			$0	
Planning and Zoning			$0	
Project and Grant Accounting			$0	
Purchasing			$0	
Utility Billing			$0	
Financial Bundle			$0	
HR/Payroll Bundle			$0	
Other Core Module 1			$0	
Other Core Module 2			$0	
Other Core Module 3			$0	
Other Core Module 4			$0	
Other Core Module 5			$0	

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Pricing Forms - Optional End-User Training

Vendor Name				
Optional End-User Training	**Please complete the Estimated Hours and Hourly Rate for Optional End-User Training, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.**			
Cost Category	**Estimated Hours**	**Hourly Rate**	**Extended Cost**	**Comments**
Other Core Module 6			$0	
Other Core Module 7			$0	
Other Core Module 8			$0	
Other Core Module 9			$0	
Other Core Module 10			$0	
Other Core Module 11			$0	
Other Core Module 12			$0	
Other Core Module 13			$0	
Other Core Module 14			$0	
Other Core Module 15			$0	
Other Core Module 16			$0	
Other Core Module 17			$0	
Other Core Module 18			$0	
Other Core Module 19			$0	
Other Core Module 20			$0	
Other Core Module 21			$0	
Other Core Module 22			$0	
Other Core Module 23			$0	
Other Core Module 24			$0	
Other Core Module 25			$0	
Other Core Module 26			$0	
Other Core Module 27			$0	
Other Core Module 28			$0	
Other Core Module 29			$0	
Other Core Module 30			$0	
Other Core Module 31			$0	
Other Core Module 32			$0	
Other Core Module 33			$0	
Other Core Module 34			$0	
Other Core Module 35			$0	
Other Core Module 36			$0	

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Pricing Forms - Optional End-User Training

Vendor Name				
Optional End-User Training	**Please complete the Estimated Hours and Hourly Rate for Optional End-User Training, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.**			
Cost Category	**Estimated Hours**	**Hourly Rate**	**Extended Cost**	**Comments**
Other Core Module 37			$0	
Other Core Module 38			$0	
Other Core Module 39			$0	
Other Core Module 40			$0	
Other Core Module 41			$0	
Other Core Module 42			$0	
Other Core Module 43			$0	
Other Core Module 44			$0	
Other Core Module 45			$0	
Other Core Module 46			$0	
Other Core Module 47			$0	
Other Core Module 48			$0	
Other Core Module 49			$0	
Other Core Module 50			$0	
Subtotal - Core Modules	***0***	***N/A***	***$0***	
Expanded Modules				
Document Management			$0	
Other Expanded Module 1			$0	
Other Expanded Module 2			$0	
Other Expanded Module 3			$0	
Other Expanded Module 4			$0	
Other Expanded Module 5			$0	
Other Expanded Module 6			$0	
Other Expanded Module 7			$0	
Other Expanded Module 8			$0	
Other Expanded Module 9			$0	
Other Expanded Module 10			$0	
Other Expanded Module 11			$0	
Other Expanded Module 12			$0	
Other Expanded Module 13			$0	
Other Expanded Module 14			$0	

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Pricing Forms - Optional End-User Training

Vendor Name				
Optional End-User Training	**Please complete the Estimated Hours and Hourly Rate for Optional End-User Training, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.**			
Cost Category	**Estimated Hours**	**Hourly Rate**	**Extended Cost**	**Comments**
Other Expanded Module 15			$0	
Other Expanded Module 16			$0	
Other Expanded Module 17			$0	
Other Expanded Module 18			$0	
Other Expanded Module 19			$0	
Other Expanded Module 20			$0	
Other Expanded Module 21			$0	
Other Expanded Module 22			$0	
Other Expanded Module 23			$0	
Other Expanded Module 24			$0	
Other Expanded Module 25			$0	
Other Expanded Module 26			$0	
Other Expanded Module 27			$0	
Other Expanded Module 28			$0	
Other Expanded Module 29			$0	
Other Expanded Module 30			$0	
Other Expanded Module 31			$0	
Other Expanded Module 32			$0	
Other Expanded Module 33			$0	
Other Expanded Module 34			$0	
Other Expanded Module 35			$0	
Other Expanded Module 36			$0	
Other Expanded Module 37			$0	
Other Expanded Module 38			$0	
Other Expanded Module 39			$0	
Other Expanded Module 40			$0	
Other Expanded Module 41			$0	
Other Expanded Module 42			$0	
Other Expanded Module 43			$0	
Other Expanded Module 44			$0	
Other Expanded Module 45			$0	

