City of Superior

Request for Proposals for Software and Implementation Services for an Enterprise Resource Planning (ERP) Software Systems Environment

Tuesday, April 15, 2025

Alban Michaud - Senior Account Executive
1 Tyler Drive, Yarmouth, Maine 04096
Phone: 207-518-4147
Email: Alban.Michaud@tylertech.com

Restrictions on Disclosure

This proposal from Tyler Technologies, Inc. ("Tyler") contains proprietary and confidential information, including trade secrets, belonging to Tyler or Tyler's partners. Tyler is submitting this proposal on the express condition that the following portions will not be duplicated, disclosed, or otherwise made available, except for internal evaluation purposes:

- Response to the Functional Requirements, or "Checklist"
- Line-item pricing (total proposed contract amount may be disclosed)
- Screen shots, if any
- Detailed information regarding current customers
- Detailed employee resumes/CVs

To the extent disclosure of those portions is requested or ordered, Tyler requires written notice of the request or order. If disclosure is subject to Tyler's permission, Tyler will grant that permission in writing, in Tyler's sole discretion. If disclosure is subject to a court or other legal order, Tyler will take whatever action Tyler deems necessary to protect its proprietary and confidential information and will assume all responsibility and liability associated with that action.

Tyler agrees that any portions not listed above and marked accordingly are to be made available for public disclosure, as required under applicable public records laws and procurement processes.

Trademarks Disclaimer

Because of the nature of this proposal, third-party hardware and software products may be mentioned by name. These names may be trademarked by the companies that manufacture the products. It is not Tyler's intent to claim these names or trademarks as our own.

Same Tyler Products, New Names

Since 1999 Tyler has been building the best array of software solutions for the public sector. If you have spoken with one of our representatives, attended a demonstration, or browsed our website before 2022, you may notice some changes in our products. Many of Tyler's products are getting new, simplified names. These updated names will be functional in nature, making it easier to understand what our products do.

Our products are changing in name only. There will be no change in product functionality, support, or services. You can continue to expect the best with Tyler. We are excited to share this journey into the next evolution of Tyler Technologies.

For details, please visit https://www.tylertech.com/about-us/who-we-are/product-name-update-faq

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Tab 1 Company Introduction

I. TRANSMITTAL CERTIFICATION

By signature on the Proposal, the Proposer certifies that it complies with:

1. The laws of the State of Wisconsin and is licensed or qualified to conduct business in the State of Wisconsin
2. All applicable local, state, and federal laws, codes, and regulations
3. A condition that the Proposal submitted was independently arrived at, without collusion
4. A condition that the offer will remain open and valid for the period indicated in this solicitation; and any condition that the firm and/or any individuals working on the contract do not have a possible conflict of interest

If the Proposer fails to comply with the provisions stated in this paragraph, the City of Superior (City), reserves the right to reject the Proposal, terminate the contract, or consider the Proposer in default.

Table 1-01: Transmittal Certification and Primary Contact Information

Field	Response
Name of the Proposer Representative	Alban Michaud
Title	Senior Account Executive
Name of Company	Tyler Technologies Inc.
Address	1 Tyler Drive Yarmouth, ME 04096
Telephone Number	207.518.4147
Email Address	Alban.Michaud@tylertech.com
Signature of Authorized Officer of the Firm	Chris Webster, President, ERP & Civic Division ** Subject to Tyler's Proposal response and exceptions taken to herewith.
A signature provides the City with the Proposer's acknowledgement and acceptance of the RFP terms, requirements, and conditions, and the execution of same during the discharge of any succeeding contract.	

