Table of Contents

1 Instructions

As stated in RFP Section 4, the Proposer must use this document to respond to the ERP requirements included herein.

Proposers are to respond to each requirement for the applications being proposed with one of the following response codes:

- Y - Meets requirements with current version of software with no customization required
- N - Does not meet requirement
- F - Planned for future release to meet requirement
- W - Workaround proposed to meet requirement
- C - Customization needed to meet requirement
- T - Third party solution to meet requirement

Response codes “Y” and “N” do not require written responses in the Vendor Response/Comment column unless the proposers wish to present additional benefits or opportunities to their solution and the requirement. However, response codes “F”, “W/C”, and “T” do require written responses in the Vendor Response/Comment column. For these response codes, proposers must describe how the requirement will be met and when. Proposers must also provide a statement assuring any customizations will be completed by the associated phase go-live and any associate cost (one-time and ongoing) is provided in Appendix B - Pricing. Any third-party solution must include information regarding how and by whom the installation and interface will be completed.

2 General

2.1 User Interface

#	Requirement	Response Code	Vendor Response/Comments
2.1.1	Provides a browser-based user interface		
2.1.2	Supports mobile technologies (e.g. smartphones, tablets) including Android and iOS		
2.1.3	Provides the ability to drill-down and drill-across from a transaction view to the supporting source data and documents		
2.1.4	Provides fully integrated functionality such that data is entered only one-time and available throughout the system and available in real-time (single-points of data entry) in all related modules		
2.1.5	Provides organized screen layouts that are configurable by the user		
2.1.6	Provides consistent use of icons, colors, number decimal, menus across all modules		
2.1.7	Provides shortcuts for frequently accessed processes, screens, reports, etc. (i.e. “favorites”)		
2.1.8	Provides open ended search capabilities including wild card capabilities (e.g. word and/or number) that search across all modules and attachments		
2.1.9	Provides online help that is content sensitive and content appropriate with manuals also available for download		
2.1.10	Provides the ability to auto fill fields based on data entered in another field (i.e. name, position, department etc. are automatically filled when employee number is entered)		

2.2 Workflow

#	Requirement	Response Code	Vendor Response/Comments
2.2.1	Provides integrated workflow management including generation, routing, notification and approval of transactions, forms, reports, other documents and processes (e.g. payable processing, purchase orders, GL transactions, HR transactions, payroll processing, budgeting, personnel action forms, etc.) for all modules		
2.2.2	Provides ability to establish multiple approval levels based on user-defined criteria (e.g. dollar amounts, types of items purchased, document types, etc.)		
2.2.3	Provides the ability to establish approval levels that are inter-department		
2.2.4	Provides support to allow out of office approval delegation		
2.2.5	Provides multiple attributes to define which users participate in which steps of the workflow processes (e.g. GL number segments, unique groupings, project/task codes, object/spend category codes, consideration of roles, etc.)		
2.2.6	Supports integration with the City's email system to assist in the notification/request of approvals, reject, corrections, and approval through/from email and mobile devices		
2.2.7	Allows document attachment to be available for review through all workflow approval levels		
2.2.8	Provides fields for notes and/or comments from workflow participants		

2.3 Work Orders

#	Requirement	Response Code	Vendor Response/Comments
2.3.1	Provides the ability to auto-generate a work order based on an established maintenance schedule		
2.3.2	Provides the ability to define, add, change, and delete an unlimited number of work order types		
2.3.3	Provides the ability to link a work order to a purchase for materials, quantity, cost, etc.		
2.3.4	Provides the ability to select from a drop-down list of common inventory items used in the completion of work orders		

#	Requirement	Response Code	Vendor Response/Comments
2.3.5	Provides the ability to create, store, and use various labor rates (e.g. salary, full burden, full burden plus overhead, etc.)		
2.3.6	Provides the ability to link to/pull labor rates and vehicle use rates into work orders		
2.3.7	Provides the ability to run reports, including past-due work orders, work orders assigned to specific addresses or general locations over a specified time period, etc.		
2.3.8	Provides a history of all work orders related to a service address		
2.3.9	Provides the ability to define a workflow for each work order type with automatic email notifications to City staff including the ability to change workflow while work order is in process		
2.3.10	Provides the ability to print or email work orders based on user defined selection criteria		
2.3.11	Provides the ability to capture labor, equipment time, materials used, and man-hours spent utilized in completing a work order		
2.3.12	Provides the ability to dispatch and receive completed work order via email		
2.3.13	Provides the ability to schedule open/close work orders with a defined workday and to integrate with city calendars		
2.3.14	Provides the ability to charge the workorder cost to the department receiving service		

2.4 Reporting and Dashboards

General

#	Requirement	Response Code	Vendor Response/Comments
2.4.1	Provides a reporting toolset that is consistent across all modules		
2.4.2	Provides modeling tools to do 'what if' analysis and forecasting (i.e. analysis of revenue/expenditure trends and the ability to develop forecast projections)		
2.4.3	Provides real-time access to data and data is immediately available for inquiry and reporting		
2.4.4	Allows users to drilldown from reports and inquiries to source transaction and attachments		

#	Requirement	Response Code	Vendor Response/Comments
2.4.5	Provides full integration with MS Excel for all modules (e.g. worksheet export to Excel, data imported from Excel, etc.) and allows users to export reports to Excel that include formulas/formatting		
2.4.6	Provides the ability to copy and customize standard reports		
2.4.7	Provides the ability for reports to access data across all modules, including custom fields		
2.4.8	Provides the ability to create report notification groups and inform/alert groups a new report is available		
2.4.9	Provides the ability to choose a format when exporting a report (e.g. Excel, Adobe, flat file, delimited, etc.)		
2.4.10	Provides the ability to run standard and/or customized reports automatically on a schedule for distribution to a group or individuals.		
2.4.11	Provides the ability for reporting to be based on user security setting		
2.4.12	Provides the ability to save and “publish” ad hoc reports for use by others		
2.4.13	Provides the ability to query and report on any field within any module		
2.4.14	Provides the ability to view the entire report on screen prior to choosing an output		
2.4.15	Allows for multiple output options (e.g. display, print, email, etc.)		
2.4.16	Provides the ability to define report period (e.g. from date – to date)		
2.4.17	Provides the ability for a dashboard/scorecard to include, at a minimum, user defined metrics, key performance indicators (KPIs), reports, charts, etc.		
2.4.18	Allows dashboard to extract and display information from all modules		

GL/Accounting

#	Requirement	Response Code	Vendor Response/Comments
2.4.19	Provides an automated means to categorize and summarize transactional data in support of the Comprehensive Annual Financial Report (CAFR)		

#	Requirement	Response Code	Vendor Response/Comments
2.4.20	Provides configurable common month-end reports (e.g. income statement, balance sheet, budget-to-actual, etc.)		
2.4.21	Provides a report to assist Journal Entry approval/review and includes GL accounts and names, amounts, descriptions, etc.		
2.4.22	Provides the ability for reports to be at a detail level and/or roll up to summary level		
2.4.23	Provides the ability for all data to be queried for both active and inactive accounts		

Budgeting

#	Requirement	Response Code	Vendor Response/Comments
2.4.24	Provides the ability to report on justification comments by budget line item		
2.4.25	Supports the ability to see budget-to-actuals in real-time with drill-down capabilities		
2.4.26	Supports publication of the “annual budget document” via direct leveraging of system outputs/forms/reports		
2.4.27	Provides modeling for “what if” scenarios and forecasting tools for future year(s) revenues and expenditures		
2.4.28	Supports the ability to define a maximum budget amount per funds, department, division, object, and report against the defined maximum		
2.4.29	Provides the ability to view personnel budgets in detail or rolled up by department, division, position class, bargaining unit, etc.		

Fixed Assets

#	Requirement	Response Code	Vendor Response/Comments
2.4.30	Provides the ability to report on fixed assets, including depreciation method by location, department, asset type, etc.		
2.4.31	Provides the ability to report on assets nearing full depreciation		

General Billing (Accounts Receivable)

#	Requirement	Response Code	Vendor Response/Comments
2.4.32	Provides the ability to report past due customers at 30, 60, and 90 days		
2.4.33	Provides on demand and interval-based (i.e. weekly) past due payments and aging reports with notifications		

Procurement/Purchasing

#	Requirement	Response Code	Vendor Response/Comments
2.4.34	Provides the ability for all data to be queried for active, and inactive accounts, and active and inactive vendors		
2.4.35	Provides the ability to configure alerts (percentage/dollar-based) when a purchase order (or combination of purchase orders) is on the verge of exceeding the approved budget amount		
2.4.36	Provides the ability to configure alerts (percentage/dollar-based) when an invoice (or combination of invoices) is on the verge of exceeding the approved PO amount		
2.4.37	Provides the ability to print purchase orders on plain paper, to incorporate City contract terms and to apply signatures electronically		
2.4.38	Provides real-time access to PO information related to encumbrances, balances, adjustments, and postings		
2.4.39	Provides a report or dashboard alert of POs with no activity for a user defined period of time		

Cashiering

#	Requirement	Response Code	Vendor Response/Comments
2.4.40	Provides daily cash reports to prepare deposit slips, track cash receipted in by denomination, check, electronic deposits, by cashier, etc.		
2.4.41	Provides the ability to track and report all monthly cash (and cash equivalents) receipted in and disbursed out		
2.4.42	Provides the ability to track and report specific types of transactions by certain time frame. For example, number of EFT		

#	Requirement	Response Code	Vendor Response/Comments
	in a specific month or number of ACH's executed during year, number of deposits on a specific date, etc.		

Position Control

#	Requirement	Response Code	Vendor Response/Comments
2.4.43	Provides reporting by position type		
2.4.44	Provides reporting by position allocations		
2.4.45	Provides reporting by filled and vacant positions		
2.4.46	Provides reporting for temporary positions nearing the end date		
2.4.47	Provides reporting for employees working out of their position type/class		

Business License

#	Requirement	Response Code	Vendor Response/Comments

2.4.48	Provides robust query and reporting capability covering all data entry fields, including but not limited to:
	- Statistical reporting of licenses issued by type, by date range, etc.
	- Monthly report of new and closed businesses
	- Delinquencies
	  o Including ability to list all delinquencies at the last step in the process
	  o Detail for any delinquent license
	- Renewals
	  o Gross Receipts
	  o Dollar amount paid
	- Additional custom queries and / or reports using fields within the module		

2.4.49	Provides the ability to build queries (e.g. active business licenses, downtown businesses, etc.) and download results to Excel		

Human Resources

#	Requirement	Response Code	Vendor Response/Comments
2.4.50	Provides seniority listing		
2.4.51	Provides the ability to view, and report all table history (i.e. view and report PERS rates for all years of data held)		
2.4.52	Provides FLMA hours used and supports the ability to notify employee and Human Resource staff that hours are nearing zero balance		
2.4.53	Provides report that complies with AB 119 "New Employee Orientation Law"		
2.4.54	Provides the ability to select data required for OSHA 300 reporting (e.g. name, title, date, days away from work, injury type, etc.)		
2.4.55	Provides the ability to generate a standard Employment Verification form		
2.4.56	Provides the ability to generate and post to ESS an annual Employee Benefits Statement by employee including employee and employer paid benefits, compensation, and accrued leave earned and used, at the end of the calendar year including an option to print the statement		
2.4.57	Provides the ability for free form text for Employee Benefits Statements that may be replicated on all employee statements		

Payroll

#	Requirement	Response Code	Vendor Response/Comments
2.4.58	Provides the ability for reports to access all data in the payroll modules (e.g. hire date, pay rate, bargaining unit, CalPERS program, YTD gross earning, etc.)		
2.4.59	Provides ability to select data required for labor costing and/or negotiations (e.g. CalPERS, health, pay, employment dates, position title, etc.)		
2.4.60	Provides Federal and State government mandated HR reporting. (e.g. IRS, SSA W-2, EEOC EEO-4, DOL VETS 100, EDD New Hire, EDDD PIT, SDI, UI, etc.)		
2.4.61	Provides hours worked reports, and ACA status		
2.4.62	Provides the CalPERS, and SUI required payroll report in recipient agency's format		

Fleet Maintenance

#	Requirement	Response Code	Vendor Response/Comments
2.4.63	Provides the ability to generate a report calculating the total cost of ownership over a vehicle's lifetime, including depreciation		
2.4.64	Provides the ability to report on categories of labor and the amount and percentage of time spent per category per vehicle		
2.4.65	Supports calculating vehicle cost per mile		
2.4.66	Provides the ability to report inception to date maintenance costs per vehicle		
2.4.67	Provides the ability to report equipment lists including equipment number, description, license number, manufacturer, model year, etc.		
2.4.68	Supports the ability to include a calculated field in a report (i.e. calculate equipment replacement cost based on multiple factors; purchase cost, life of service, etc.)		

Facility Maintenance

#	Requirement	Response Code	Vendor Response/Comments
2.4.69	Provides the ability to enter and track facility-related costs and to generate reports by facility and major system		
2.4.70	Allows user to define fields for facility reporting to assist with analysis/development of major system maintenance plans and schedules		
2.4.71	Provides the ability for reports to access all data in the workorder modules (e.g. date, category, location, etc.)		