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Pricing Forms - Optional End-User Training

Vendor Name				
Optional End-User Training	**Please complete the Estimated Hours and Hourly Rate for Optional End-User Training, indicating any additional info or 'No Bid' in the Comments column. Additional proposed modules can be added in the 'Module Summary' Tab.**			
Cost Category	**Estimated Hours**	**Hourly Rate**	**Extended Cost**	**Comments**
Other Expanded Module 46			$0	
Other Expanded Module 47			$0	
Other Expanded Module 48			$0	
Other Expanded Module 49			$0	
Other Expanded Module 50			$0	
Subtotal - Expanded Modules	***0***	***N/A***	***$0***	
Grand Total	**0**	**N/A**	**$0**	

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Pricing Forms - Data Conversion Services

Vendor Name							
Data Conversion Services		**Please complete the Conversion Code, Estimated Hours, and Hourly Rate to perform the following Data Conversion Services.**					
Number	**Area**	**Requested Conversion item**	**Conversion Code[1]**	**Estimated Hours**	**Hourly Rate**	**One-Time Cost**	**Comments**
Core Modules							
1	Asset Management	Asset Master (Assets are tied to addresses)				$0	
2	Asset Management	Asset Master Sub Category (e.g. potholes)				$0	
3	Community Development	Customer Master				$0	
4	Community Development	Current Licenses				$0	
5	Human Resources	Employee Master				$0	
6	Human Resources	Personnel Action Forms History				$0	
7	Purchasing	Vendor Master				$0	
8	Purchasing	Open Purchase Orders				$0	
9	Purchasing	Purchase Requisition History				$0	
10	Work Orders	Work Order History				$0	
11	Utility Billing	Customer Master				$0	
12						$0	
13						$0	
14						$0	
15						$0	
16						$0	
17						$0	
18						$0	
19						$0	
20						$0	
21						$0	
22						$0	
23						$0	
24						$0	
25						$0	
26						$0	
27						$0	
28						$0	
29						$0	
30						$0	
31						$0	
32						$0	
33						$0	
34						$0	
35						$0	
36						$0	

37						$0	
38						$0	
39						$0	
40						$0	
41						$0	
42						$0	
43						$0	
44						$0	
45						$0	
46						$0	
47						$0	
48						$0	
49						$0	
50						$0	
Subtotal - Core Modules				**0**	**N/A**	**$0**	
Non-Core Modules							
1	Document Management	Documents stored in Laserfiche				$0	
2						$0	
3						$0	
4						$0	
5						$0	
6						$0	
7						$0	
8						$0	
9						$0	
10						$0	
11						$0	
12						$0	
13						$0	
14						$0	
15						$0	
16						$0	
17						$0	
18						$0	
19						$0	
20						$0	
21						$0	
22						$0	
23						$0	
24						$0	
25						$0	
26						$0	
27						$0	
28						$0	