II. TRANSMITTAL LETTER

A Transmittal Letter, printed on letterhead, shall be submitted and signed by an authorized representative of the Proposer, such as the owner, partner, or in the case of a corporation, the President, Vice President, Secretary, or other corporate officer(s) that address the following:

a. A statement naming the Proposer (legal name and if corporation, whether corporation has corporate seal) and stating the type of entity for the Proposer and any joint Proposer or subcontractor (e.g., corporation, limited liability company, partnership, sole proprietor, etc.); a statement identifying, in summary, the name of the proposed software solution and any third-party partners included as part of the proposal; a statement of acknowledging that all addenda to this Request for Proposal have been reviewed by the Proposer; and a statement disclosing whether or not the proposal contains confidential information, trade secrets or other proprietary data the Proposer does not want to be subject to public inspection.

Please see the following pages for Tyler's Transmittal Letter.

Tuesday, April 15, 2025

City of Superior
Jane Darwin
Contract Analyst
1316 N 14th St.
Superior, WI 54880

One Tyler Dr
Yarmouth ME 04096
P: 800.772.2260
F: 207.781.2459
www.tylertech.com

RE: Response to RFP for Request for Proposals for Software and Implementation Services for an Enterprise Resource Planning (ERP) Software Systems Environment

Dear Jane Darwin,

Tyler Technologies, Inc. (Tyler) is pleased to respond to the City of Superior's RFP dated Wednesday, February 26, 2025, for Request for Proposals for Software and Implementation Services for an Enterprise Resource Planning (ERP) Software Systems Environment. The attached response will detail our complete offering, including:

- The Enterprise ERP software solution
- Necessary consultation to define scope of services
- Implementation of software and services
- Training on, and support of, provided software and services

In presenting the enclosed response, Tyler warrants that it is unaware of any known conflict of interest in responding to, or submitting, said response to the City of Superior's RFP. Tyler also warrants that it complies, and acts in accordance, with:

- Federal Executive Orders relating to the enforcement of civil rights
- Federal Codes regarding Anti-discrimination in Employment
- Title 6, Civil Rights Act of 1964
- Requirements of the Americans with Disabilities Act of 1990 for work performed due to this RFP

This response and proposed cost shall be valid and binding for 120 days following the RFP due date. Except as set forth in this response, this document may be released in part or in total as public information in accordance with the requirements of the laws covering same.

One or more individuals in the Tyler Contracts Department have read and accepted the terms and conditions of the RFP and any amendments, except as modified by, taken exception to, or otherwise set forth in Tyler's response.

If you have any questions, please feel free to contact:

Alban Michaud, Senior Account Executive
207-518-4147- Alban.Michaud@tylertech.com

Respectfully submitted,

Chris Webster
President, ERP & Civic Division
Tyler Technologies, Inc. is a publicly traded corporation (NYSE: TYL) with a Corporate Seal
Tyler's proposal contains proprietary information. Tyler acknowledges receipt of Addendums 1 and 2.
EIN: 75-2303920

III. COMPANY BACKGROUND AND HISTORY

i. Proposer to provide a comprehensive history statement of the firm, including any mergers, assignments, or other corporate changes during the past 10 years.

Tyler Technologies is a leading provider of integrated software and technology services for the public sector. Tyler's end-to-end solutions empower local, state, and federal government entities to operate efficiently and transparently with residents and each other. By connecting data and processes across disparate systems, Tyler's solutions transform how clients turn actionable insights into opportunities and solutions for their communities. Tyler has more than 45,000 successful installations across more than 13,000 sites, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations.

Our Products

With decades of exclusive public sector experience, Tyler is the market leader providing integrated software and services. Subject matter experts and in-depth products result in a sustainable client partnership that delivers the industry's most comprehensive solution. We provide the industry's broadest line of software products and offer clients a single source for all their information technology needs in several major areas: P Property & Recording, ERP, Civic Services, Health & Human Services, Courts & Justice, Public Safety, Data & Insights, Cybersecurity, Payments, and Schools.

We are known for long-standing client relationships, functional and feature-rich products, and the latest technology. In addition to software products, Tyler provides related professional services including installation, data conversion, consulting, training, customization, support, disaster recovery, and application and data hosting.