Utility Billing

#	Requirement	Response Code	Vendor Response/Comments
2.4.72	Provides the ability to report open and closed monthly work orders		
2.4.73	Provides the ability to merge system data from one or more data record(s) with pre-formatted, standardized report templates (i.e. notification letters to water wasters)		
2.4.74	Provides the ability to report customer balances including payment in process		

#	Requirement	Response Code	Vendor Response/Comments
2.4.75	Provides the ability to report by customer classification/group (e.g. commercial businesses, multi-family, etc.)		
2.4.76	Provides the ability to report customer by status (e.g. active, inactive, etc.)		
2.4.77	Provides the ability to report customer information (e.g. name, address, phone number, etc.)		
2.4.78	Provides the ability to extract customer information to facilitate Proposition 218 letters and/or notifications		

Land Management (General)

#	Requirement	Response Code	Vendor Response/Comments
2.4.79	Provides the ability to export data from multiple fields into a Microsoft Office (i.e. Excel) or Adobe Acrobat format		
2.4.80	Provides the ability to merge system data from one or more data record(s) with pre-formatted, standardized report templates (i.e. notification letters)		
2.4.81	Provides the ability to automatically generate notification letters using geographic locations selected in the GIS (e.g. adjacent properties or selected areas)		
2.4.82	Provides the ability to generate a variety of documents or forms including graphics of sufficient quality (e.g. Permits, Certificates of Occupancy, Letters of Authorization or Approval)		
2.4.83	Provides the ability to generate mailing labels in the proper format		
2.4.84	Provides the ability to provide future workload estimates for managers based on accumulated projects in the development cycle		
2.4.85	Provides the ability to schedule the distribution of reports and exports		
2.4.86	Provides the ability for end-users to "subscribe" to standard reports		
2.4.87	Provides the ability to distribute reports as email attachments, electronic fax and through workflow		
2.4.88	Provides the ability to print daily, weekly, monthly meeting and assignment schedules		

#	Requirement	Response Code	Vendor Response/Comments
2.4.89	Provide the ability to produce separate Maintenance District Parcel Reports by individual district or for all districts combined. Report should include the following fields: - Parcel Number - Owner Name - Owner Address - Parcel Description - Assessment Amount - Subtotal (by district) - Grand Total Report should be able to omit addresses, should the user desire		

Permits

#	Requirement	Response Code	Vendor Response/Comments
2.4.90	Provides the ability to create and generate custom, filtered queries and reports based on (but not limited to) the following fields: - Permit Type - Address - Permit number - Application-related dates - APN - Subdivision - Owner - Contractor - Fees (due or paid) - Inspector - Inspection Type - Inspection Result - etc.		
2.4.91	Provides the ability to report application values by permit type, and date from/to		

Planning

#	Requirement	Response Code	Vendor Response/Comments
2.4.92	Provides the ability to generate a report to identify applicants that have not responded to correction notices after a specified number of days (i.e. projects in the system showing no activity)		
2.4.93	Provides robust reporting capabilities that provide data including average number of days for plan check completion, average inspection times, etc., along with establishing "standard" reporting to be generated and distributed on a scheduled basis		
2.4.94	Provides the ability to report project details by application type, date, applicant and owner		

Code Enforcement

#	Requirement	Response Code	Vendor Response/Comments
2.4.95	Provides the ability to consolidate multiple violations into one case letter (printed or email)		
2.4.96	Provides the ability to generate electronic and/or printed letter notifications to responsible party/parties, including case type, violation(s), related code language and specific, required corrections to be made		
2.4.97	Provides the ability to auto-generate a report listing all follow up inspections due		
2.4.98	Provides the ability to generate letters/citations and an option to print or email to the property owner based on enforcement data entered in the field		
2.4.99	Provides the ability to generate auto-populated letters/notices based on violation(s) selected and case type, including corrective actions and deadlines		

2.5 Document Management

#	Requirement	Response Code	Vendor Response/Comments
2.5.1	Supports the ability to attach multiple media formats (e.g. audio, video, image, etc.) and file types (e.g. Excel, Word, PDF, etc.) to transactions in all modules		

#	Requirement	Response Code	Vendor Response/Comments
2.5.2	Provides the ability to support retention policies with respect to documents managed by the system		
2.5.3	Offers drill-down/drill across features for users to view documents associated with financial, payroll, and personnel transactions		
2.5.4	Provides the ability to create, store, retrieve and link electronic images (e.g. purchase orders, payroll checks, accounts payable invoices, etc.) that are attached to the appropriate transaction record for all modules		
2.5.5	Supports document scanning and attachment, and makes documents accessible throughout all modules (i.e. requisition, purchase order, packing slips, accounts payable, budget, onboarding, leave, etc.)		

3 Finance

3.1 General Ledger/Accounting

General

#	Requirement	Response Code	Vendor Response/Comments
3.1.1	Maintains accounts for transactions via elements such as fund, department, division, program, project, object or other elements as needed		
3.1.2	Ensures all transactions post individually and/or in summary to the general ledger regardless of the transaction source ensuring each entry is balanced and auditable. Also, provides a message/warning if transactions are not balanced.		
3.1.3	Provides the ability to view one or multiple periods of posted transactions		
3.1.4	Supports accrual and cash accounting methods		
3.1.5	Provides the ability to add notes/comments to transactions prior to posting to the GL		
3.1.6	Enforces rules for entry validation based on roles at departmental/user level to prevent incorrect account coding		
3.1.7	Captures multiple dates (e.g. transactional, posting, data entry, etc.)		
3.1.8	Provides pooled cash accounting from multiple funds to a pooled cash account		
3.1.9	Allows multiple periods to be open at the same time		

Chart of Accounts (COA)

#	Requirement	Response Code	Vendor Response/Comments
3.1.10	Supports a flexible COA structure with room for growth within each field and expanded use of segments in the future		
3.1.11	Provides alpha and numeric search help of the COA within modules using the COA		
3.1.12	Provides a COA “dictionary” that store user defined text for describing appropriate use of the segment		

#	Requirement	Response Code	Vendor Response/Comments
3.1.13	Provides ability to reclassify the COA as necessary in support of organizational changes without having to create an entirely new COA		
3.1.14	Provides COA categories to support CAFR reporting		
3.1.15	Provides an option for re-organizations to have data/history move (i.e. all data re-written to new account, electronic reference, crosswalk, etc.)		
3.1.16	Provides the ability to print the City's COA structure		
3.1.17	Provides the ability to export COA structure to and import COA structure from Excel		

Journal Processing

#	Requirement	Response Code	Vendor Response/Comments
3.1.18	Supports the following journal processing capabilities: one-time, recurring with an ability to have fixed amounts or no amounts, allocations & distributions, automatic reversals (accruals), and corrections		
3.1.19	Identifies the source of journals (e.g. budget, module name, import, etc.)		
3.1.20	Provides options for identifying the type of journal (e.g. reclass, monthly adjustment, year-end adjustment, etc.)		
3.1.21	Allows multiple options for creating a journal (e.g. onscreen, import from Excel, copy a prior journal, reversing a posted journal, etc.)		
3.1.22	Provides multiple description fields for the Journal Entries (i.e. long, short, free form, etc.) and document attachment		
3.1.23	Provides the ability to search for posted journals by date, keyword, creator, period, etc.		
3.1.24	Provides the ability to save work in process and return to it at another time		
3.1.25	Provides a process to allocate expenses from internal service fund departments to user departments using varying allocation basis (e.g. number of phones, square footage, payroll checks, FTEs, etc.)		
3.1.26	Provides the ability to select a journal entry for automatic creation of a reversing entry		

#	Requirement	Response Code	Vendor Response/Comments
3.1.27	Provides the ability to implement workflow for approval of journal entries based on City-defined parameters		

Bank Account Management and Bank Reconciliation

#	Requirement	Response Code	Vendor Response/Comments
3.1.28	Provides the ability to manage and automate reconciling of multiple bank accounts		
3.1.29	Provides the ability to transfer funds between accounts		

Closing

#	Requirement	Response Code	Vendor Response/Comments
3.1.30	Supports period end soft close processes (i.e. secures new entries to a closed accounting period for specific modules)		
3.1.31	Provides automated year-end closing of revenue and expenditure accounts and the automated roll forward balance sheet accounts (as appropriate) to establish subsequent year beginning balances		
3.1.32	Allocates interest earning, gain/loss on investments and expenses as a percentage of daily cash balances, prepares journals of the allocations for review and posting		
3.1.33	Allows multiple year-end closings periods (i.e. period 13, period 14, etc.)		
3.1.34	Creates appropriate entries needed at the end of the period (month or year) and for purposes of opening a new period (i.e. rolling forward account balances or reversing certain year end entries)		

3.2 Budgeting

#	Requirement	Response Code	Vendor Response/Comments
3.2.1	Provides an automated electronic budget process with decentralized entry, workflow, and related notifications/alerts		
3.2.2	Supports budgeting across multiple funds, departments, and divisions		

#	Requirement	Response Code	Vendor Response/Comments
3.2.3	Supports tracking budget revisions and mid-year amendments		
3.2.4	Supports future multiple year (5) budget forecasting including options for the basis for the forecast (e.g. average, percentage change, flat, etc.)		
3.2.5	Supports Capital Improvement Planning project budgeting		
3.2.6	Stores various budget versions (i.e. Department Head version vs. Executive version)		
3.2.7	Projects fund balance details automatically (i.e. display projected reserves, revenues, expenses and inter-fund transfers that would result in an ending fund balance)		
3.2.8	Provides the option to seed budgets zero-based, with historical data (e.g. last year's actuals) or with increasing/decreasing factors down to the object level		
3.2.9	Allows department entry of justifications, attachments, and background data related to requests; this information must stay with line item entries through budget level-up cycles		
3.2.10	Provides options for entering multiple items to a single account		
3.2.11	Supports mass changes to various accounts during budget process, such as a reorganization		
3.2.12	Offers the ability to control budget rollups at multiple levels		
3.2.13	Provides the ability through security to prevent staff from using identified funds, departments, objects, and/or object categories		
3.2.14	Provides filled and vacant position budgeting processes for updating the budget to reflect changes for such things as position title, home account, COLAs, adjustments to variable benefits, updates to fixed benefits, and other misc. personnel related rate adjustments		
3.2.15	Offers the ability to add/delete/reallocate/shift positions and update proposed budgets in real-time		
3.2.16	Allocates employee costs by percentage to multiple accounts		
3.2.17	Automates roll-forward for selected operational and multi-year Capital Improvement Plan (CIP) project budgets		
3.2.18	Provides an ability to create one or multiple "what if"/ budget scenarios (personnel, and non-personnel) and save each scenario with the ability to select one for use		

3.3 Vendor Management

#	Requirement	Response Code	Vendor Response/Comments
3.3.1	Provides the ability to maintain vendor information to process payments, including identification of CA nexus vendors		
3.3.2	Provides the ability to view changes to vendor records (i.e. address, name, phone, etc.)		
3.3.3	Supports decentralized vendor entry with workflow to approve vendor prior to availability for use		
3.3.4	Provides the ability to track insurance requirements and related documents needed for doing business		
3.3.5	Prevents duplicate entry of vendor records tax ID or DUNS or etc.		
3.3.6	Supports CA Employment Development Department (EDD) reporting requirements (cumulative payments over $600 within a given year) for independent contractors		
3.3.7	Notifies staff if insurance requirements are near/past expiration		
3.3.8	Supports multiple remittance addresses for a vendor		
3.3.9	Supports identifying vendors for out-of-state “use tax”		
3.3.10	Provides a vendor self-service portal with functions that include: • Provide vendor related forms online • Submit requests to become “registered” vendors • Provide the ability to upload and submit documents (e.g. invoices, w-9, licenses, insurance certificates, etc.) • Check invoice/payment status • View transactional history associated with purchase orders (POs) • Request changes to address, phone, primary contact, etc.		

3.4 Procurement/Purchasing

Requisitions

#	Requirement	Response Code	Vendor Response/Comments
3.4.1	Enforces the purchasing policy rules for “Open Market” purchases (i.e. under policy thresholds that do not require a PO), general		

#	Requirement	Response Code	Vendor Response/Comments
	purchases, informal bidding, formal bidding, authority limits, sole source, and emergency purchasing procedures		
3.4.2	Performs budget checking during requisition, PO creation, and invoice processing, including related sales tax amount		
3.4.3	Provides a “hard stop” if the requisition fails budget check, invalid account, and/or invalid vendor		
3.4.4	Supports multiple lines of commodity codes, and items ordered **Please describe maximum lines allowable in the Response/Comments column to the right**		
3.4.5	Supports calculating quantity, unit price, taxes, shipping, discounts, etc.		
3.4.6	Supports the purchase of recurring services by automatically generating a requisition/PO based on pre-established criteria		
3.4.7	Provides the ability to create and maintain lists (e.g. commodity, items, etc.) for quick ordering, and tracking purchased items		
3.4.8	Supports activating and deactivating items on lists (e.g. commodity items)		
3.4.9	Provides the ability to establish vendor or account-based templates for frequently-used requisitions		

Encumbrances

#	Requirement	Response Code	Vendor Response/Comments
3.4.10	Provides the ability to pre-encumber/encumber requisitions and the ability to override transactions that fail budget check		
3.4.11	Supports automatically reversing pre-encumbrance and encumbrance amounts as appropriate when a PO or requisition is cancelled or closed		

Purchase Order

#	Requirement	Response Code	Vendor Response/Comments
3.4.12	Provides the ability to have a single PO associated with multiple departments and/or funding sources (i.e. cross department PO's)		
3.4.13	Supports multiple PO types (i.e. annual, blanket, multi-department, recurring, one-time, etc.)		
3.4.14	Supports multiple line items per PO with the option of associating different GL strings with each line		
3.4.15	Captures internal or external justifications, notes, or comments on PO; internal comments must only be visible to staff		
3.4.16	Provides the ability to skip lines so comments, notes, etc. can print/appear separate from items being purchased (e.g. delivery instructions)		
3.4.17	Limits which users are authorized to override PO limits		
3.4.18	Provides near real-time expense tracking on all PO's, including blanket PO's		
3.4.19	Prevents a PO from being issued to an inactive vendor		
3.4.20	Provides options for distributing the PO (e.g. print-mail, email, etc.)		
3.4.21	Provides the ability for the City's terms and conditions to be stored and included on purchase orders		
3.4.22	Provides the ability to re-open a purchase order that has been closed including recording the encumbrance		
3.4.23	Provides the ability to revise a purchase order (e.g. change vendor address, increase the encumbrance, reduce the encumbrance, add/change an account, etc.)		
3.4.24	Provides the ability to add / update notes and/or change the description on a PO (including by department staff)		

#	Requirement	Response Code	Vendor Response/Comments
3.4.25	Support vendor “punch out” integration with vendors on-line shopping website **Please describe solution in the Response/Comments column to the right**		

Year End

#	Requirement	Response Code	Vendor Response/Comments
3.4.26	Supports user defined criteria for year-end activities such as conditional PO closure and the ability to roll purchase orders to the new fiscal year		
3.4.27	Automates PO rollover process for individual or groups of POs including appropriate treatment of carryover budget amounts		
3.4.28	Supports rolled over POs to retain all information from prior year(s)		
3.4.29	Allows users to enter requisitions for the new fiscal year prior to the start of that fiscal year		

3.5 Contract Management

#	Requirement	Response Code	Vendor Response/Comments
3.5.1	Supports the ability to setup and track contacts that are single year, and multiple years		
3.5.2	Supports tracking, managing, and notifying contract status (e.g. milestone payment schedule, payment terms, payments, incentives, amendments, renewal status, expiration and other key dates, insurance certificates, etc.)		
3.5.3	Associates contract to projects and purchase orders including encumbering funds (i.e. whether when entered as contract, or PO)		
3.5.4	Provides the ability to define a contract with a not to exceed amount (i.e. provides similar checks and balances as a purchase order)		
3.5.5	Provides the ability to attach documents (e.g. contract, reports, amendments, etc.)		