29			[redacted]	[redacted]	[redacted]	$0	
30			[redacted]	[redacted]	[redacted]	$0	
31			[redacted]	[redacted]	[redacted]	$0	
32			[redacted]	[redacted]	[redacted]	$0	
33			[redacted]	[redacted]	[redacted]	$0	
34			[redacted]	[redacted]	[redacted]	$0	
35			[redacted]	[redacted]	[redacted]	$0	
36			[redacted]	[redacted]	[redacted]	$0	
37			[redacted]	[redacted]	[redacted]	$0	
38			[redacted]	[redacted]	[redacted]	$0	
39			[redacted]	[redacted]	[redacted]	$0	
40			[redacted]	[redacted]	[redacted]	$0	
41			[redacted]	[redacted]	[redacted]	$0	
42			[redacted]	[redacted]	[redacted]	$0	
43			[redacted]	[redacted]	[redacted]	$0	
44			[redacted]	[redacted]	[redacted]	$0	
45			[redacted]	[redacted]	[redacted]	$0	
46			[redacted]	[redacted]	[redacted]	$0	
47			[redacted]	[redacted]	[redacted]	$0	
48			[redacted]	[redacted]	[redacted]	$0	
49			[redacted]	[redacted]	[redacted]	$0	
50			[redacted]	[redacted]	[redacted]	$0	
Subtotal - Non-Core Modules			**N/A**	**0**	**N/A**	**$0**	
Grand Total			**N/A**	**0**	**N/A**	**$0**	

[1]Data Conversion Codes	
A	Utilize/refine existing conversion tools/scripts
B	Develop conversion scripts
C	Automated conversion not realistic/appropriate: Manual conversion is targeted
D	Other data conversion approach, please briefly describe in ‘Comments’ column
E	Not enough information/Need clarification/Item should be addressed during implementation

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Pricing Forms - Interfaces

Vendor Name								
Interfaces		**Please complete the Estimated Hours, Hourly Rate, and On-Going Annual Cost, if applicable, to develop the following Interfaces, indicating any additional info or 'No Bid' in the Comments column.**						
Data Flow Item #	**Data Flow Description**	**Source Application**	**Target Application**	**Estimated Hours**	**Hourly Rate**	**One-Time Cost**	**On-Going Annual Cost**	**Comments**
Core Modules								
1	Employee Data	New ERP	NOVATime			$0		
2	Time Entry Data	NOVATime	New ERP			$0		
3	Open Positions	New ERP	Applicant Pro			$0		
4	Fleet Asset Data	Collective Data	New ERP			$0		
5	GL Entries	RecTrac	New ERP			$0		
6	Documents	Laserfiche	New ERP			$0		
7	Geospatial Data	ESRI ArcGIS	New ERP			$0		
8						$0		
9						$0		
10						$0		
11						$0		
12						$0		
13						$0		
14						$0		
15						$0		
16						$0		
17						$0		
18						$0		
19						$0		
20						$0		
21						$0		
22						$0		
23						$0		
24						$0		
25						$0		
26						$0		
27						$0		
28						$0		
29						$0		
30						$0		
31						$0		
32						$0		
33						$0		
34						$0		
35						$0		
36						$0		
37						$0		
38						$0		

39						$0		
40						$0		
41						$0		
42						$0		
43						$0		
44						$0		
45						$0		
46						$0		
47						$0		
48						$0		
49						$0		
50						$0		
Subtotal - Core Modules				**0**	**N/A**	**$0**	**$0**	
Expanded Modules								
1						$0		
2						$0		
3						$0		
4						$0		
5						$0		
6						$0		
7						$0		
8						$0		
9						$0		
10						$0		
11						$0		
12						$0		
13						$0		
14						$0		
15						$0		
16						$0		
17						$0		
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31						$0		
32						$0		
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35						$0		
36						$0		
37						$0		
38						$0		
39						$0		
40						$0		
41						$0		
42						$0		
43						$0		
44						$0		
45						$0		
46						$0		
47						$0		
48						$0		
49						$0		
50						$0		
Subtotal - Expanded Modules				**0**	**N/A**	**$0**	**$0**	
Grand Total				**0**	**N/A**	**$0**	**$0**	

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Pricing Forms - Form Services