About Tyler Technologies

- Empowering government and schools to create safer, smarter, and more vibrant communities
- Solutions include: ERP, Civic Services, Courts & Justice, Public Safety, Data & Insights, Property & Recording, Health & Human Services, Cybersecurity, and Schools
- Headquartered in Plano, Texas, with 55 office locations across the U.S., Manila, India, and Canada
- Tyler was incorporated in Delaware in November 1989
- Tyler is a publicly traded corporation on the NYSE (TYL)
- Founded in 1966
- Exclusively focused on local government since 1998
- More than 45,000 successful installations across 13,000 sites, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations
- Client retention rate of 98%
- 7,400+ employees
- Annual revenues of $2.14 billion (2024)

- Reinvestment of $112 million into Research & Development
- Scalable products with the smallest jurisdiction (Loving County, Texas, with a population of 82) to the largest (Los Angeles County, California, with a population of 10.1 million)

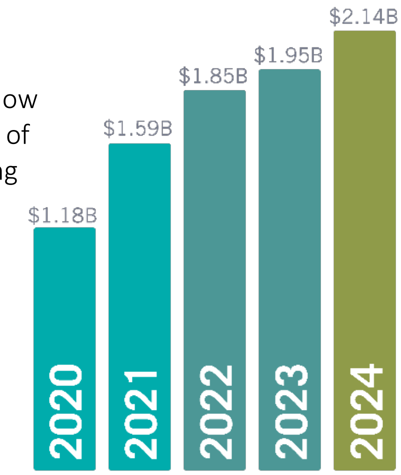
Public Sector Focus

Tyler's business units have provided software and services to clients for more than 50 years and have long-standing reputations in the local government market for quality products and customer service. Tyler is the largest company in the United States focused solely on providing software solutions to the public sector. While many of our competitors compete in multiple vertical markets, Tyler is singularly focused on the public sector. It is 100 percent of our business.

Tyler recognizes that the public sector is generally stable and risk-averse, and craves community accessibility, security and transparency. That is why local government and school entities seek reliable and efficient software and services from Tyler – a professional, reputable and dedicated vendor who achieves results. Tyler has the experience to understand the unique requirements of the public sector, the necessary resources to invest in its products and the ability to deliver quality services.

Financial Stability

Tyler consistently maintains a solid balance sheet and strong cash flow and low debt, experiencing consistent revenue growth with 44 consecutive quarters of profitability, and a total revenue for 2024 of $2.14 billion. While experiencing significant growth opportunities from an increase in staff and expanding territories, we anticipate additional product offerings and innovative technology will accelerate this growth in the future. We believe a low-debt balance sheet, substantial cash reserves, and a committed customer base put Tyler in a great position in our industry to weather any unexpected turbulence in the economy.



For additional revenue information on Tyler's annual report for 2012 to current. investors.tylertech.com

Industry Leadership

Tyler strives to provide the best client services in the industry. Our products undergo testing by trained quality assurance and certified usability analysts, therefore our clients benefit from products that work logically based upon user experience and input. We also focus our implementation and support professionals on specific groups of applications so they can offer more specialized services.

Our commitment at Tyler is to ensure the highest level of client satisfaction through the efforts of Tyler's most valued resource: our people. We challenge our employees to pursue new initiatives aggressively and to become industry leaders in their respective fields. Tyler employs 7,400+ individuals, many of whom are seasoned professionals with unique and proprietary skills and years of industry experience. In fact, our employee turnover rate is very low – in recent years, about half of the industry average.

Our Experience

Tyler's solutions offer the widest breadth of products in the industry, the latest technology available, and an integrated system that can operate in diverse offices throughout a jurisdiction. More importantly, Tyler's vision and skill in executing that vision is what ultimately leads to a successful implementation and long-term solutions for our clients. Our experienced team consists of industry leaders who keep the process moving and ensuring we can give you the tools to succeed.

Corporate Changes

No applicable corporate changes during the last 10 years. Tyler has made several acquisitions during that period.

Founded in 1966, Tyler operated as a holding company with operations in many industrial, retail and distribution businesses through 1998. During this time, the company acquired and sold many businesses and by 1987 had annual sales of $1.1 billion and 10,000 employees.