3.6 Accounts Payable

General

#	Requirement	Response Code	Vendor Response/Comments
3.6.1	Supports payments to various entities including, but not limited to, vendors for services or goods, employees' expenses, and retirees		
3.6.2	Provides and applies appropriate controls over all payments. (i.e. if a vendor's insurance certificate is expired, or the account balance isn't sufficient the transaction won't be completed)		
3.6.3	Supports managing credit card usage and processing of related payments in coordination with bank		
3.6.4	Supports future dating of invoices to be paid		

Invoice Receipt

#	Requirement	Response Code	Vendor Response/Comments
3.6.5	Supports receipt and/or importing of electronic invoices		
3.6.6	Supports Excel import entry (i.e. invoice statements that have multiple lines)		
3.6.7	Automates matching the PO, receiver, and invoice		
3.6.8	Manages vendor invoice credits with associated adjustments to encumbrances and PO balances		
3.6.9	Provides a notification of invoices entered into the system that have not been processed for a defined period of time		
3.6.10	Provides the ability to identify duplicate invoices from vendor at the time of entry		

Payment Calculation

#	Requirement	Response Code	Vendor Response/Comments
3.6.11	Supports calculating shipping and taxes as appropriate for items being paid at the time of data entry		
3.6.12	Provides the ability to store multiple sales tax rates from different locations/zip codes for use during sales tax calculations		
3.6.13	Allows payments that can be scheduled over a time period and with associated tracking of payment terms		

Payment Process

#	Requirement	Response Code	Vendor Response/Comments
3.6.14	For multi-line item POs, allows selection of one or more of those line items during invoice processing		
3.6.15	Creates POS pay files		
3.6.16	Provides the ability to future date payments (i.e. for recurring payments such as for the PD's external storage locker)		
3.6.17	Supports 1099 processing and reporting requirements including the ability to electronically send vendors and IRS forms from the application		
3.6.18	Supports refund and retention payment processing		
3.6.19	Provides an option to short close POs based on defined parameters (i.e. less than 3% encumbrance remains) or for staff to determine when a PO is closed		
3.6.20	Provides for ACH and wire transfer payments to vendors with a system generated email notification and remittance that payment was sent		
3.6.21	Provides the ability to pay an invoice that is within a City-defined threshold difference from the PO (dollar value or percentage)		

Check Generation

#	Requirement	Response Code	Vendor Response/Comments
3.6.22	Provides the option to generate more than one check for a payee during a check process or to print one check for multiple invoices to a payee during a check process		
3.6.23	Generates multiple page checks, with additional pages printing on blank paper		
3.6.24	Generates on demand manual checks		
3.6.25	Supports check reprinting without requiring a void and reissue without re-entering information		
3.6.26	Supports storing and including electronic signatures without interfacing to additional applications		
3.6.27	Provides an option to include one or multiple signatures on checks		
3.6.28	Provides the ability to create, and adjust check printing fields		

3.7 Fixed Asset Management

#	Requirement	Response Code	Vendor Response/Comments
3.7.1	Provides the ability to add existing assets via spreadsheet import, including ability to omit data values for which information is not available (due to age of asset)		
3.7.2	Provides the ability to transfer assets between departments		
3.7.3	Provides the ability to attach documents and/or pictures to the asset record		
3.7.4	Provides the ability to capture and track the useful life of an asset, to support budgeting for replacement		
3.7.5	Allows multiple funding sources per asset		
3.7.6	Provides or interfaces with asset tag solution. **Please describe solution in the Response/Comments column to the right.**		
3.7.7	Provides parent/child associations for assets		
3.7.8	Provides the ability to establish work orders related to repair of or maintenance to fixed assets		
3.7.9	Provides option when disposing parent/child assets (i.e. a parent may be disposed, or the parent and all the children, or a parent and some children)		
3.7.10	Ties an asset(s) to a CIP or multiple CIP projects		
3.7.11	Tracks non-capitalized assets (e.g. software, radios, signs, streetlights, radios, and various field items etc.)		
3.7.12	Supports various asset depreciation schedules, the ability to change depreciation methodologies, and (from a point in time) recalculates depreciation based on the remaining life		
3.7.13	Tracks asset maintenance including enhancement and transfers		
3.7.14	Allows for creation of an asset as part of purchase requisition		
3.7.15	Tracks asset history, disposal date and calculation of salvage value, and actual proceeds from sale		
3.7.16	Allows user to define fields for asset reporting to assist with analysis/development (e.g. APN, motor vehicles, buildings, equipment, fund, etc.)		
3.7.17	Provides journal entries to record depreciation expense to the General Ledger		

3.8 General Billing (Accounts Receivable)

#	Requirement	Response Code	Vendor Response/Comments
3.8.1	Supports invoicing of various entities including, but not limited to, citizens, home buyers, businesses, and other governmental entities		
3.8.2	Supports invoicing for a variety of items, but not limited to false alarms, grants, property damage, DUI cost recovery, NSF checks, building space/rental, housing loans, and other miscellaneous items and services		
3.8.3	Provides the ability to reprint invoices		
3.8.4	Provides an unlimited number of charge codes, and supports the ability to define the amount for the charge code and account the revenue is to be recorded		
3.8.5	Provides functionality to record receivable and payments against customer accounts		
3.8.6	Provides the ability to create and modify customizable invoice templates without the need of vendor or technical support		
3.8.7	Provides the ability to view all open invoices on screen when viewing customer account		
3.8.8	Provides the ability to add user-defined messages to invoices and statements		
3.8.9	Provides options for off-cycle and regular batch invoice runs		
3.8.10	Ensures appropriate cross-references to payment history and open balances for refunds processing		
3.8.11	Applies customer payments immediately, allowing them to be reflected in customer account balances even while batches are still open		
3.8.12	Provides statements of cumulative activity (vs. invoices only)		
3.8.13	Provides comprehensive NSF check processing including reversing payments, appropriate reversing of accounting transactions, rebilling with NSF check charge(s), and associating these events with the customer’s account		
3.8.14	Supports managing property damage claims including integration with projects, and work order module for purposes of tracking recoverable costs (e.g. damage to police vehicles). **Please provide a brief description in the Response/Comments column to the right.**		

#	Requirement	Response Code	Vendor Response/Comments
3.8.15	Provides accounts aging data sufficient to support collection activities		
3.8.16	Automates 2nd and 3rd notices of late payments		
3.8.17	Provides the ability to reverse payment and prepare write-off journal entries		
3.8.18	Provides the ability to edit and revise invoices (i.e. address, comments, etc.) including the amount and recording the adjustment in the General Ledger		
3.8.19	Provides the ability to create recurring invoices, one-time invoices, etc.		
3.8.20	Ability to add notes to a customer for internal viewing only for open and closed accounts.		
3.8.21	Supports customer “pop ups” or notifications of items due when inquiring on a customer account (i.e. cash only, bad phone number, payment agreement amount, etc.)		

3.9 Cash Receipts (Cashiering)

#	Requirement	Response Code	Vendor Response/Comments
3.9.1	Provides a centralized cashiering model to collect and manage transactions (e.g. cash, checks, credit cards, electronic payments) from multiple locations on a daily basis. **Please provide a brief description in the Response/Comments column to the right.**		
3.9.2	Provides bar code functionality to capture customer billing information (including amount due), with bar code appearing on bills, and ability to scan and retrieve customer billing information. **Please provide a brief description in the Response/Comments column to the right.**		
3.9.3	Provides a customer receipt showing all balances due across all modules that may be printed or sent electronically		
3.9.4	Provides bank interfacing, using transaction codes defined by the bank and the City to support reconciliation		
3.9.5	Ability to accept multiple types of payments in a transaction		
3.9.6	Ability to add multiple line items within a transaction		

#	Requirement	Response Code	Vendor Response/Comments
3.9.7	Supports creating and maintaining receipt codes for various transaction types and supports each receipt code being tied to one or multiple GL accounts		

3.10 Grant Management

#	Requirement	Response Code	Vendor Response/Comments
3.10.1	Supports establishing grant budgets and recording expenditures against the grants		
3.10.2	Provides fields to record the type of grant (gifts, local, state, and federal), grantor information, match terms, grant begin and end date, and grant drawdown activity		
3.10.3	Allows users to establish budgets, track activities, and manage reimbursements/billings related to grants and to associate those grants with projects as appropriate		
3.10.4	Allows real-time access to grant transaction details		
3.10.5	Ensures overhead percent allocations are consistently and accurately applied		
3.10.6	Supports cost allocations using user defined rates or percentages		
3.10.7	Tracks single and multiple fiscal year grants and provides notification of a grant nearing its end date		
3.10.8	Provides the ability to include a reminder / checkbox to confirm the need to check Prevailing Wage (via the Dept Industrial Relations (DIR) website) data on grant-funded projects		
3.10.9	Supports grant application and funding request processes		
3.10.10	Provides reporting on grant activity by period and over the life of the grant award		
3.10.11	Captures staff time and associates it directly to a grant using a blended hourly rate (or actual rate) based on defined grant rules		

3.11 Project Management

#	Requirement	Response Code	Vendor Response/Comments
3.11.1	Provides functionality to manage Capital Improvement Program (CIP) projects, including tracking funding sources and budget to actual expenditures		
3.11.2	Provides functionality to associate projects into multiple phases and sub-phases		
3.11.3	Supports tracking project actions by date, milestone, status, etc.		
3.11.4	Supports multi-year projects		
3.11.5	Allows multiple funding sources for a single project		
3.11.6	Provides the ability to include a reminder / checkbox to confirm the need to check Prevailing Wage (via the Dept Industrial Relations (DIR) website) data on large projects		
3.11.7	Provides real-time project budget balances with the option to include pending staff time or pending invoices in process		
3.11.8	Distributes costs (including labor hours) to as many projects (job phases) and sub-divisions (job-sub-phases) as needed by the City		
3.11.9	Captures staff time and associates it directly to a project using a blended hourly rate (or actual rate) based on defined project rules		
3.11.10	Reports on project activity and “burn rate” by period and over the life of the project		
3.11.11	Supports collecting of reimbursements at a project level		

3.12 Fleet Management

General

#	Requirement	Response Code	Vendor Response/Comments
3.12.1	Integrates with the appropriate system applications to support creating and maintaining fleet items		
3.12.2	Supports multiple vehicle types/categories (e.g. off road, on road, stationary, not applicable, etc.)		
3.12.3	Provides for bar code scanning of vehicle identification number to access vehicle details, and maintenance and inspection history		

#	Requirement	Response Code	Vendor Response/Comments
3.12.4	Provides the ability to categorize labor and other fleet-related costs by City-defined groups (i.e. Preventive Maintenance, New Installation, etc.)		
3.12.5	Provides the ability to track vehicle warranties, licensing and registration details and insurance		
3.12.6	Provides the ability to establish and track (calendar or mileage-based) preventive maintenance schedule for vehicles, including generating and sending notices to appropriate City staff in advance of scheduled maintenance		
3.12.7	Provides the ability for a supervisor to override maintenance assignments		
3.12.8	Provides the ability to track fleet related items in inventory and flag according to City-identified minimum quantities on hand		
3.12.9	Provides the ability to capture and track inventory items utilized in the servicing of specific vehicles (bar code scanning)		
3.12.10	Provides the ability to limit the number of hours allocated for daily preventive maintenance to available man-hours based on existing staffing levels		
3.12.11	Provides the ability to link a vehicle to a maintenance account in the general ledger		
3.12.12	Provides the ability to assess vehicle condition with user-defined check lists		
3.12.13	Provides the ability to maintain the maintenance history of a vehicle		
3.12.14	Provides the ability to track multiple fuels and fluids in various measurements (e.g. ounces, gallons, etc.)		
3.12.15	Supports tracking total fuel available, fuel type, and department		
3.12.16	Supports tracking fuel purchased, available, and consumed by vehicle		
3.12.17	Provides the ability to track fuel by location (e.g. corp. yard, fire station, etc.)		
3.12.18	Provides the ability to automatically notify the owning department of service or maintenance due		
3.12.19	Provides the ability to track vehicle car washes for charging back to the owning department		

Work Orders

#	Requirement	Response Code	Vendor Response/Comments
3.12.20	Provides the ability to automatically generate work orders based on City-defined triggers (i.e. condition, elapsed operating time, mileage, etc.)		
3.12.21	Provides the ability to automatically assign maintenance and work orders based on technician certifications or on a rotating basis		
3.12.22	Provides the ability to track whether multiple work orders are open on a vehicle at one time		
3.12.23	Provides the ability to accommodate checking into and out of an assigned work order to generate actual "wrench time" tracking		
3.12.24	Provides the ability to capture service charges on work orders		
3.12.25	Provides the ability to capture and track tool crib, tool rental, tool inventory capability with rates for utilization on work orders		
3.12.26	Provides the ability to capture vehicle utilization charges on work orders		
3.12.27	Provides the ability to cache work order and related checklist updates entered while offline and synchronize with the application upon reconnection		
3.12.28	Provides the ability for inter-governmental billing related to work completed on work orders, including for labor, equipment, materials, and service fees		

3.13 Facilities Management

General

#	Requirement	Response Code	Vendor Response/Comments
3.13.1	Supports submission of a request for service		
3.13.2	Provides the ability to create workorder categories (e.g. parks, trees, etc.)		
3.13.3	Provides the ability to identify the workorder location including additional location information (i.e. Applegate Park, North West Playground)		
3.13.4	Provides the ability to update a service request online, including via a mobile application		

#	Requirement	Response Code	Vendor Response/Comments
3.13.5	Provides the ability to identify materials/items and track acquisition dates, costs, and related warranties and expiration dates		
3.13.6	Provides the ability to monitor, view and report on maintenance by condition and associated maintenance asset to support budgeting		
3.13.7	Provides that ability to enter and track maintenance schedules and to automatically generate preventive maintenance service requests		
3.13.8	Provides the ability to charge time spent on maintenance to City-identified categories		
3.13.9	Provides the ability to establish and monitor a facility preventive maintenance schedule for major systems (e.g. generators, HVAC, roof, etc.)		
3.13.10	Provides the ability to tie a facility to a CIP project		
3.13.11	Provides the ability to re-open a closed work order with appropriate system right and controls		
3.13.12	Provides the ability to assess facility condition with user-defined check lists		
3.13.13	Provides the ability to maintain the condition assessment history of a facility		
3.13.14	Provides the ability to capture staff time, including options for labor cost to be normal or full burden		
3.13.15	Provides a link to “GIS” as appropriate		

Work Orders

#	Requirement	Response Code	Vendor Response/Comments
3.13.16	Provides the ability to view and track open work orders		
3.13.17	Provides the ability to automatically generate work orders based on City-defined condition triggers		
3.13.18	Provides the ability to link multiple work orders to a common project, program, task, etc.		
3.13.19	Provides the ability to capture service charges on work orders		
3.13.20	Provides the ability to capture vehicle utilization charges on work orders		
3.13.21	Provides the ability to upload images, documents, etc. to be stored with the work order		

#	Requirement	Response Code	Vendor Response/Comments
3.13.22	Provides the ability to create recurring work orders, and schedule recurring work order to generate upon a future date		
3.13.23	Provide the ability to link a purchase order and the items associated with the purchase order to a work order		
3.13.24	Provides the ability to cache work order and related checklist updates entered while offline and synchronize with the application upon reconnection		
3.13.25	Provides the ability for inter-governmental billing related to work completed on work orders, including for labor, equipment, materials, and service fees		

3.14 Inventory Management

#	Requirement	Response Code	Vendor Response/Comments
3.14.1	Provides the ability to track and manage inventory including location, cost, and counts		
3.14.2	Support multiple methods of valuation and surplus disposal		
3.14.3	Supports item checkout through “pick tickets” including the ability to print and email the “pick tickets”		
3.14.4	Support inventory items to be associated with work orders/jobs and projects for purposes of determining inventory expenses		
3.14.5	Provides categories and costs based on user-defined classifications		
3.14.6	Provides options for managing inventory cycle counts by various methods (e.g. ABC)		
3.14.7	Provides multiple item types and/or allows sub-categories under a parent item, including location tracking		
3.14.8	Provides options for adding inventory items (e.g. direct entry, import, etc.)		
3.14.9	Supports barcoding/scanning of inventory		
3.14.10	Supports managing inventory at multiple warehouses		
3.14.11	Supports reconciling inventory at year-end, at specific intervals, and on-demand including quantity and valuation adjustments		
3.14.12	Supports automated inventory replenishment at pre-defined reorder points with associated notification, workflow, and approval		

#	Requirement	Response Code	Vendor Response/Comments
3.14.13	Supports inventory item analysis (e.g. last date used, last date added, etc.)		