Vendor Name					
Form Services	**Please complete the Estimated Hours and Hourly Rate to perform the following Form Services.**				
Functional Area	**Form Name**	**Estimated Hours**	**Hourly Rate**	**One-Time Cost**	**Comments**
Core Modules					
Licenses	Business License			$0	
Code Enforcement	Code Enforcement Notice			$0	
Licenses	Liquor License			$0	
Utility Billing	Utility Bill			$0	
				$0	
				$0	
				$0	
				$0	
				$0	
				$0	
				$0	
				$0	
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				$0	
				$0	

		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
Subtotal - Core Modules		**0**	**N/A**	**$0**	
Non-Core Modules					
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	
		[redacted]	[redacted]	$0	

				$0	
				$0	
				$0	

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Pricing Forms - Modifications

Vendor Name							
Modifications		**Please add the Estimated Hours, Hourly Rate, and On-Going Annual Cost, if applicable, to perform any required/optional Modifications. The related Module and Spec # should be noted.**					
Module	**Spec #**	**Description**	**Estimated Hours**	**Hourly Rate**	**One-Time Cost**	**On-Going Annual Cost**	**Comments**
Core Modules							
					$0		
					$0		
					$0

					$0		
					$0		
					$0		
					$0		
					$0		
					$0		
					$0		
					$0		
					$0		
					$0		
					$0		
					$0		
Subtotal - Core Modules			**0**	**N/A**	**$0**	**$0**	
Expanded Modules							
					$0		
					$0		
					$0		
					$0		
					$0		
					$0		
					$0		
					$0		
					$0		
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					$0		
					$0		
					$0		
Subtotal - Expanded Modules			**0**	**N/A**	**$0**	**$0**	
Grand Total			**0**	**N/A**	**$0**	**$0**	

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Pricing Forms - Other Implementation Services

Vendor Name				
Other Implementation Services	**Please add any Other Implementation Services proposed including the Estimated Hours and Hourly Rate.**			
Cost Category	**Estimated Hours**	**Hourly Rate**	**Extended Cost**	**Comments**
Core Modules				
Project Management			$0	
Hardware Design and Installation Consulting			$0	
Software Installation			$0	
Report Development Assistance			$0	
Change Management			$0	
Testing Assistance			$0	
Operational Redesign			$0	
System Documentation			$0	
Knowledge Transfer			$0	
3 Months Post Go-Live Support			$0	
Post Implementation Period Processing Support			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
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			$0	
			$0	
			$0	
			$0	

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Pricing Forms - Other Implementation Services

Vendor Name				
Other Implementation Services	**Please add any Other Implementation Services proposed including the Estimated Hours and Hourly Rate.**			
Cost Category	**Estimated Hours**	**Hourly Rate**	**Extended Cost**	**Comments**
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
Subtotal - Core Modules	***0***	***N/A***	***$0***	
Expanded Modules				
Software Installation			$0	
Report Development Assistance			$0	
Change Management			$0	
Testing Assistance			$0	
Operational Redesign			$0	
System Documentation			$0	
Knowledge Transfer			$0	

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Pricing Forms - Other Implementation Services

Vendor Name				
Other Implementation Services	**Please add any Other Implementation Services proposed including the Estimated Hours and Hourly Rate.**			
Cost Category	**Estimated Hours**	**Hourly Rate**	**Extended Cost**	**Comments**
3 Months Post Go-Live Support			$0	
Post Implemention Period Processing Support			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
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			$0	
			$0	

City of O'Fallon - RFP 19-037

Pricing Forms - Other Implementation Services

Vendor Name				
Other Implementation Services	**Please add any Other Implementation Services proposed including the Estimated Hours and Hourly Rate.**			
Cost Category	**Estimated Hours**	**Hourly Rate**	**Extended Cost**	**Comments**
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
			$0	
Subtotal - Expanded Modules	***0***	***N/A***	***$0***	
Grand Total	**0**	**N/A**	**$0**	

1.1 Vendor Proposal Form

Vendor name:	
Software brand name:	
Software version proposed & number of years in production:	
Is Vendor prime contractor:	Yes ☐ No ☐

1.	How do you guarantee the services provided by your company?
2.	Please describe the level of research and development investment you make in your products (i.e. – annual budget, head count, etc.).
3.	How many fully operational (i.e. Live) customer installations of the version proposed in this RFP, currently in production, has the Vendor completed?