In 1997, Tyler began a multi-phase plan that changed the company's focus to serving the unique information management software needs of local governments nationwide. Changing its name to Tyler Technologies to reflect this growth strategy, the company entered the local government software market in 1998 and 1999 through a series of strategic acquisitions of companies. Today, Tyler Technologies is the largest company in the country solely dedicated to providing software and services to the public sector, including solutions for state, county and local governments and schools.

Mergers and Acquisitions

Founded in 1966, Tyler operated as a holding company with operations in many industrial, retail and distribution businesses through 1998. During this time, the company acquired and sold many businesses and by 1987 had annual sales of $1.1 billion and 10,000 employees.

In 1997, Tyler began a multi-phase plan that changed the company's focus to serving the unique information management software needs of local governments nationwide. Changing its name to Tyler Technologies to reflect this growth strategy, the company entered the local government software market in 1998 and 1999 through a series of strategic acquisitions of companies. Today, Tyler Technologies is the largest company in the country solely dedicated to providing software and services to the public sector, including solutions for state, county and local governments and schools.

Year Acquired	Company Name	Year Founded
1998	Business Resources Corporation	1982
	The Software Group (TSG)	1981
	Interactive Computer Design (Incode)	1981
	Computer Management Services	1975
1999	Eagle Computer Systems	1978
	Micro Arizala Systems (FundBalance)	1984
	Gemini Systems	1987
	Process Inc. Computer Center Software (MUNIS)	1978
	Cole Layer Trumble Company	1938
2003	Eden Systems, Inc.	1981
2006	MazikUSA, Inc. (TEMS)	2003
	TACS, Inc.	1986
2007	Advanced Data Systems (ProFund)	1980
	EDP Enterprises, Inc.	1981
	Chandler Information Systems	1987

2008	Versatrans School Information Systems, Inc. Olympia Computing Company, Inc.	1981 1983 1979
2009	PulseMark, LLC Assessment Evaluation Services, Inc. Parker-Lowe & Associates	2007 1994 1994
2010	Wiznet.Inc.	1995
2011	The Windsor Management Group (Infinite Visions) Yotta MVS, Inc.	1980 1986
2012	UniFund Computer Software Associates Akanda Innovation, Inc. EnerGov	1988 1982 1997 2002
2014	SoftCode	1991
2015	Brazos Technology New World Systems	2000 1981
2016	ExecuTime Software New World Systems	2007 1981
2017	Modria Digital Health Department (DHD) Radio 10-33	2011 2002 2009
2018	Socrata Sage Data Security, Inc. CaseloadPRO SceneDoc MobileEyes	2007 2002 2009 2011 2002
2019	MicroPact MyCivic Apps Courthouse Technologies	2005 2011 2009
2021	NIC DataSpec ReadySub	1992 2007 2013
2022	US eDirect	1999
2023	ARInspect Resource X CSI Safeground Analytics	2017 2015 1987 2015
2025	MyGov	2002

ii. Proposer shall complete the Company Background and History Table as provided below.

If a partnership with third-party company is a part of the Proposal, the Company Background and History table shall be provided for each entity. It is expected that all points shall be addressed for each company involved in the Proposal, prime or third party. Proposer to copy the table as needed for each Partner/Third-Party Firm proposed and fill out for each.

Table 1-02: Company Background and History

Metric	Response
Name of Proposer:	Tyler Technologies Inc.
(*Copy form and Complete if applicable for each)* **Name of Partner/Third-Party Firm:**	NA
Total number of employees	7,500+
Type and number of employees committed to the product and support being proposed	Tyler's Enterprise ERP Division has 1,400 employees.
Office locations (City and State)	Please visit: https://www.tylertech.com/about-us/about-tyler/locations
Total number of active clients	Private: Not applicable Government:37,000 active government clients. Today we service over 2,400 Munis EERP clients.
Total number of active Private Sector ERP clients	N/A
Total number of active Government Sector ERP clients	EERP has over 2,400 clients across the Country.
Total years offering proposed software systems	38 Years
Total number of Wisconsin Government clients with breakout by Municipality, County, Other that are using the proposed system	Municipality: 24 County: 23 Other: 4
Total number of completed implementations of the proposed product and version	2,400+ clients use Enterprise ERP.
Total number of active government clients using the proposed product version	Approximately 2400 clients are live on the proposed version.
Largest and smallest active government installation	Largest: County of Fresno, CA – population of 600,000 Smallest: Town of Manalapan, FL – population of 406