3.15 Business License

#	Requirement	Response Code	Vendor Response/Comments
3.15.1	Provides the capability for City-defined business classifications and types		
3.15.2	Provides full integration with the Accounts Receivable / Miscellaneous Receivables for creation of receivable and posting of revenue		
3.15.3	Provides full integration with Code Enforcement module, including generation of an automatic notification when a business license has expired		
3.15.4	Provides the ability for the business address to come from various sources (e.g. an integrated land management system, interface, direct entry, etc.)		
3.15.5	Provides ability to apply for a license and submit a renewal request online, including payment of fees and printing of certificate from a secure portal		
3.15.6	Provides electronic workflow approval routing and / or notification distribution to multiple departments based on license type and related City-defined rules		
3.15.7	Provides automated, electronic (via email) notification for annual license renewals, including automated linking of notification to associated business license record		
3.15.8	Provides ability to flag licenses requiring background checks, fingerprinting, drug and alcohol tests, inspections, contractor’s license, etc. before issuance		
3.15.9	Provides ability to calculate multiple license fees and / or prorate license fees utilizing a user-defined fee structure based on factors including gross receipts, or flat dollar amount, etc.		
3.15.10	Supports additional user defined fees (i.e. fees based on license type)		
3.15.11	Supports additional user defined fields		

#	Requirement	Response Code	Vendor Response/Comments
3.15.12	Provides bar code functionality to capture customer billing information (including amount due), with bar code appearing on bills, and ability to scan and retrieve customer billing information		

3.15.13	Provides ability to calculate late penalties after prescribed time period
	- After June 30, all outstanding licenses subject to a 50% penalty
	  o Every 30 days after that, increment 25% up to cap of 125%
	  o Then issue correction notice with 14-day response
	  o Then administrative citations \$100 - \$1000 (increment \$100 every 30 days)
	Downtown locations (Business Improvement District) are subject to double tax (\$100 instead of \$50)		

3.15.14	Provides the ability to generate late and final notices including labels for mailing (mail merge)		
3.15.15	Provides the ability to print licenses and/or send electronically from the module		

4 Human Resources

4.1 Position Control

#	Requirement	Response Code	Vendor Response/Comments
4.1.1	Links HR, Payroll and Budget data to facilitate managing the City's structure, positions, and financial budget for positions		
4.1.2	Associates positions with funding source		
4.1.3	Reserves a position upon request to fill a vacancy		
4.1.4	Identifies positions that are overfilled, under-filled, split, and/or double-filled		
4.1.5	Identifies positions that are temporary funded and have a position end date		
4.1.6	Provides an ability to track part-time/temporary positions individually or as a group (i.e. Temporary Custodian can be listed as individual FTEs, or as a group of 15 FTEs)		

4.2 Employee Master File

#	Requirement	Response Code	Vendor Response/Comments
4.2.1	Provides the ability to capture and maintain data elements including but not limited to employee ID, demographics, address information, emergency contacts, survivor/beneficiary information, dependent information, history of salary changes (effective start and end dates), training/certification, employment status, vehicle accidents, and history of personnel actions		
4.2.2	Provides the ability to capture and maintain an employee photo		
4.2.3	Provides the ability to register and track assigned City-owned technology resources (i.e. credit cards, keys, laptops, smart phones, etc.)		
4.2.4	Provides employee directory functionality		
4.2.5	Provides the ability to track work related injuries and illnesses		
4.2.6	Provides the ability to add free form text boxes		
4.2.7	Provides the ability to add user-defined fields		

4.3 Benefit Administration

#	Requirement	Response Code	Vendor Response/Comments
4.3.1	Provides flexible, rules-based benefit management functionality to manage public employee benefits such as medical, dental, disability and life insurance that integrates with payroll module		
4.3.2	Complies with current and future Affordable Care Act (ACA) requirements, including automatic notification to employee when a dependent is approaching coverage discontinuance at age 26		
4.3.3	Complies with Consolidated Omnibus Budget Reconciliation Act (COBRA) requirements		
4.3.4	Supports California Public Employees Retirement System (CalPERS) to manage pension, and retirement benefits for employees and retirees including public safety employees, all employees		
4.3.5	Maintains eligibility dates for different plans based on different rules and which may differ from hire dates		
4.3.6	Provides an option to update employee individual or multiple benefit records and reflect those changes in HR and payroll systems/modules		
4.3.7	Supports administration of flexible spending reimbursement accounts		
4.3.8	Provides the ability to convert vacation balances to pay as a loan, and have loan paid back as a payroll deduction		

4.4 Leave Administration

#	Requirement	Response Code	Vendor Response/Comments
4.4.1	Supports managing available leave balances, leave taken, payments, and balances for various types of leave (e.g. paid time off, vacation, sick, Family Medical Leave Act, disability, worker's compensation, catastrophic leave, etc.)		
4.4.2	Allows for flexible rules for taking leave when balances are at zero, but accrual is pending		
4.4.3	Provides notification (e.g. email, dashboard, etc.) to employees when nearing maximum accruals for all leaves (e.g. sick, vacation, FMLA, etc.)		

#	Requirement	Response Code	Vendor Response/Comments
4.4.4	Supports the ability to cash out leave accrual balance(s) according to City standards and practices at the employee's calculated rate of pay		

4.5 Training and Certification Tracking

#	Requirement	Response Code	Vendor Response/Comments
4.5.1	Supports tracking required position-specific job certifications, licenses, and mandatory training		
4.5.2	Supports tracking history of training results, certifications, licenses and expirations		
4.5.3	Provides automated notification of expiring certifications to supervisors and employees based on user-defined rules		
4.5.4	Associates certifications with applicable pay codes such that employees are paid or not paid based on the status of their certification for all employee statuses (e.g. regular, probation, etc.)		
4.5.5	Updates employee records in HR and payroll systems/modules such that changes in pay can occur based on completion of training/certification events		

4.6 Performance Reviews

#	Requirement	Response Code	Vendor Response/Comments
4.6.1	Provides functionality to manage performance reviews/evaluations including tracking notifications, initiation, review results, and approvals		
4.6.2	Provides workflow to manage electronic employee performance review/evaluation		
4.6.3	Provides automated notification of performance reviews to employee, administrative staff, supervisors and managers based on user-defined rules		
4.6.4	Provides the ability to attach external forms and documents throughout the workflow		

#	Requirement	Response Code	Vendor Response/Comments
4.6.5	Provides alerts on past due evaluations and escalation notification		

4.7 Personnel Actions

#	Requirement	Response Code	Vendor Response/Comments
4.7.1	Provides functionality to manage personnel actions from initiation, review, authorization, and approval for actions such as recruitment, promotions, demotions, salary increase, discipline, separations, leave, etc.		
4.7.2	Supports validating information entered on the form for accuracy (e.g. employee number, name, department, etc.)		
4.7.3	Uses end dates to automatically stop the action at a specified time (e.g. discontinue administrative leave without pay, leave of absence, etc.) with notification to HR, payroll, and the effected employee		

4.8 Employee Self Service

#	Requirement	Response Code	Vendor Response/Comments
4.8.1	Provides employee self-service functions that allow access and updates to designated employee information		
4.8.2	Provides ability to update employee records in HR and payroll modules through workflow		
4.8.3	Provides the ability to view paycheck history, W2 history, personnel actions, leave balances, etc.		
4.8.4	Provides the ability to update/change W-4, benefits during open enrollment, and profile data (e.g. address, phone number, emergency contact beneficiaries, etc.)		
4.8.5	Provides the ability for employee to reset password		

4.9 Time and Attendance

#	Requirement	Response Code	Vendor Response/Comments
4.9.1	Provides workflow to collect time, perform exception-based time entry, and time adjustments to multiple work schedules including approval and submission to payroll system/module		
4.9.2	Provides the ability to define and validate business rules at time of collection for all work time and leave time entered (i.e. prevents employees from entering adjustments that will cause employee leave balances to be exceeded)		
4.9.3	Prevents employees from entering invalid data (i.e. earnings or pay codes they are not authorized to use)		
4.9.4	Provides the ability to designate and pre-populate holidays		
4.9.5	Allows employees to enter prior period time, leave, OT, etc.		
4.9.6	Allows employees to add notes or comments associated with hours submitted		
4.9.7	Allows employee to associate projects, grants, and/or program codes with each line of time entered		
4.9.8	Allows multiple pay periods to be open for time entry purposes		
4.9.9	Provides the ability to reconcile pay period schedule with the calendar/fiscal year in support of processes that will facilitate W2 generation and accrued payroll		
4.9.10	Provides “clock in / clock out” functionality that integrates with time and attendance module		
4.9.11	Supports “clock in / clock out” with ID badges		
4.9.12	Provides ability to define the work period for FLSA purposes and calculate overtime accordingly including multiple FLSA periods (e.g. 28 days, 14, day, etc.)		
4.9.13	Provides the ability to calculate multiple FLSA overtime rates including overtime pay related to FLSA section7(k) rules		
4.9.14	Provides the ability to create an unlimited number of time codes		
4.9.15	Provides the ability for time codes to be assigned to groups of employees, departments, divisions, position classifications, etc.		
4.9.16	Provides employee scheduling functionality that allows for schedules to be developed weeks and/or months in advance for multiple employee levels (e.g. manager, supervisor, lead, etc.)		
4.9.17	Provides the ability for employee timecards to auto populate based on their work schedule		

#	Requirement	Response Code	Vendor Response/Comments
4.9.18	Provides the ability for employees to request shift trades through workflow approval routing		
4.9.19	Supports creating schedule templates for various departments, divisions, employee classifications, etc.		
4.9.20	Provides the ability for creating schedules by multiple employees and/or departments (i.e. HR/Payroll may create schedules but also user departments can create, modify, revise, etc. schedules if given permission)		
4.9.21	Provides an ability to view summary or detail-level schedules in daily, weekly, or monthly presentations		
4.9.22	Supports work shift requirements (i.e. a police or fire shift requires a minimum number of employees per shift)		
4.9.23	Supports identifying whether scheduled staffing falls below defined levels		
4.9.24	Provides a list of potential employees who are available to be called in to meet minimum staffing levels		
4.9.25	Provides an automated dialing/calling, texting, and/or emailing options for contacting employees available to be called in for minimum staffing levels		
4.9.26	Supports identifying vacation, sick, and other leaves of employees to ensure proper shift coverage		
4.9.27	Supports identifying potential overtime to ensure proper shift coverage		
4.9.28	Provides the ability to dynamically (real-time) compile and manage list of available employees for work assignment		
4.9.29	Provides the ability to automatically notify employees on an “available to work list” of a request for that employee to arrive at work		

4.10 Pay Administration

#	Requirement	Response Code	Vendor Response/Comments
4.10.1	Provides functionality to manage employee pay including wages, special pay, employee loans, State and Federal taxes and accruals, including effective dating		

#	Requirement	Response Code	Vendor Response/Comments
4.10.2	Supports flexible definition of shift work and work schedules (e.g. 4/10, 9/80, 5/40, fire shifts, PD weekend shifts, etc.)		
4.10.3	Supports setup of earning codes (e.g. salary, overtime, etc.), deductions codes (e.g. taxes), and other codes (e.g. bi-lingual pay, special assignment pay) at various levels of the organization (e.g. employee, bargaining unit, job class, etc.)		
4.10.4	Provides the ability to link one or many earning, deduction, and other codes to an employee, department, group of employees, etc.		
4.10.5	Supports multiple employee groups (e.g. fire, police, general) with different MOU requirements and benefits (e.g. differing leave accrual level, differing premiums, etc.)		
4.10.6	Provides the flexibility to define “PERSable”, including different setups for different employee groups, salaries, benefits, and other similar accumulators, including public safety positions that may have overtime calculations in other classifications		
4.10.7	Provides the ability to do ‘what-if’ analysis and modeling for salary increases, benefit changes, etc.		
4.10.8	Calculates step, increment, and percentage pay adjustments for all or a group of employees (e.g. bargaining units, classes, etc.)		
4.10.9	Provides an automated process for retroactive pays		
4.10.10	Retro pay includes notification of a “retro pay” to identified HR and payroll employees		
4.10.11	Retro pay processing supports including all changes (e.g. pay, benefits, deductions, etc.) from the effective date of the retro pay		
4.10.12	Supports overtime pay calculations based on regular rate of pay, including base salary and all regular forms of compensation such as standby pay, cash-in-lieu of medical, and other special pays		

4.11 Payroll Processing

General

#	Requirement	Response Code	Vendor Response/Comments
4.11.1	Supports importing and entering time. **Please identify vendor solutions that the system is currently integrated to in the Response/Comments column to the right.**		
4.11.2	Provides functionality to calculate employee payroll, deductions, and accruals based on components managed in the HR benefit and pay administration module		
4.11.3	Integrates with Accounts Payable for processing payments to government and 3rd party agencies (e.g. benefits, PERS, taxes, etc.)		
4.11.4	Supports State and Federal tax filings		
4.11.5	Supports bi-weekly, monthly and on demand payroll runs		
4.11.6	Provides the ability to create supplemental check runs on demand		
4.11.7	Provides and enforces rule-based validation and prevent duplicate earning codes at employee level, etc.		
4.11.8	Provides user-defined exception hours' analysis		
4.11.9	Supports multiple 're-runs' of payroll prior to final payroll run		
4.11.10	Generates paychecks, direct deposits (supporting deposits across multiple accounts on a single check), EFT files, and related positive pay files (print and electronic formats)		
4.11.11	Supports creation and printing (including electronic transmission) of annual pay and benefit letters, W2s, and ACA annual documents		
4.11.12	Provides the automatic generation of year-end accruals to split payroll and all payroll items into each fiscal year		
4.11.13	Please confirm that the proposed system will provide the functionality to meet the items included in the MOUs and associated documents. Any exceptions are to be communicated. Answering "Y" to this requirement indicates that the proposer has reviewed the MOUs and associated documents listed on: https://www.cityofmerced.org/depts/personnel/employment/mous.asp		

Paystub

#	Requirement	Response Code	Vendor Response/Comments
4.11.14	Identifies all elements used to calculate pay on the paystub/pay advice		
4.11.15	Identifies key information for employee (leave balances, allocation of direct deposit accounts, employee vs. employer pay benefits, etc.) on the paystub/pay advice		

#	Requirement	Response Code	Vendor Response/Comments
4.11.16	Generates PDF/electronic copy and automatically posts stub, W2, and ACA documents to the employee self-service portal		

4.12 Separation/Offboarding

#	Requirement	Response Code	Vendor Response/Comments
4.12.1	Provides functionality to manage processes and procedures for employee separations		
4.12.2	Supports initiation of the process and a checklist of tasks that need to be performed to successfully exit an employee based on type of separation		
4.12.3	Updates employee records in HR and payroll modules and applicable external systems (e.g. CalPERS, 3rd Party Benefit Providers, etc.)		
4.12.4	Provides electronic PAF employee separation workflow		
4.12.5	Provides workflow to track progress of employee offboarding/separation checklist		

5 Utility Billing

5.1 General

#	Requirement	Response Code	Vendor Response/Comments
5.1.1	Supports utility billing and operations for water, sewer, and refuse		
5.1.2	Supports meter reading based on water consumption and interfaces with automated meter reading devices		
5.1.3	Supports multiple meter types for reading (e.g. displacement, compound, etc.)		
5.1.4	Supports multiple utility billing cycles (e.g. weekly, bi-weekly, monthly, etc.)		
5.1.5	Provides effective dates for water, sewer, and refuse rates and fees		
5.1.6	Supports delinquent account notices and penalties		
5.1.7	Provides a secure, public portal for customer self-service to view account information		
5.1.8	Supports interfacing, at a minimum to cashiering, general ledgers, meter reading, 3rd party bill mailing, mapping, and others		
5.1.9	Provides automated electronic notifications to customer through phone calls, text messages, and/or emails		
5.1.10	Provides the ability to attach documents to customer accounts		
5.1.11	Provides user defined fields with parameters defined by the user		
5.1.12	Provides wizards to expedite processes such as setting up new accounts, meter change, etc.		
5.1.13	Provide the ability to query an account based on various search criteria (i.e. customer name, customer number, account number, phone number, parcel number, service address, meter number, etc.)		