	Missouri	Nationally
Local government		
Other public sector		
Other non-public sector		
Overall:		

4.	How many fully operational customer installations (i.e. Live), of all versions, has the Vendor completed?

	Missouri	Nationally
Local government		
Other public sector		
Other non-public sector		
Overall:		

5.	How many current system implementations of your solution are ***in-process*** within both the State of Missouri and the Vendor-defined region of the Country that includes the State of Missouri?

	Current in-process Implementations
State of Missouri	
Region	
Total:	

6.	Where is the Vendor's closest support facility/sales office to O'Fallon, MO?
7.	Where is the Vendor's company headquarters?
8.	Please list the Vendor's sales in the previous three years:

Year	Sales
2019	
2019	
2019	

9. How many total employees does the Vendor have in each of the following categories:

Area	Number
Sales/Marketing	
Management/Administration	
Help Desk Staff	
Development Staff	
Other	
Total:	

10. What is the Vendor's hourly rate for implementation assistance beyond that which is included in the Vendor bid by skill set?

Rates for Additional Implementation Assistance	
Skill Set	**Hourly Rate**
	$ / hr.
	$ / hr.
	$ / hr.

11. Please indicate two separate potential visits of four consecutive days each in which the Vendor will commit to being available for an onsite demonstration and your preference.

Demonstration Date Options		
Option	**Visit #1**	**Visit #2**
July 8th-12th		
July 15th – 19th		
July 22nd – 29th		

12. Will you allow the City to record the vendor demonstrations?

13. What would be the Vendor's preferred comparably sized, site visit location?

14. Are there any current or past litigation against your company? If yes, please explain.

15. Is the business involved in pending acquisitions, consolidations, or mergers. If yes, please explain.

16. Are there any matters or circumstances that would prevent the business from entering into a contract or performing services for the duration of the contract? If yes, please explain.

17. What is the total duration of your proposed implementation approach?

18. Please describe the minimum commitment term (in years) for a vendor-hosted option and note the term assumed for determining the proposed costs.

19. Describe how your software will be licensed to the City (e.g. site license, named users, concurrent users, etc.)

1.2 Technical Requirements Form

1.	Identify the communication protocols and networking requirements that are required for implementation and operation of the proposed system. In the event that there are multiple communication systems and/or protocols available, list all options. Take into account the City's current WAN and remote computing requirements and indicate what changes are required or recommended.
2.	What database are you proposing?
3.	Does your proposal contain or envision the use of a data warehouse? If yes, describe your data warehousing capabilities and architecture.
4.	Please describe your experience integrating with Laserfiche document management, and how data can be shared between the two systems.
5.	Please describe how your cloud system can be integrated with an on-premise version of Laserfiche.
6.	Describe the system administration tools that are used to manage the application including any data archival tools, tools for managing application updates, online help management tools, etc.
7.	Describe the network management systems that either your system uses, interoperates/integrates with, or you recommend. Please specify.
8.	Describe what, if any, footprint (e.g. local software artifacts such as DLLs) exists on the user's desktop.
9.	Describe the minimum hardware, software, storage, memory, operating system and other requirements for desktop computers to access the application such that the City can determine the extent to which existing computers must be upgraded or replaced.
10.	Please describe the physical and technical preferences for a user acceptance testing (UAT) environment?
System Performance	
11.	System response time must not impede the ability for departmental staff to perform their required job functions using the system. Will your system be available 99.9% of the time, except for planned downtime?