IV. RELEVANT EXPERIENCE

i. Please describe your relevant experience working with Wisconsin entities (Counties, Municipalities, etc.)

Tyler is committed to partnering with local government in the State of Wisconsin to deliver software solutions that take advantage of new technologies and provide efficiencies to the organizations that we work with. We accomplish this by providing a modern UI, easy to use dashboards, modern workflow engines, document management for reduction of paper, and self-service products in one fully integrated solution.

Our in-house implementation team is regionally based so well versed in the specific needs of Wisconsin cities. Our extensive client base in WI can be leveraged for their experience, best practices and lessons learned.

- Tyler has worked with cities and counties in Wisconsin since 1994.
- Tyler has 51 clients in the state of Wisconsin using our proposed ERP solution including 23 counties, 24 municipalities and 4 school districts and authorities.
- Tyler serves more than 12,000 client sites with more than 37,000 installations of its systems.
- Tyler has over 2,400 customers nationwide using Tyler's ERP system daily.
- Tyler ERP was selected over 70 times in 2024.
- Tyler has averaged more than 70 implementations annually for more than a decade.
- Tyler has more than a 98% retention rate of its customers.

All these facts, and more if needed, demonstrate Tyler's experience in working with a city like the City of Superior.

ii. Please describe any relevant experience working with similarly situated municipalities, including any unique factors that arise during the implementation process.

Tyler Technologies' leading ERP solution has emerged as the best-in-breed solution for the public sector. With Tyler ERP, you have all the product versatility and sophisticated technology you need, without the extra headaches that go along with an industry-generic product that needs significant financial and personal investment to work. Tyler ERP has been leading the public sector ERP market for more than 35 years.

Tyler ERP delivers unmatched flexibility and robust functionality to help you streamline your most essential functions. From the first consultation and implementation to ongoing training and upgrades, we're here to empower you with the tools that can efficiently and cost-effectively address your needs today — and for many years to come. Benefits of implementing Tyler ERP include:

- Reduction of information silos
- Overall operational effectiveness improves data control and increases employee productivity
- Accurate and timely information
- Seamless integration and data sharing
- More self-sufficient employees, providing administrators time to focus on more strategic initiatives
- Improved access and flow of information for more productive use of staff time

Tyler's implementation process is unique and is designed from our years of experience. You'll have a dedicated in-house implementation team assigned from the start of the project. With our deep domain expertise and decades of experience serving the public sector, our expert ERP staff understands that implementing your products and keeping your software up and running is critical to your bottom line. At Tyler we're here to empower you every step of the way, and that includes access to our online support platform where you can connect with more than 39,000 other public sector professionals, access to the support portal 24/7/365, and the opportunity to attend numerous client training events.

With Tyler's evergreen development philosophy, you don't need to re-implement every time you receive a software update. We provide minimally disruptive software releases to provide clients with continuing technical and functional enhancements for no additional license fees as part of an active maintenance agreement. Essentially, the product that you purchase now will grow with you, thus protecting your investment over time.