5.2 Customer Account and Location Management

#	Requirement	Response Code	Vendor Response/Comments
5.2.1	Provides options for customer account creation (e.g. customer portal, staff direct entry, etc.)		

#	Requirement	Response Code	Vendor Response/Comments
5.2.2	Provides the ability to create, store, and reuse letters, and/or notices (e.g. high-water use, green waste contamination, etc.)		
5.2.3	Provides the ability to add text to created letters and/or notices		
5.2.4	Provides the ability to generate letters, notices, etc. communications to a customer, group of customers, customer type, etc.		
5.2.5	Provides the ability to link a customer to multiple locations (addresses)		
5.2.6	Provides multiple segments for accounts codes (e.g. location, account, etc.) and designate segments as fixed or increase incrementally		
5.2.7	Support an unlimited number of customer accounts		
5.2.8	Provide the ability to define, add, change, and delete an unlimited number of account types (e.g. active, terminated, vacation, non-pay, final, collection, government, etc.)		
5.2.9	Provides onscreen summary and detail level inquiry of customer records		
5.2.10	Provides model accounts (templates) to create new accounts by copying the model and changing the details		
5.2.11	Provides user-defined fields to be maintained for each customer record		
5.2.12	Provides unlimited notes on accounts with the ability to identify notes by service and assign alert flags and cause screen pop-ups for accounts with critical restrictions		
5.2.13	Provides an audit trail for changes to an account		
5.2.14	Supports unlimited transaction, service and consumption history		
5.2.15	Provides the ability to identify customer services, and exempt customer from services not requested		
5.2.16	Supports new customers at an existing service change of address through an automated transfer function		
5.2.17	Provides the ability to transfer customer balance, deposits and other occupant related information to a new account when a customer transfers to a new service address		
5.2.18	Provides the ability to track information through the system by customer and view all related accounts, Including the current status of all accounts		
5.2.19	Provides the ability to track an unlimited number of user-defined events on an account (e.g. late notices, shut offs, etc.)		

#	Requirement	Response Code	Vendor Response/Comments
5.2.20	Provides the ability to track information through the system by property and see all accounts at a given property (current and prior)		
5.2.21	Provides the ability to track water waste at the customer or account level (i.e. if water waste or other utility violation observed, record on the customer's account and execute an incremental process – courtesy letters, cease and desist letters, fines @3rd occurrence, etc.)		

5.3 Rates and Fee Management

#	Requirement	Response Code	Vendor Response/Comments
5.3.1	Provides the ability to define, add, change, and delete an unlimited number of rate code types and amounts for water, sewer, and refuse utilities		
5.3.2	Provides the ability to define an effective date for rate tables and pro-rate charges based on the effective dates		
5.3.3	Provides the ability to define service rates that are consumption-based, fixed, flat, percentages, budget-based, and/or tiered		
5.3.4	Provides the ability to base charges for non-metered services billing factors		
5.3.5	Provides the ability to define distribution of fees to multiple general ledger accounts based on user-defined account type, fee category, service type, tier or reason code		
5.3.6	Provides the ability to define, add, change, and delete an unlimited number of service types		
5.3.7	Provides the ability to enter stop and start dates for individual fees on an account, with the ability to prorate charges in advance and in arrears		
5.3.8	Provides the ability to mass update/modify fees, rates, and charges		
5.3.9	Supports the ability to receive data from a 3rd party that is a critical variable to the calculation of water billing. • Receive meter reading information		

#	Requirement	Response Code	Vendor Response/Comments
5.3.10	Please confirm that the proposed system will provide the functionality, and billing needs included in Appendix D - Fees of the RFP. Any exceptions are to be communicated. Answering “Y” to this requirement indicates that the proposer has reviewed the rates, fees, and charges, and that the proposed system can provide the necessary functionality and billing needs.		

5.4 Meter Reading, and Water, and Refuse Inventory

#	Requirement	Response Code	Vendor Response/Comments
5.4.1	Provides the ability to define, add, change, and delete an unlimited number of meter types and refuse container types		
5.4.2	Provides the ability to identify different inventory types (e.g. water versus refuse)		
5.4.3	Provides the ability to inquire, report, by inventory type		
5.4.4	Provides the ability to maintain an unlimited number of meters and refuse containers, and define minimum number to be available with notification if total is below minimum total		
5.4.5	Provides the ability to identify a meter and container by type, size, serial/meter number, register, manufacturer, location, install date, and provides user defined fields		
5.4.6	Provides the ability to identify the location of meter, and refuse containers (e.g. curbside, right of way, back yard, etc.)		
5.4.7	Provides the ability to enter meter reading data through data entry screens and from imports from hand-held devices or wireless automated meter reading system		
5.4.8	Supports service consumption automated calculation upon entry of meter reading with ability to edit readings		
5.4.9	Provides the ability to maintain meter readings and dates independent of customer or account changes		
5.4.10	Provides the ability to enter a meter change without interruption of the billing cycle and final billing		
5.4.11	Supports generating service/work orders based on meter reading exception messages and actions entered along with meter reading		

#	Requirement	Response Code	Vendor Response/Comments
5.4.12	Provides the ability to describe the physical location of a meter and/or refuse container at a service location		
5.4.13	Provides the ability to view a history of all meters and/or refuse containers that have been installed/placed at the service location		
5.4.14	Provides the ability to record unlimited notes for a meter and/or refuse container		
5.4.15	Provides the ability to define meter read types		
5.4.16	Provides the ability to identify reads that were estimated or actual reads		
5.4.17	Provides the ability for the system to automatically identify roll-over readings based on meter setup		
5.4.18	Provides high/low functionality that allows the user to set ranges of parameters that produces a consumption edit register for screening variable such as high/low consumption, no current read, zero consumption, etc.		
5.4.19	Provides the ability to change out meters at any time, and when meters have been changed, supports the ability to show separate meter readings and consumption and to show total consumption and billing amount on the bill		
5.4.20	Provides the ability to graphically display consumption history		
5.4.21	Provide the ability to display average consumption by month		
5.4.22	Provides the ability to view consumption history in numeric and graphical format via web application		
5.4.23	Provides the ability to flag accounts for which zero consumption is not considered to be an exception		
5.4.24	Provides meter and refuse route pages in customer number or route sequence number order		
5.4.25	Provides the ability to maintain reading and refuse routing instructions, prints instructions on read sheets		

5.5 Billing Management

#	Requirement	Response Code	Vendor Response/Comments
5.5.1	Supports a multi-cycle billing system based on geographic location		

#	Requirement	Response Code	Vendor Response/Comments
5.5.2	Provides a complete or exception-only billing pre-list for review prior to bill printing		
5.5.3	Provides ability to include a barcode on customer bill		
5.5.4	Provides ability for eBilling by the City		
5.5.5	Supports printing of multiple cycles in one billing run		
5.5.6	Provides the ability to generate one utility bill covering all services and charges and itemizes charges separately or in summary		
5.5.7	Maintain a file of comments for including on utility bills, reminders notices, or planned shut off notices		
5.5.8	Provides user-defined free form messages on bills		
5.5.9	Provides the ability for user to include a notice on utility bills for a group, type, or class of customer		
5.5.10	Provides at a minimum the following bill fields, billing date, account number, service period, current read, prior read, consumption billed, itemized charges, balance forward, credits/refunds, deposits applied, amount due, due date, numerical and graphical prior same period usage, average units per day, and payments received		
5.5.11	Generates a return stub, including bar code, so that cash receipts can be read with an optical character reader, scanning the account, amount, and other information to expedite processing		
5.5.12	Provides the ability to view and reprint past bills at any time		
5.5.13	Provides the ability to produce final notices		
5.5.14	Provides the option to produce a single statement for customers with multiple utility accounts or produce individual statements for customers with multiple utility accounts		
5.5.15	Provides the ability to prorate bills for new and closed accounts		
5.5.16	Provides the ability to calculate final bills during any cycle based on internal issuance of a turn-off service order or the closing of a customer account		
5.5.17	Supports billing adjustments such as read errors and automatically adjust billing amounts and history		
5.5.18	Provides the option to print a paper bill, email the bill or both to the customer		
5.5.19	Provides the ability to waive fees on a case-by-case basis		

5.6 Financial Management

#	Requirement	Response Code	Vendor Response/Comments
5.6.1	Allows positive or negative transaction adjustments with a complete audit trail		
5.6.2	Provides the ability to automatically generate the appropriate journal entries		
5.6.3	Accepts over payment or credit adjustment with amount maintained as unapplied credit balance or be applied to the next service bill		
5.6.4	Provides a complete audit trail of payments processed for reconciliation prior to general ledger cash posting		
5.6.5	Provides the ability to generate a counter invoice detailing charges and balance due		
5.6.6	Provides the ability to accept full, over, partial, and pre-payments		
5.6.7	Provides the ability to distribute partial payments based on user-defined preference (e.g. due date, service type, or percentage)		
5.6.8	Provides the ability to apply payment amounts received according to City-defined priorities (refuse, sewer and then water)		
5.6.9	Provides the ability to scan payment information directly into the system using a bar code or OCR scanner		
5.6.10	Provides the ability to recognize pending payments to prevent customers from receiving penalties or delinquent notices		
5.6.11	Provides the ability to display transaction history including bills, receipts, receipt adjustments, credit and refunds for an account		
5.6.12	Provides the ability to display details of transactions and view details related to a final bill		
5.6.13	Provides the ability to accept customer deposits for various items (e.g. customer setup, roll off containers, hydrant meters, etc.)		
5.6.14	Supports multiple deposit types and methods for calculating deposit amounts		
5.6.15	Provides the ability to automatically apply deposits to a final bill		
5.6.16	Provides the ability to automate the refund process by batch		
5.6.17	Provides the ability to automatically apply deposits to the correct revenue accounts		

#	Requirement	Response Code	Vendor Response/Comments
5.6.18	Provides the ability to display account transaction history via web application		
5.6.19	Provides an auto-pay option to pay balances from a customer's bank account or credit card and set up automatic payment from a customer's bank account or credit card via web application		
5.6.20	Provides the ability to accept multiple payment tenders for a bill (i.e. a bill payment is split between cash and check)		

5.7 Delinquency Management

#	Requirement	Response Code	Vendor Response/Comments
5.7.1	Provides the ability to age accounts as defined by the City		
5.7.2	Provides the ability to automatically add late penalties to delinquent accounts according to a flexible rate structure determined by the City		
5.7.3	Provides the ability to produce delinquent notices for customers that have reached City-defined days delinquent, but continue to maintain an unpaid balance along with a listing of notices		
5.7.4	Provides the ability to automate special payments arrangements allowing customer to pay amount due over time		
5.7.5	Provides the ability to automatically assess a charge to an account if a shut-off is processed		
5.7.6	Provides the ability to select accounts to be flagged as exempt from receiving past due notices		
5.7.7	Provides the ability to process account write-offs and collections		
5.7.8	Maintains a dynamic shut-off list that can be automatically or manually updated		
5.7.9	Produces shut-off service orders for accounts that are being shut off		
5.7.10	Provides the ability to deliver shut-off notices to account holders via email		

5.8 Service Order Management

#	Requirement	Response Code	Vendor Response/Comments
5.8.1	Provides the ability to define, add, change, and delete an unlimited number of service order types		
5.8.2	Provides the ability to include container number on service orders		
5.8.3	Service order system provides automated updates to the utility system upon completion of service order		
5.8.4	Provides a history of all service orders related to a service address (service orders should remain with the services address record and should provide drill down functionality for details of actual service order)		
5.8.5	Provides the ability to define a workflow for each service order type with automatic email notifications to City staff		
5.8.6	Provides the ability to automatically updated customer, location, meter, and account information upon completion of service order actions		
5.8.7	Provides the ability to print or email service orders based on user defined selection criteria		
5.8.8	Provides the ability to capture labor, equipment time, materials used, and man-hours spent utilized in completing a service order		
5.8.9	Provides the ability to dispatch and receive completed service orders via email		
5.8.10	Provides the ability to schedule open/close services orders within a defined workday and to integrate with field services calendars		
5.8.11	Provides the ability to charge the cost of completing a service order to another department (i.e. enclosure mass-cleanups, illegal dumping, homeless encampment cleanups)		

5.9 Customer Self Service

#	Requirement	Response Code	Vendor Response/Comments
5.9.1	Provides a public portal for customer self-service to view account balance, make payments (via various payment methods), update mailing address, etc.		
5.9.2	Provides the ability for customer to authorize/accept or deactivate paperless billing		

#	Requirement	Response Code	Vendor Response/Comments
5.9.3	Provides the ability for customer to set up online bill pay (debit, credit, or ACH)		
5.9.4	Provides the ability to allow customer to manage/change credit cards online		
5.9.5	Provides the ability to allow customer to manage/change email address for paperless billing		
5.9.6	Provides the ability to allow customer to access account history including: • Monthly consumption • Current month versus previous month Historical consumption comparison (i.e. compare October 2015 versus October 2017)		
5.9.7	Provides the ability to allow customer to access billing reports including: • Online electronic copy of utility bill • Monthly billing history • Current month versus previous month Historical consumption comparison (i.e. compare October 2015 versus October 2017)		

6 Land Management

6.1 General

#	Requirement	Response Code	Vendor Response/Comments
6.1.1	Provides a configurable, database-driven tracking and management system for development agency records and processes, including applications, reviews, permits, approvals, forms, cases and activities		
6.1.2	Provides a system interface with the City's GIS platform such that the GIS database can continue to be used in its core format, yet integrates with the new system's core database format, so documents may be viewed through the GIS without having to upload / download and/or change core database structures		
6.1.3	Provides a system that allows for city employees to correct / override GIS parcel data and notifies the appropriate County officials of correction / overrides so that updates may be made on the County's master parcel database		
6.1.4	Provides a system interface with the City's GIS platform such that database values captured by and stored in the new system (i.e. parcel, address and owner information) are viewable via GIS		
6.1.5	Provides table-driven application lookups (drop-down box), text libraries, data fields, screen layouts, application dependencies and business rules that are available for update by the City		
6.1.6	Provides the ability to create an unlimited number of City-defined data fields (i.e. Maintenance District)		
6.1.7	Provides the ability to define default values for data fields		
6.1.8	Provides the ability to place warnings, flags, holds and restrictions on a record, case, parcel, or person with a comment/notes field, and the ability for authorized user(s) to override, if needed		
6.1.9	Provides the ability, when sub-dividing a parcel having attachments, to copy the attachments to all children of the original parcel		
6.1.10	Provides the ability to track and display the history of a parcel number		
6.1.11	Provides the ability to prevent the update to records against which a prior hold has been established		