12.	Can you guarantee a 3-second maximum response time?
13.	What are your guarantees on system performance?
Security	
14.	Describe the identification and authorization capabilities of your proposed solution for users.
15.	Describe how your system interoperates with Active Directory.
16.	Describe the security audit capabilities of your proposed solution.
17.	What functions does your proposed system have to protect the privacy of information designated “private” (e.g. personally identifiable, SSN, credit card, ACH, HIPAA, etc.) that it processes or stores?
18.	What will you do to address vulnerabilities in your product discovered subsequent to us deploying your code? In what time interval will they be fixed (Critical & non-critical)? At what cost to the City?
19.	What is your process for notifying the customer and fixing bugs once they have been identified?

1.3 Vendor Hosting Form

1.	Will your company host the solution or will this be managed by a third party?
2.	Where are the data center and storage facilities? Do you have a hot site / failover stored in a geographically separate data center?
3.	Please provide the total number of clients and corresponding number of end-users of hosted solutions currently supported by your proposed solution.
4.	Does the system interface support a browser interface with or without the help of additional components?
5.	How are hosted software applications deployed for use by numerous customers (dedicated servers for each hosted customer, or is a single set of applications utilized for all customers)?

6.	What system/application availability and response time will your proposed system meet? What are the City's responsibilities to ensure this level of performance?
7.	How do you track monthly usage for subscription-based services?
8.	How much notification will you give the City in advance of any scheduled downtime?
9.	Where would local support be located for a client in O'Fallon, MO
10.	Are support calls included in annual maintenance fees, or charged on a per call basis? If on a per-call basis, please specify rates and billing method
11.	Please describe the minimum commitment term (in years) for a vendor-hosted option and note the term assumed for determining the proposed costs.
12.	Describe your solutions systems administration/management capabilities including monitoring of performance measures, intrusion detection, and error resolution.
13.	Please describe your firewall security (technology, failover) and data encryption capabilities.
14.	Please describe your data back-up, restore and disaster recovery capabilities.
15.	What steps are taken to ensure uptime per SLA for the application in the event of a hardware, system or power failure?
16.	Please list the connectivity options and carriers available at your hosting facility.
17.	Estimate the bandwidth that your solution will require based upon users, application environment, and any other factors.
18.	Provide technology requirements for the client in support of proposed solution such as network topology and equipment, security, local storage, local virtual servers, etc. In this response, assume the client does not have any infrastructure.
19.	Provide all peripheral technical specifications in support of solution proposed such as desktops, printers, check printers, fixed asset scanners, etc.
21.	Please provide a back-out plan in which your hosting services would be transitioned to an alternate hosting provider or be insourced back to the client.

1.4 Project Management Approach Form

1.	How does the Vendor plan to manage the vast amount of material that is produced during the project through potential solutions such as a collaboration environment?
2.	Provide specific information on project close-out activities to transition support to the City.
3.	How will project management be resourced?

1.5 Report Development Form

1.	What is the query tool and report writer that Vendor is proposing?
2.	What is your definition of a report?
3.	What reports are available out of the box? Provide a list and samples at the end of this section.
4.	Describe your process for determining the scope of what reports will have to be developed (not out-of-the-box) and what effort it will take to develop and test them?
5.	It is expected that the system will provide the ability for end-user querying and reporting to be performed without impacting the performance of the transactional system. Does your proposal meet this expectation?

1.6 Training Form

1.	What is your recommended approach to training (End-user vs. train the trainer), for this City, and why?
2.	What types of training documentation will be developed by the Vendor?
3.	What additional tools will be used in developing the training material?
4.	Describe the opportunities for ongoing training.