Similar Clients (Wisconsin):

Calumet County	City of Appleton
Clark County	City of Beloit
Dane County	City of Brookfield
Dodge County	City of Eau Claire
Douglas County	City of Green Bay
Grant County	City of Kenosha
Green County	City of Lacrosse
Iowa County	City of Madison
Jefferson County	City of Marshfield
Lincoln County	City of Mequon
Marinette County	City of New Berlin
Monroe County	City of Oshkosh
Outagamie County	City of Racine
Portage County	City of River Falls
Racine County	City of Sheboygan
Sauk County	City of Sun Prairie
Sheboygan County	City of Waukesha
Trempealeau County	City of Wauwatosa
Vernon County	City of West Bend
Walworth County	City of Wisconsin Rapids
Washington County	Town of Grand Chute
Waushara County	Village of Germantown
Winnebago County	Village of Pleasant Prairie

iii. Identify two recent project implementations that are most comparable to the City's proposed implementation, and provide a project profile for each, including: scope of modules; project duration; any unique requirements or circumstances that were a part of, or came up during, the project; the legacy system converted from; etc.

Client:	**Iowa County, WI**
Legacy System:	ACS
Project Total Duration:	FIN – 10 months HRM – 12 months
Scope of Modules:	Financials & Human Resources Management
Unique requirements:	No unique requirements
Challenges & Benefits:	FIN phase went well, and they were happy with that part of the project. They ran into challenges during the HRM implementation with some setup decisions and other issues that had to be resolve post live.
Client:	Green Bay Public Schools, WI
Legacy System:	Infinite Campus & Power School Business+
Project Total Duration:	9 months
Scope of Modules:	Financials
Unique requirements:	Imports from Infinite Campus
Challenges & Benefits:	**Challenges:** Lots of end users to train; Not being able to manage their own sequel scripting **Benefits:** Enterprise ERP accounting features; eProcurement; Updated reporting (Cubes were a hit)

iv. What sets the product(s) and services that your firm proposes apart from competitors' products and services? Why should the City select your firm to partner with?

There are several key differentiators of Tyler Technologies and its proposed ERP solution that should be viewed as significantly advantageous to the City of Superior.

First and foremost, all of Tyler's efforts are focused on providing technology solutions to the public sector. Our attention is not diluted by providing solutions to other industries and our staff are industry experts in the public sector arena.

Secondly, Tyler has consciously decided to implement its own projects. We don't outsource our implementation efforts to 3rd party integrators. We feel this allows us to provide better service to our customers at a much lower cost. Furthermore, due to our expertise in the public sector, we're able to more clearly identify to our customers the best business practices of the public sector. Our approach to implementation will inevitably result in a project with a greater definition of both cost and timeframe.

Third, Tyler adheres to a philosophy called "Evergreen Development." Under this approach, Tyler will provide all future enhancements including platform changes to the ERP solution to the City as part of its annual SaaS agreement without additional re-licensing fees. This is a significant divergence from the typical business practices of traditional vendors.

Fourth, if there are modifications to be delivered through the implementation process, it is important to note that these modifications for the City would become part of the generally released ERP system available to all clients going forward. This allows our clients on annual maintenance to receive additional functionality from new clients as well as our support team does not have to worry that you have modifications when either supporting or upgrading you. Most vendors today still maintain modifications by individual clients which places more stress on their support teams and cost to the client when upgrading.

V. USE OF SUBCONTRACTORS

i. The Proposer shall identify any of the required Services that are proposed to be subcontracted, if any. This table is to be copied and filled out for each proposed subcontractor.

Table 1-03: Subcontractor Questions

Question	Response
Does your firm complete the implementations of the product being proposed or is this effort outsourced?	Tyler does not hire third party companies for our implementations for our own solution. Tyler staff implements Tyler products. Tyler is 100% public sector focused, and our employees develop, implement and support more than 26,000 public sector clients at 10,000 sites in all 50 states and some international locations.
Has or will any portion of the proposed work be completed by subcontractors or contract employees?	See the response directly above.