#	Requirement	Response Code	Vendor Response/Comments
6.1.12	Provides a library for standard comments/condition tracking and reporting, including ordinances and regulations, grouped/filtered by category (e.g. plan review, zoning, inspections)		
6.1.13	Provides the ability to store and access standard/typical user comments with codes/text in a table for use by staff		
6.1.14	Provides the ability to select and modify standard comments and other stored text values according to the needs of the specific project or record to which they are added		
6.1.15	Provides the ability to track actual staff time spent on activities (e.g. inspections, plan reviews, etc.)		
6.1.16	Provides the ability to compile and maintain master files for architects, contractors, owners, tenants, engineers and developers including contact information (including multiple telephone numbers and email addresses) and license numbers		
6.1.17	Provides the ability to view items identified in a search without having to open and close each item		
6.1.18	Provides an interface with the State licensing database to determine if contractor licenses are active		
6.1.19	Provides the ability to interface with the City's business license system to validate license		
6.1.20	Provides project application and related forms that can be completed and submitted electronically		
6.1.21	Provides the ability to establish and maintain multiple fee schedules with effective dates		
6.1.22	Provides the ability to track total time in days for process and workflow steps		
6.1.23	Provides the ability to automatically generate a unique identifier for any activity, application, permit, etc. initiated in the system		
6.1.24	Provides the ability to issue refunds or adjustments to fees		
6.1.25	Provides the ability to utilize the City's accounting codes associated with fees		
6.1.26	Provides the ability to assign unique, alpha-numeric identifiers for projects (e.g. BLD-18xxx, CUP-#####, etc.)		
6.1.27	Provides the ability to select multiple items. (e.g. complaints, violations, inspections and comments) to add to a case or activity at one time		

#	Requirement	Response Code	Vendor Response/Comments
6.1.28	Provides the ability to track and modify status of individual items associated to a case or activity. (e.g. complaints, violations, inspections and comments)		
6.1.29	Provides the ability to update fields in multiple cases or update multiple activities at one time (e.g. assignment, approve multiple inspections, add fees, set permit type)		
6.1.30	Provides the ability to provide a method of notification of changes in such things as parcel or ownership changes, that may impact a case		
6.1.31	Provides the ability to associate an address on a permit/case with an occupant/tenant in a structure		
6.1.32	Provides the ability to attach or otherwise track correspondence, including outside of workflow steps (e.g. phone calls, conversations, letters, emails)		
6.1.33	Provides the ability to enter and track multiple names, addresses, & phone numbers associated with a case and specify the role(s) of all contacts (e.g. owner, contractor, sub-contractor)		
6.1.34	Provides the ability to clone an existing record (case, permit or project) and all associated information (e.g. activities, inspections) to a new record, edit as necessary and identify/track the record from which it was cloned		
6.1.35	Provides the ability to notify customers via email and workflow notice if status of their license is changing (i.e. expire, suspended, etc.)		
6.1.36	Provides the ability to integrate all activities, applications, permits, etc., with and display through the City's enterprise Geographic Information System		
6.1.37	Supports the integration of City-maintained map layers and base maps, including parcels, addresses, streets, and aerial photography, for user selection in GIS-based functions		
6.1.38	Provides the ability to track and alert users to special fees attached to a parcel, including required special mitigation measures		
6.1.39	Provides the ability to specify and manually enter anticipated Planning Commission, City Council Meeting and other Board or Commission Meeting dates		

#	Requirement	Response Code	Vendor Response/Comments
6.1.40	Provides the ability to capture and track project appeals, extensions, revocations, and/or modifications that may occur after the initial approval		

Workflow

#	Requirement	Response Code	Vendor Response/Comments
6.1.41	Provides a configurable, flexible workflow management system to support the automation of business processes completed during application processing and/or case management		
6.1.42	Provides the ability to complete workflow tasks in sequential order, or in parallel where no dependencies remain incomplete		
6.1.43	Provides a dashboard viewer to notify assigned task owners of assignments, including ability to drill into the dashboard to view tasks, view/update related records, and access linked documents		
6.1.44	Provides for automated escalation / notification of overdue tasks according to a City-defined reporting hierarchy that is specific to record type (i.e. planning application, permit application, enforcement case)		
6.1.45	Provides the ability to modify an existing workflow by either adding new or to reassign or bypass/delete existing steps based on City-defined rules and proper authorization		
6.1.46	Provides the ability to reschedule or re-order workflow steps based on City-defined rules and proper authorization		
6.1.47	Provides the ability via a variety of methods to alert internal and external task owners about assigned task(s), remind of deadlines, expirations, milestones reached, or activities completed, based on workflow criteria and parameters established - Methods to include text messages, emails, application pop-ups or other screen-based alerts, pre-formatted letters, task list (dashboard)		
6.1.48	Provides the ability to track (i.e. generate a log record) and report on actions based upon action type, user, time and date in order to provide for accountability and review tracking, including response times		
6.1.49	Provides automated notices and triggers for required conditions (e.g. notifications when site plans have been revised, including square footage, driveway changes)		

#	Requirement	Response Code	Vendor Response/Comments
6.1.50	Provides the ability to automatically verify all required fields and conditions (e.g. fees, approvals, requirements, no holds) are met prior to proceeding to next step or allowing certain activities to happen (e.g. issuing a permit or certificate of occupancy, changing status, scheduling an inspection, approving another activity)		
6.1.51	Provides the ability to automatically calculate permit/plan expiration date based on user parameters, and extend expiration date automatically based on inspection or other activity and manually based on written request		
6.1.52	Provides the ability to add items to the conditions for a CO or TCO (as appropriate) when requirements are deferred to plan review		
6.1.53	Provides the ability to manually assign project applications to specific staff for review		

User Interface

#	Requirement	Response Code	Vendor Response/Comments
6.1.54	Provides the ability to enter and submit online project and/or permit applications		
6.1.55	Provides a real-time, user-configurable dashboard to display dynamic charts and graphs. (e.g. pie, bar, Gantt charts)		
6.1.56	Provides a real-time, configurable task (to-do) list for each user with the ability to drill down, filter and sort		
6.1.57	Provides customizable screens based on user role and case types		
6.1.58	Provides the ability to define data field requirement dependencies (e.g. based on a field selection or a case type or activity that was added, fields become mandatory and/or display as needed)		
6.1.59	Provides the ability to auto-populate fields based on previous information captured, stage of workflow, and related cases, including information entered by the customer		
6.1.60	Provides the ability to generate a list of recently opened projects or “favorites”, with a link to access them. (e.g. Microsoft recent documents)		
6.1.61	Provides the ability to include confirmation prompts before deleting information (by authorized users) or performing significant actions in the system, including the option to cancel		

#	Requirement	Response Code	Vendor Response/Comments
6.1.62	Provides easy method to view information on associated or linked records from within a specific case, permit, plan, or project		

Search

#	Requirement	Response Code	Vendor Response/Comments
6.1.63	Provides the ability to search on fields including City-defined (custom) fields, notes and comments		
6.1.64	Provides an intuitive, simple to use, and flexible search interface (e.g. not case sensitive, smart search, accommodates wildcards or keywords)		
6.1.65	Provides the ability for each user to edit and save their own search parameters		
6.1.66	Provides the ability to export search results into common Microsoft formats (i.e. Excel spreadsheet)		

Document Management

#	Requirement	Response Code	Vendor Response/Comments
6.1.67	Provides the ability to attach and/or link to electronic documents and media to permits, inspections, plans, activities, cases, parcels, violations etc. **(Please list all formats supported in Response/Comments column to the right.)**		
6.1.68	Provides the ability to select and attach multiple documents at once		
6.1.69	Provides the ability to accept submission of electronic documents by customers and contractors to their respective projects / applications via secure web portal		
6.1.70	Provides the ability for applications, permits and property-based documents to be linked or associated to a parcel, specific address, people, or case number		
6.1.71	Provides the ability for assigned staff to access documents and provide ability for customers to have restricted access for their projects		

#	Requirement	Response Code	Vendor Response/Comments
6.1.72	Provides the ability to track revisions on attached edited documents		

6.2 Planning

General

#	Requirement	Response Code	Vendor Response/Comments
6.2.1	Provides a customer portal to allow online submission of applications across multiple application types (including for street closures, site plan reviews, minor use permits, simple water heater replacement, etc.)		
6.2.2	Provides the ability to include required attachments to an online application		
6.2.3	Provides the ability to calculate and pay application-related fees online		
6.2.4	Provides the ability to automatically validate whether a City business license is current and valid		
6.2.5	Provides the ability to automatically validate whether a construction professional identified on an application (i.e. contractor, architect) is currently licensed with the State		
6.2.6	Provides the ability to prevent issuance of a permit if a related construction professional is not licensed by the state and/or if the construction professional lacks a Business License		
6.2.7	Provides the ability to automatically validate a property owner on an application		
6.2.8	Provides the ability to automatically populate setbacks on permits from GIS		
6.2.9	Provides the ability to reference old permits that were issued under now-inactive addresses related to the subject property address		
6.2.10	Provides the ability for building permits to inherit conditions of approval from a development application that covers the related area / parcel for the building permit		
6.2.11	Provides the ability for the applicant to view the current status of an application online		

#	Requirement	Response Code	Vendor Response/Comments
6.2.12	Provides the ability to generate an email from the system to the applicant, as well as to other project stakeholders		
6.2.13	Provides the ability to collect, bill to, and track applicant deposits, including automated notification of deposit amount available, the need to provide additional deposit amounts, and the ability to refund remaining deposit once project is complete		
6.2.14	Provides the ability to create an expiration letter for all associated/linked permits that are valid on all permits that are at least over 150 days and a second letter for over 180 days, from the last approved inspection		
6.2.15	Provides the ability to generate reports listing plan checks pending, plan checks returned, revisions, deferred submittals		
6.2.16	Provides the ability to create and tie revisions and deferred submittals to a plan check		
6.2.17	Provides automated notification and reporting for pending permit expiration, along with automatic generation of notification to applicant via the applicant's preferred notification method		
6.2.18	Provides the ability to automatically generate a report to identify applicants with issued permits that have not requested an inspection after a specified number of days		
6.2.19	Provides the ability for parcel- or address-related Fire Department actions (such as report of a structural fire or operational permit violation) to alert user when entering a new permit		
6.2.20	Provides the ability for parcel- or address-related Code Enforcement actions to alert user when entering a new permit		
6.2.21	Provides the ability to flag a parcel or address with an alert, including notes and related information, to be displayed to the user when entering a new permit		
6.2.22	Provides the ability to assess permit fees, impact fees and engineering fees		
6.2.23	Provides the ability to generate an invoice including all fees (permit, impact and engineering), either for a single permit or in permit multiples		

Application and Plan Intake

#	Requirement	Response Code	Vendor Response/Comments
6.2.24	Provides the ability to create a customized application based on the customer's project requirements (i.e. application interface that takes in customer requirements and then customizes the applications for their specific project)		
6.2.25	Provides the ability for the applicant to submit electronic copies of plans associated with the application as well as Planning application fees for each application submitted		
6.2.26	Provides the ability to automatically populate system with information from fillable forms		
6.2.27	Provides the ability to enter application/permit/checklist requests in the system		
6.2.28	Provides the ability for automatic time and date stamp of submittal		
6.2.29	Provides the ability for project file numbers to be system generated according to the City's preferred numbering sequence (i.e. CUP-####) or for City staff to enter project numbers manually		
6.2.30	Provides the ability to automatically determine estimated milestone dates based on project scope and City-defined planned task duration(s)		

Project Management

#	Requirement	Response Code	Vendor Response/Comments
6.2.31	Provides the ability to track grant projects and budgets for Planning projects, including "match" hours or tasks		
6.2.32	Provides the ability to track consultant contracts (i.e., budgets, invoices, task completion, etc.) for Planning services, such as for environmental reviews, specific plans, etc.		
6.2.33	Provides the ability to log and organize correspondence, technical reports (including large pdf documents), impact reports, project history, notes, site photos, public comments, resolutions, ordinances, and conditions of approval		
6.2.34	Provides the ability to link multiple permits, cases, plans, licenses and other processes to a single master project		
6.2.35	Provides the ability to create multiple levels of parent/child relationships between permits, cases, and other records		

#	Requirement	Response Code	Vendor Response/Comments
6.2.36	Provides the ability to track the date that an application was submitted and routed to each of the reviewers, the deadline by which comments / feedback was requested, and the dates on which comments / feedback was provided		
6.2.37	Provides the ability to generate application / project status reports which identify key project details, planned milestone dates, task completion dates and planned vs. actual task durations		
6.2.38	Provides the ability to track the location of plans when corrections are required (i.e. whether the plans were picked up by the architect and if so, the date that the plans were picked up)		
6.2.39	Provides the ability to track status of corrections by a reviewer, which may activate approval or redistribution / re-routing to applicable departments		
6.2.40	Provides the ability to automatically generate a report to identify applicants that have not responded to correction notices after a specified number of days		
6.2.41	Provides the ability to define configurable system-generated “form letter” Public Hearing notices utilizing Microsoft Word document templates; public hearing notices should include case / project number, applicant, locations		
6.2.42	Provides the ability to utilize the GIS buffering function to identify parcels within a specific distance of a project and generate a mailing list of property owners		
6.2.43	Provides the ability to track a variety of user-defined dates for noticing of meetings for specific Boards, Committees, and Commissions		
6.2.44	Provides the ability to track applications that will require the approval of the Planning Commission, the City Council, and/or other Boards or Commissions		
6.2.45	Provides the ability to associate applications with the scheduled Planning Commission and/or City Council meeting schedules and view the items associated with specific meeting dates		
6.2.46	Provides the ability to record the actions taken by the Planning Commission, the City Council, and/or other Boards or Commissions		
6.2.47	Provides the ability to generate letters to the project representative specifying action taken		

#	Requirement	Response Code	Vendor Response/Comments
6.2.48	Provides the ability to store internal communication threads stored within the project to promote staff collaboration		
6.2.49	Provides the ability to log and organize correspondence, technical reports (including large pdf documents), impact reports, project history, notes, site photos, public comments, resolutions, ordinances, and conditions of approval		
6.2.50	Provides the ability to reflect real-time updates for a project on the website		
6.2.51	Provides the ability for simultaneous access by multiple users to input plan review conditions and comments on a single project record		
6.2.52	Provides the ability to publish City-defined project details to a public website		
6.2.53	Provides the ability to issue hydrant meters and include workflow to alert associate departments		

History Tracking

#	Requirement	Response Code	Vendor Response/Comments
6.2.54	Provides for easy access / retrieval of historical data (e.g. parcel, bond, submission, occupancy, and transaction history)		
6.2.55	Provides the ability to inherit or refer to data captured on linked permits, cases, and processes, eliminating duplicate data entry		
6.2.56	System maintains historical data, (e.g. address), even when information in GIS is changed or updated		

6.3 Engineering

General

#	Requirement	Response Code	Vendor Response/Comments
6.3.1	Provides a customer portal to allow online submission of applications (including for encroachments, grading, transportation, etc.)		
6.3.2	Provides ability to link an application to a GIS parcel, address, point, etc.		