5.	Describe the Vendor's ability to provide online training material versus classroom training.

1.7 Staffing Plan Form

1.	Identify the degree to which Vendor staff will be onsite versus off-site during the project.
2.	Provide the resource and configuration requirements for the Vendor's staff during the implementation:

Number of workstations	
Number of desks	
Number and size of dedicated rooms for the project	
Parking	
Telephones	
Network accessibility needs	
White boards	
Flip charts	
Power requirements	
Other resource needs	

3.	Use the table provided below to identify the number of City business staff expected to be committed to the project implementation. Initial identification of project roles has been provided but should be supplemented or revised by Vendors based on their experience in implementing their product in similar environments.

Project Role	Project Responsibilities	FTE
Executive Sponsor(s)		
Project Manager		
Project Administrator		
Functional Process Owners		
Functional Process Team Participants (per member involvement)		
Training Coordinator Team Lead		
Change Management Team Lead		
Communications Team Lead		
Other Roles		
Other Roles		
Other Roles		

4.	Use the table below to identify the number of technical resources expected to be committed to the project implementation. Initial identification of project roles has

	been provided but should be supplemented or revised by Vendors based on their experience in implementing their product in similar environments.

Project Role	# of FTEs	Skill Set Required	Training Required?	Training Provided?
Help Desk				
Trainer				
DBA				
Report Developer				
Application Support				
System Administrator				
Security Administrator				
Other Roles				
Other Roles				
Other Roles				
Other Roles				

1.8 Ongoing Support Services Form

Support and Maintenance	
1.	Provide the minimum, maximum, and average response times (hours) provided as part of the basic support agreement and average response time for the past twelve (12) months.
2.	Provide Help Desk services for technical support and end users. Specify days and hours and any escalation options and procedures.
3.	Identify the party or business unit that is responsible for the support options provided above. The Vendor shall include information for a City-hosted versus a Vendor-hosted solution.
4.	Provide the following regarding the number of business staff the City should expect to be committed to providing on-going application support: a. Role b. Responsibility c. Estimated time commitment in terms of FTE time
5.	For ongoing IT staff resources, please provide the following information: a. Type of positions required (e.g., help desk, trainer, DBA, report developer, application support, system administrator, security administration, etc.) b. Number of FTEs within each position c. Skill sets required for each position a. Training required and whether the Vendor provides this training
6.	Do you limit the number of City staff who can call in for support? If yes, explain your model and how additional staff can be included and at what incremental cost? If there is no limitation, the maintenance agreement should clearly state this fact. Are you agreeable to include such language in our contract?
7.	Describe the types of support needed to keep the product under current support and to keep the product enhanced.
8.	Do you need remote access to the server to support/maintain it? If yes, describe the method(s) and security used.
9.	Will the vendor contractually agree to:

Contractual Inquiry		
Term / Condition	**Yes**	**No**
Provide on-site staff for training and implementation		
Non-performance hold-backs?		

	Payment hold-backs until fully operational and formally accepted?		
	Allow the City to approve Vendor staff assigned to help with implementation?		
	One year warranty, during which the annual support conditions apply. The first, annual support payment would occur after the warranty period expires		
10.	Describe how your software will be licensed to the City (e.g. site license, named users, concurrent users, etc.)		
Software Updates and Distribution			
11.	Please describe your update process including: a. How frequently updates are released b. What control the city has over when updates are installed c. Can updates be applied to a non-production environment before being applied to production?		
12.	Describe the product release cycle including: a. Frequency of upgrades/enhancements or new versions (major and minor version releases) b. Contents of release, c. How long release takes to implement, and a. Use of release notes.		
Customizations			
13.	How does the Vendor define customization versus configuration?		
14.	How can the City customize or configure the software directly without Vendor involvement?		
15.	How are local customizations or configurations maintained when installing new releases of the Vendor's software?		

1.9 Client Reference Form

Vendor name:	
Customer name:	
Customer Address:	
Customer contact:	
Customer phone number:	( )
Customer E-mail address	
Population of customer jurisdiction	
System which Solution Replaced	
Years using new system	

Describe Nature of Project and Services Provided to This Client:

Configuration of Solution Implemented (Hardware, Software):