#	Requirement	Response Code	Vendor Response/Comments
6.3.3	Provides the ability to include required attachments to an online application		
6.3.4	Provides the ability to calculate and pay application-related fees online		
6.3.5	Provides the ability to automatically validate whether a City business license is current and valid		
6.3.6	Provides the ability to automatically validate a property owner on an application		
6.3.7	Provides the ability to automatically populate setbacks on permits from GIS		
6.3.8	Provides the ability to reference old permits that were issued under now-inactive addresses related to the subject property address		
6.3.9	Provides the ability for engineering permits to inherit conditions of approval from a development application that covers the related area / parcel for the permit		
6.3.10	Provides the ability for the applicant to view the current status of an application online		
6.3.11	Provides the ability to generate an email from the system to the applicant, as well as to other project stakeholders		
6.3.12	Provides the ability to collect, bill to, and track applicant deposits, including automated notification of deposit amount available, the need to provide additional deposit amounts, and the ability to refund remaining deposit once project is complete		
6.3.13	Provides the ability to create an expiration letter for all associated/linked permits that are valid on all permits that are at least over 150 days and a second letter for over 180 days, from the last approved inspection		
6.3.14	Provides the ability to generate reports listing plan checks pending, plan checks returned, revisions, deferred submittals		
6.3.15	Provides the ability to create and tie revisions and deferred submittals to a plan check		
6.3.16	Provides automated notification and reporting for pending permit expiration, along with automatic generation of notification to applicant via the applicant’s preferred notification method		
6.3.17	Provides the ability to automatically generate a report to identify applicants with issued permits that have not requested an inspection after a specified number of days		

#	Requirement	Response Code	Vendor Response/Comments
6.3.18	Provides the ability for parcel- or address-related Code Enforcement actions to alert user when entering a new permit		
6.3.19	Provides the ability to flag a parcel or address with an alert, including notes and related information, to be displayed to the user when entering a new permit		
6.3.20	Provides the ability to assess permit fees, impact fees and engineering fees		
6.3.21	Provides the ability to generate an invoice including all fees (permit, impact and engineering), either for a single permit or in permit multiples		

Application and Plan Intake

#	Requirement	Response Code	Vendor Response/Comments
6.3.22	Provides the ability to create a customized application based on the customer's project requirements (i.e. application interface that takes in customer requirements and then customizes the applications for their specific project)		
6.3.23	Provides the ability for the applicant to submit electronic copies of plans associated with the application as well as Planning application fees for each application submitted		
6.3.24	Provides the ability to automatically populate system with information from fillable forms		
6.3.25	Provides the ability to enter application/permit/checklist requests in the system		
6.3.26	Provides the ability for automatic time and date stamp of submittal		
6.3.27	Provides the ability for file numbers to be system generated according to the City's preferred numbering sequence or for City staff to manually assign a project number		
6.3.28	Provides the ability to automatically determine estimated milestone dates based on project scope and City-defined planned task duration(s)		

Project Management

#	Requirement	Response Code	Vendor Response/Comments
6.3.29	Provides the ability to track consultant contracts (i.e., budgets, invoices, task completion, etc.) and monitor the "burn rate" on a real-time basis		
6.3.30	Provides the ability to log and organize correspondence, technical reports (including large pdf documents), impact reports, project history, notes, site photos, public comments, resolutions, ordinances, and conditions of approval		
6.3.31	Provides the ability to link multiple permits, cases, plans, licenses and other processes to a single master project		
6.3.32	Provides the ability to create multiple levels of parent/child relationships between permits, cases, and other records		
6.3.33	Provides the ability to track the date that an application was submitted and routed to each of the reviewers, the deadline by which comments / feedback was requested, and the dates on which comments / feedback was provided		
6.3.34	Provides the ability to generate application / project status reports which identify key project details, planned milestone dates, task completion dates and planned vs. actual task durations		
6.3.35	Provides the ability to track the location of plans when corrections are required (i.e. whether the plans were picked up by the architect and if so, the date that the plans were picked up)		
6.3.36	Provides the ability to track status of corrections by a reviewer, which may activate approval or redistribution / re-routing to applicable departments		
6.3.37	Provides the ability to automatically generate a report to identify applicants that have not responded to correction notices after a specified number of days		
6.3.38	Provides the ability to define configurable system-generated "form letter" Public Hearing notices utilizing Microsoft Word document templates; public hearing notices should include case / project number, applicant, locations		
6.3.39	Provides the ability to utilize the GIS buffering function to identify parcels within a specific distance of a project and generate a mailing list of property owners		

#	Requirement	Response Code	Vendor Response/Comments
6.3.40	Provides the ability to track a variety of user-defined dates for noticing of meetings for specific Boards, Committees, and Commissions		
6.3.41	Provides the ability to track applications that will require the approval of the Planning Commission, the City Council, and/or other Boards or Commissions		
6.3.42	Provides the ability to associate applications with the scheduled Planning Commission and/or City Council meeting schedules and view the items associated with specific meeting dates		
6.3.43	Provides the ability to record the actions taken by the Planning Commission, the City Council, and/or other Boards or Commissions		
6.3.44	Provides the ability to generate letters to the project representative specifying action taken		
6.3.45	Provides the ability to store internal communication threads stored within the project to promote staff collaboration		
6.3.46	Provides the ability to log and organize correspondence, technical reports (including large pdf documents), impact reports, project history, notes, site photos, public comments, resolutions, ordinances, and conditions of approval		
6.3.47	Provides the ability to reflect real-time updates for a project on the website		
6.3.48	Provides the ability for simultaneous access by multiple users to input plan review conditions and comments on a single project record		
6.3.49	Provides the ability to publish City-defined project details to a public website		
6.3.50	Provides the ability to issue hydrant meters and include workflow to alert associate departments		

History Tracking

#	Requirement	Response Code	Vendor Response/Comments
6.3.51	Provides for easy access / retrieval of historical data (e.g. parcel, bond, submission, occupancy, and transaction history)		
6.3.52	Provides the ability to inherit or refer to data captured on linked permits, cases, and processes, eliminating duplicate data entry		

#	Requirement	Response Code	Vendor Response/Comments
6.3.53	System maintains historical data, (e.g. address), even when information in GIS is changed or updated		

6.4 Plan Check

Plan Review

#	Requirement	Response Code	Vendor Response/Comments
6.4.1	Provides the ability to upload revised and subsequent plan submissions to original plan submission		
6.4.2	Provides the ability to support single and multi-phased plan review		
6.4.3	Provides the ability to assign plan reviews on a geographic basis (i.e. to assigned reviewers) but allow for supervisors to override assignments		
6.4.4	Provides the ability for plan review by multiple departments or divisions, including "routing" features that allow users to determine which reviewers are required		
6.4.5	Provides the ability to collect and assemble multiple reviewer comments, either by selectable pulldown or check off menu, into one or more consolidated reports or letters		
6.4.6	Provides the ability to track specific review deficiencies from each review cycle, bringing forward unresolved deficiencies to subsequent review cycles		
6.4.7	Provides the ability to automatically identify special conditions or calculate fees based on a property's location (e.g. water and sewer district, fire protection district) based on City-created GIS boundary data		
6.4.8	Provides the ability to capture and display conditions of approval / mitigations (including those from Planning applications) that will inherit / apply to all building permits issued within a development area		
6.4.9	Provides the ability to alert/display when there are multiple zoning/conditions on an individual parcel (i.e. single parcel with residential and commercial zones)		
6.4.10	Provides the ability for assignment and assignment override of specific documents for review		

#	Requirement	Response Code	Vendor Response/Comments
6.4.11	Provides the ability to capture and measure performance metrics of staff (i.e. number of projects assigned, number of hours reported)		
6.4.12	Provides the ability to notify the reviewer of upcoming due dates and items pending		
6.4.13	Provides the ability to present processing / review status and updates via the Customer Portal		
6.4.14	Provides the ability for supervisor to see the "big picture" of assignments and due dates		
6.4.15	Provides the ability to add bar codes and labels to hard copies of plans		

Electronic Plan Submission and Review

#	Requirement	Response Code	Vendor Response/Comments
6.4.16	Electronic plan review, including electronic approvals fully integrated with Adobe Pro, Bluebeam or vendor's solution		
6.4.17	Provides the ability to receive electronic plans from customers		
6.4.18	Provides the ability to cite specific code language when reviewing and commenting on proposed plans		
6.4.19	Provides the ability to capture standard comments that may be utilized in the plan review process		
6.4.20	Provides the ability to associate annotations with written comments		
6.4.21	Provides the ability to electronically submit and store submittals		
6.4.22	Ability for multiple reviewers to review the same plan simultaneously and separately track each reviewer's comments		
6.4.23	Identify if the submittal is an original or a modification through a drop-down menu		
6.4.24	Provides notification of City staff upon receipt of documents		
6.4.25	Provides confirmation to customer upon successful uploading of individual documents		
6.4.26	Provides the ability to accept electronic signatures and stamps on plans/drawings		
6.4.27	Provides the ability to track modifications and revisions to each project		
6.4.28	Provides the ability to update customer portal of status and review dates		

#	Requirement	Response Code	Vendor Response/Comments
6.4.29	Provides the ability to link the collection of Public Facilities Impact Fees, Park Fees, Sewer & Water Connection Fees to the issuance of a building permit		

Bonds and Escrows

#	Requirement	Response Code	Vendor Response/Comments
6.4.30	Allow for bond and defaulted bond tracking by guarantor, contact information, bond number, letter of credit, check		

Development Conditions

#	Requirement	Response Code	Vendor Response/Comments
6.4.31	Provides the ability to automate internal controls for sign-off (i.e. check that conditions/activities have been met before allowing someone to sign off on their activities)		
6.4.32	Allow conditions to carry through, be associated with or be inherited to subdivided and consolidated parcels and addresses through either a spatial relationship or geographic reference to the parent entity		
6.4.33	Provides the ability to track conditions that will become due when a future activity occurs, or a milestone is reached		

6.5 Permits

General

#	Requirement	Response Code	Vendor Response/Comments
6.5.1	Provides a customer portal to allow online submission of applications, including required attachments and fee payments, including the ability to complete simple permit applications (i.e. water heater replacement) and pay related fees entirely online		
6.5.2	Provides the ability to do batch permitting (i.e. a project with multiple units)		

#	Requirement	Response Code	Vendor Response/Comments
6.5.3	Provides the ability to issue standalone permits (i.e. building, mechanical, electrical, plumbing, roof replacement, etc.), not just permits in combination with multiple disciplines		
6.5.4	Provides the ability to identify when a permit type requires a licensed contractor or owner		
6.5.5	Provides the ability to automatically validate whether a City business license is current and valid		
6.5.6	Provides the ability to automatically validate whether a construction professional identified on an application (i.e. contractor, architect) is currently licensed with the State		
6.5.7	Provides the ability to prevent issuance of a permit if a related construction professional is not licensed by the state and/or if the construction professional lacks a Business License		
6.5.8	Provides the ability to automatically validate a property owner on an application		
6.5.9	Provides the ability to automatically populate setbacks on permits from GIS		
6.5.10	Provides the ability to reference old permits that were issued under now-inactive addresses related to the subject property address		
6.5.11	Provides the ability for building permits to inherit conditions of approval from a development application that covers the related area / parcel for the building permit		
6.5.12	Provides the ability for the applicant to view the current status of an application online		
6.5.13	Provides the ability to generate an email from the system to the applicant, as well as to other project stakeholders		
6.5.14	Provides the ability to collect, bill to, and track applicant deposits, including automated notification of deposit amount available, the need to provide additional deposit amounts, and the ability to refund remaining deposit once project is complete		
6.5.15	Provides the ability to create an expiration letter for all associated/linked permits that are valid on all permits that are at least over 150 days and a second letter for over 180 days, from the last approved inspection		
6.5.16	Provides the ability to generate reports listing plan checks pending, plan checks returned, revisions, deferred submittals		

#	Requirement	Response Code	Vendor Response/Comments
6.5.17	Provides the ability to create and tie revisions and deferred submittals to a plan check		
6.5.18	Provides automated notification and reporting for pending permit expiration, along with automatic generation of notification to applicant via the applicant's preferred notification method		
6.5.19	Provides the ability to automatically generate a report to identify applicants with issued building permits that have not requested an inspection after a specified number of days		
6.5.20	Provides the ability for parcel- or address-related Fire Department actions (such as report of a structural fire or operational permit violation) to alert user when entering a new permit		
6.5.21	Provides the ability for parcel- or address-related Code Enforcement actions to alert user when entering a new permit		
6.5.22	Provides the ability to flag a parcel or address with an alert, including notes and related information, to be displayed to the user when entering a new permit		
6.5.23	Provides the ability to assess permit fees, impact fees and engineering fees		
6.5.24	Provides the ability to generate an invoice including all fees (permit, impact and engineering), either for a single permit or in permit multiples		

6.6 Code Enforcement & Mobility

General

#	Requirement	Response Code	Vendor Response/Comments
6.6.1	Provides the ability to establish and track code violations by parcel or address		
6.6.2	Provides the ability for the City to define case types with specific sequence of actions and case data for each type		
6.6.3	Provides the simple ability to assign a case to an inspector based on geography/GIS layer and ability to reassign to different inspectors, if needed		

#	Requirement	Response Code	Vendor Response/Comments
6.6.4	Provides the ability auto-generate letters based on selected violations and case types for which selected actions generate letters with imported violations, auto-populated responses, and contact information of the assigned officer as well as the reinspection date and applicable violation penalties to be applied if the violation is not corrected		
6.6.5	Provides the ability for auto-scheduling of follow-up inspections		
6.6.6	Provides the ability to generate automatic follow-up notice for pending actions for the next correction date and copy data from the initial letter to subsequent notice		
6.6.7	Provides the ability to email from a case and to view all related email messages		
6.6.8	Allows unlimited free-form text at the case level, violation level and inspection level		
6.6.9	Provides the ability to copy data from initial notice to subsequent notices		
6.6.10	Provides the ability to locate a case by property address, any of the names associated with the case, parcel number or user-defined lookup field, or case number		
6.6.11	Provides the ability to flag parcels with code violations to alert other departments or divisions of same		
6.6.12	Provides the ability to automatically notify the assigned officer upon the opening of a new complaint		
6.6.13	Provides the ability to generate an auto-response upon submission of a complaint via the customer portal		
6.6.14	Provides the ability to create, store, and use fees		
6.6.15	Provides the ability for fees to be flat amount, calculated, and/or percentages		
6.6.16	Provides the ability to automatically assess one or more fees per citation		
6.6.17	Provides the ability to generate an account receivable when a citation is issued, including as necessary the generation of monthly statements and the assessment of penalties for late payment		
6.6.18	Provides the ability to track appeal activity		
6.6.19	Provides the ability to track lien issuance and lien release		
6.6.20	Provides the ability to track multiple violations and types to one case with different due dates		

#	Requirement	Response Code	Vendor Response/Comments
6.6.21	Provides the ability to maintain history of citations by property and person (owner or tenant) including case timeline (opening, closing) and case type		

Mobility

#	Requirement	Response Code	Vendor Response/Comments
6.6.22	Provides for mobile access to GIS with the ability to view activity around a physical point (i.e. determine whether a building permit was issued for a nearby location)		
6.6.23	Provides the ability to access all code enforcement functionality including enter findings while at the site		
6.6.24	Provides the ability to generate a letter/citation when in the field		

6.7 Inspections & Mobility

General

#	Requirement	Response Code	Vendor Response/Comments
6.7.1	Provides the ability to select from a common list of comments when completing an inspection		
6.7.2	Provides the ability to automatically assign inspections and other tasks by geographical area (i.e. zone, GIS layers, map page & grid)		
6.7.3	Provides the ability to override automated assignments if authorized (e.g. supervisors)		
6.7.4	Provides the ability to limit/control the number of inspections assigned to an inspector		

Mobility

#	Requirement	Response Code	Vendor Response/Comments
6.7.5	Provides the ability for mobile access on standard laptop or iPad and does not require proprietary hardware		

#	Requirement	Response Code	Vendor Response/Comments
6.7.6	Provides the ability for field inspectors to receive and download assignments and other information remotely and store locally (i.e. don't have to dock machine)		
6.7.7	Ability for inspector to map and view a daily inspection schedule on a mobile device, including ability to modify the order of inspections		
6.7.8	Provides the ability to access and update inspection form for each scheduled inspection on the GIS routing map		
6.7.9	Provides the ability for real-time updates to the system from mobile devices		
6.7.10	Provides the ability to add additional, unscheduled inspections from the field		
6.7.11	Provides the ability to easily attach and view all electronic documents through mobile access - even if offline (access to plans, forms, etc.)		
6.7.12	Provides store and forward capability (i.e. capability to work offline, to save records while in an offline state, and to automatically update the system with any applicable changes once connectivity is restored)		
6.7.13	Provides the ability to capture an electronic signature from customer via digital signature capture device on mobile computer (e.g. issue notices of violation or summons)		
6.7.14	Provides the ability to take photos with mobile solution and associate with appropriate record		

Inspections

#	Requirement	Response Code	Vendor Response/Comments
6.7.15	Provides the ability to set daily inspection request limits based on type of inspection, or groups of types, and day of the week, excluding holidays		
6.7.16	Provides the ability to record the customer’s preferred inspection time (AM or PM)		
6.7.17	Provides the ability to set cutoff times of day for scheduling, rescheduling and canceling inspections for the following business day		

#	Requirement	Response Code	Vendor Response/Comments
6.7.18	Provides the ability to set a limit on the number of business days out that an inspection may be scheduled		
6.7.19	Provides the ability to generate an inspection checklist based on inspection type		
6.7.20	Provides the ability for inspectors to enter extensive, detailed results of inspections (should have unlimited field case & field notes)		
6.7.21	Provides the ability to view the permit via the application		
6.7.22	Provides the ability to view past / prior inspections in field		
6.7.23	Provides the ability to print or email correction notices		
6.7.24	Provides the ability to track digital signoffs of inspections		
6.7.25	Provides the ability for supervisors and field inspectors to view the real-time status of the day's inspections in order to reassign inspectors as needed		
6.7.26	Provides the ability to display 'hold' data on the customer portal including the details of the hold		
6.7.27	Provides the ability to display all inspections on a permit		
6.7.28	Provides the ability to easily send code violation information to Code Enforcement		

6.8 Maintenance District

General

#	Requirement	Response Code	Vendor Response/Comments
6.8.1	Provides the ability to identify parcels by district name to include description (e.g. community facility, maintenance, landscape, lighting, community facility, etc.)		
6.8.2	Provides the ability to identify property information required for preparing an annual assessment by parcel (e.g. name, address, square footage, acreage, unit of measurement, etc.)		
6.8.3	Provides user defined fields that may be included in an annual assessment calculation		
6.8.4	Provides the ability to import data from an engineer's report or related Excel spreadsheet to support calculation of annual assessments		

#	Requirement	Response Code	Vendor Response/Comments
6.8.5	Provides the ability to use the property information, engineers report information, etc. to calculate a parcels assessment		
6.8.6	Provides a report by APN, name and address, unit of measurement, and assessed amount		

6.9 Customer / Citizen Access

Online Access

#	Requirement	Response Code	Vendor Response/Comments
6.9.1	Provides the ability for citizens and development customers to access development services online via the internet via multiple, common internet browsers and versions, and mobile devices		
6.9.2	Provides the ability for customers to request the scheduling, rescheduling, or cancelation of inspections and to view status of completed inspections		
6.9.3	Provides the ability for customers to search for and view defined electronic documents attached to cases or activities		
6.9.4	Provides a City-definable decision tree that enables customers to enter information based on question and answer paths which result in lists of requirements (e.g. permits, plans, documents, applications) based customer's project or potential project		
6.9.5	Provides the ability to generate project fee estimates during the application process		
6.9.6	Provides the ability for integrated, electronic submission of applications and related forms/documents (application data populates application automatically and does not need to be manually entered later)		
6.9.7	Provides the ability to attach and submit plans, images or other electronic documents with online applications		
6.9.8	Provides the ability for submittal of code enforcement and other complaints online, with option for submitter to remain confidential/anonymous		
6.9.9	Provides the ability for payment of fees online, including generation of a receipt for payment as well as the allocation of fees paid according to City-defined accounting distribution		
6.9.10	Provides the ability to control information visibility, and limit public access to internal information		
6.9.11	Provides the ability to provide shopping cart option so customers are able to apply for and receive multiple permits during one user session (i.e. different permits for different addresses)		
6.9.12	Provides integration with underlying application database, including real-time data read/write access with encryption		

#	Requirement	Response Code	Vendor Response/Comments
6.9.13	Provides the ability to support "internationalization", such as Spanish language		

Customer Accounts

#	Requirement	Response Code	Vendor Response/Comments
6.9.14	Provides the ability for customers to create secure accounts/logins to access their projects and applications		
6.9.15	Provides the ability for an individual to have multiple profiles (e.g. owner, architect, engineer, planner, developer, builder, expediter, inspector, tenant) and to associate multiple profiles to a project application		
6.9.16	Provides the ability for online password resets for user accounts (allow staff to reset password for customer in case customer locked out)		
6.9.17	Provides the ability to associate additional contractor licenses and disassociate existing licenses as applicable		

7 Technical

7.1 General

#	Requirement	Response Code	Vendor Response/Comments
7.1.1	Provides separate production, training, test, and development environments		
7.1.2	Provides the ability to configure workflows, codes, report parameters, and other elements to meet specific business needs using configuration and operating parameters provided and without the assistance of the vendor		
7.1.3	Provides for upgrades to accommodate changes in applicable CA state and federal laws, regulations, best practices, and new technology		
7.1.4	Includes complete installation, operating, and system maintenance documentation		
7.1.5	Integrates with Active Directory. • Real-time (new users, disabled users in AD are immediately reflected in the system) • Can add users directly into system without corresponding AD account (for example, auditors) • Please explain the AD integration process on the right.		
7.1.6	Operates in a VMware vSphere version 6.5 or higher virtual environment; must maintain compatibility with VMWare's latest release minus one major version		

7.2 Regulatory Compliance

#	Requirement	Response Code	Vendor Response/Comments
7.2.1	Provides solution that is PCI compliant		

7.3 Audit and Security

#	Requirement	Response Code	Vendor Response/Comments
7.3.1	Allows the system administrator to:		

#	Requirement	Response Code	Vendor Response/Comments
	• Define a minimum length password • Define a password expiration timeframe • Prohibit reusing of passwords		
7.3.2	Allows the system administrator to: • Configure control access to the application, modules, transactions, data and reports • Define access rights (e.g. create, read, update, delete) by user ID or functional role • Define functional access rights (e.g. processes, screens, fields, and reports) by user ID or functional role • Restrict access to sensitive data elements (e.g. social security numbers, banking data, etc.) by user ID, user groups or functional role		
7.3.3	Maintains audit logging to record access and reporting activity: • Login/logout attempts by user and workstation • User submitted transactions • Initiated processes • System overrides • Additions, changes, or deletes to application-maintained data		
7.3.4	Provides the ability for audit loss output to an SIEM syslog system		

7.4 Hosted or SaaS

General

#	Requirement	Response Code	Vendor Response/Comments
7.4.1	Provides system availability 24 hours a day, 365 days a year (not including Force Majeure Events or scheduled downtime). **Please provide your service level metric or agreement in the Response/Comments column to the right.**		
7.4.2	Ensures scheduled downtime is pre-approved one week in advance		
7.4.3	Provides system uptime of 99.9%. **Please provide your service level metric or agreement in the Response/Comments column to the right.**		

#	Requirement	Response Code	Vendor Response/Comments
7.4.4	Provides hosting facility that is SSAE-16 certified. **Please identify the hosting facility location in the Response/Comments column to the right.**		
7.4.5	Supports the ability to provide SSAE-Soc I Type II reporting		

Data Storage

#	Requirement	Response Code	Vendor Response/Comments
7.4.6	Stores data in the Continental U.S.		
7.4.7	Provides the ability for the City to define and execute a data purge strategy		

Data Access and Security

#	Requirement	Response Code	Vendor Response/Comments
7.4.8	Maintains audit logging to record access and reporting activity: • Login/logout attempts by user and workstation • Initiated processes • System overrides • Additions, changes, or deletes to application-maintained data		
7.4.9	Upon discovery or reasonable belief of any data breach, notifies by the fastest means available, and in writing within 24 hours. Notification should include: • The nature of the breach (e.g. personal identifiable information) • The data accessed, used, or disclosed • The person(s) who accessed, used, disclosed, and/or received data (if known) • What has been done to quarantine and mitigate the breach • What corrective actions has been taken to prevent future breaches • Please provide your service level metric or agreement in the comments column to the right		
7.4.10	Provides daily updates regarding findings and actions performed until the breach has been effectively resolved		

#	Requirement	Response Code	Vendor Response/Comments
7.4.11	Provides a report containing the results of the investigation of the breach		

Disaster Recovery

#	Requirement	Response Code	Vendor Response/Comments
7.4.12	In the event of a disaster or catastrophic failure, notice: • Within one hour • The scale and quantity of the data loss • What Proposer has done to recover the data and mitigate any effect of the data loss • What corrective action Proposer has taken to prevent future data loss **Please identify your service level metric or agreement in the Response/Comments column to the right.**		

7.5 Interoperability / System Interface

#	Requirement	Prebuilt Interface (Yes/No)	If No, Cost to Develop Interface	Vendor Response/Comments
7.5.1	Provides an Application Program Interface (API) to enable the exchange of information (both inbound and outbound) with other business applications using a variety of protocols including but not limited to XML, delimited, ASCII, and txt files (including ODBC connectivity to Excel)			
7.5.2	Provides a configurable API such that new interfaces can be defined, or existing interfaces can be modified by an administrator without requiring the support of the software provider			
7.5.3	Provides the ability to specify the editing criteria (including both field validation and consistency edits) to be applied to inbound transactions and ensures that transactions submitted via the API are subject to the same business rules as transactions submitted via the user interface			

#	Requirement	Prebuilt Interface (Yes/No)	If No, Cost to Develop Interface	Vendor Response/Comments
7.5.4	Provides the ability to specify whether outbound interface transactions should be sent immediately or stored and forwarded at a specific time or at specific intervals			
7.5.5	Provides a notification to users of transactions that fail edits and provides a way for user to view, update, delete, and automatically resubmit transactions for processing or to be returned to the originating applications			
Integrates or interfaces with the systems below. Requirements 7.5.6 through 7.5.19 are required interfaces and must be identified in Appendix B- Pricing. Requirements 7.5.20 through 7.5.26 are optional/potential interfaces and mush be identified in Appendix B- Pricing. For more information regarding these interfaces please refer Section 3, Table 2 – City 3rd Party Applications in the RFP for more information.				
7.5.6	Selectron/VoicePermits IVR			
7.5.7	WellsFargo			
7.5.8	US Bank			
7.5.9	OpenGov			
7.5.10	ABS			
7.5.11	Selectron/VoiceUtility IVR			
7.5.12	Vermont Systems/RecTrac and WebTrac			
7.5.13	ACA Works			
7.5.14	Progressive Solutions/PetTrack			
7.5.15	Beacon/API			
7.5.16	ESRI/ArcGIS			
7.5.17	Phoenix System/Fuel Management			
7.5.18	Pictometry			
7.5.19	National Meter/Beacon			
7.5.20	Firehouse			
7.5.21	NeoGov/HRMS			
7.5.22	Target Solutions			
7.5.23	Benefits Coordinators Corporation			
7.5.24	New World			
7.5.25	Trimble			

7.6 Implementation

#	Requirement	Response Code	Vendor Response/Comments
7.6.1	Does the vendor support COA redesign? **Please provide a brief description in the Response/Comments column to the right.**		
7.6.2	Does the vendor support data extraction? **Please provide a brief description in the Response/Comments column to the right.**		
7.6.3	Does the vendor support data cleansing? **Please provide a brief description in the Response/Comments column to the right.**		

8 Optional Items

8.1 Bid Management

#	Requirement	Response Code	Vendor Response/Comments
8.1.1	Provides electronic bidder registration, bid submission in PDF and other file formats including a gateway to collect payment for plans and specifications		
8.1.2	Provides the ability to define bid beginning and end date, and provide an ability to extend bid dates		
8.1.3	Provides the ability to print submitted bids, participating bidders, and tabulate bid reports		
8.1.4	Provide the ability for a pre-bid meeting online		
8.1.5	Provides the ability to track quotes/bids for a project, purchase, program, etc. through an encrypted timestamp		
8.1.6	Provides the ability to define multiple bid type (e.g. Bid, RFP, RFQ, etc.) and an option for bid numbering to be system generated or user defined		
8.1.7	Supports the ability to schedule bids for release		
8.1.8	Supports communication between city and bidder through online portal		
8.1.9	Supports an unlimited number of files as attachments to a bid		
8.1.10	Supports creation, storing and reuse of bid templates		
8.1.11	Provides the ability to compare and rate the quotes/bids		
8.1.12	Provides the ability to store note, comments, and attachments for received quotes/bids		
8.1.13	Provides the ability for multiple users from a single bidder account to work collaboratively on a response		
8.1.14	Provides the ability to issues addenda and receive acknowledgement		
8.1.15	Provides the ability to retract (and resubmit) bids prior to bid closing		
8.1.16	Supports the ability to begin a bid, save work and return to complete the bid		
8.1.17	Provides the ability to use vendor and bid information received to automatically populate purchase requisition fields		
8.1.18	Provides the ability to split awards or by line items		
8.1.19	Provides the ability to publish bid tabulations, and awards		

#	Requirement	Response Code	Vendor Response/Comments
8.1.20	Provides the ability to revert awards		
8.1.21	Provides the ability to notify bidders of results automatically via email		
8.1.22	Provides the ability to store quotes/bids dates and notify staff of upcoming quote/bid dates		

8.2 Onboarding

#	Requirement	Response Code	Vendor Response/Comments
8.2.1	Provides functionality to manage processes and procedures for employee onboarding		
8.2.2	Supports the initiation process and a checklist of tasks that need to be performed to successfully educate an employee on the organization		
8.2.3	Supports preparing the employee with the necessary knowledge, skills, access, equipment, etc. to become effective and contributing member of the organization		
8.2.4	Provides the ability to track City property (badge, phone, vehicle, etc.) provided to the employee		
8.2.5	Integrates with the employee self-service web portal to facilitate delivery and receiving of documents, benefits enrollment, I-9, etc.		
8.2.6	Notifies City when documents are received from applicant through employee self-service portal		
8.2.7	Provides functionality to approve, reject, documents submitted and communicate back to the applicant through email		