Question	Response
This below portion of the table is to be copied and filled out for each proposed subcontractor.	
Name of subcontractor and address	N/A
Summary of Service and estimated percentage of Work the subcontractor will be providing.	
Reasons for subcontracting	
Experience	
Detailed subcontractor responsibilities	
Previous history of projects using the named subcontractor	
Any additional relevant information	

i. The City reserves the right to request a copy of the prime contractor/subcontractor contract verifying the prime contractor has the sole responsibility for any and all Services under this RFP and is financially liable, without exception, to the City for all Services contracted by the Proposer and the subcontractor under this RFP.

ii. The City reserves the right to request additional information regarding the subcontractor(s) as it relates to references, history of the firm, and other relative information that has been required of the Proposer to submit in this RFP.

The substitution of one subcontractor for another may be made only at the discretion and prior written approval of the City.

ii. By signature (electronically or via ink) below on the Certification of Subcontractors/Partners, the Proposer and the Subcontractor/Partner certify that the Proposer has received the permission of the third-party to include the scope of software and services under the cover of the submitted proposal.

Table 1-04: Certification of Subcontractors/Partners

Entity	Company Name	Representative Name	Title	Telephone Number	Email Address
Proposer	Tyler Technologies Inc.	Alban Michaud	Sr. Account Executive	1.800.772.2260 ext. 884147	Alban.Michaud@tylertech.com
Partner/Third-party software provider	_____	_____	_____	_____	_____

Proposers are instructed to return a copy of this Certification table signed by an authorized firm agent as part of proposal responses.

X________________________________

ACKNOWLEDGEMENT OF ADDENDUMS:

Addenda: The City will post an Addendum to the City's procurement website. Proposer shall acknowledge the Addendum by signing and including it within this Tab 1 of the Technical Proposal.

ADDENDUM NO.	DATE ISSUED
1	03/35/2025
2	03/27/2025

Please see the following pages for Tyler's signed addendums.

Addendum No. 2 – March 27, 2025

Request for Proposals for Software and Implementation Services for a Enterprise Resource Planning Software Systems Environment

Updated Due Date and Time: Tuesday, April 15, 2025 by 2:00 pm CT

1. How many total employees need to be tracked on the system (full time, part time, and seasonal combined)? (please consider the City's busiest month of the year when answering) does the 350 number provided in the RFP include all part time and seasonal?

   City Response: Full-time employees: 300
   Part-time employees:8
   Seasonal/temporary employees: 56

2. How many supervisors, managers, administrators will need access to the system to make approvals, edits or run reports?

   City Response: Approximately 5 individuals.

3. How many time clocks should we include in our proposal?

   City Response: 1

4. Is it desired for the time clocks to be Biometric Finger, Biometric Facial Recognition, or HID proximity (Card Swipe)?

   City Response: The City is open to reviewing what is available in the marketplace.

5. If proximity is preferred will the new Vendor provide the HID cards? or will we be asked to work with the City's existing HID cards?

   City Response: The City is open to reviewing what is available in the marketplace

6. Will Advanced scheduling be included in this scope of work? (Advanced scheduling is defined as employees who need to do Shift swaps, vacation bidding, or having scheduling rules in the system which automatically assign the correct employees to open shifts)

   City Response: No.

7. If Advanced scheduling is needed. how many employees will need to be licensed for it?

   City Response: N/A

8. Is FMLA Case Management required? Defined as the new time & attendance system automating the process of requesting FMLA leave, allowing employees to fill out required forms directly in the new Time & Attendance system, and tracking the open case, automatically alerting employees/managers when an employee is due back or running out of FMLA time?

   City Response: Refer to Attachment B, Tab 12. Time Entry, TE.29, TE.104, and TE.141.

9. Is it desired for employees to punch in/out from a computer or smart phone?

   City Response: The City is open to both.

10. Will any employees be allowed to either fill out their timesheets online, or have their timesheets auto populate based on their schedules? (these groups of employees would not punch in/out)

    City Response: Yes.

11. Is it desired for employees to request time off electronically at a computer or smart phone?

    City Response: Yes.

12. Do employees need to be able to view timesheets, view schedules, or request time off from the time clock? or will the ability to do these functions at a computer /smartphone suffice?

    City Response: The City is open to reviewing what is available in the marketplace.

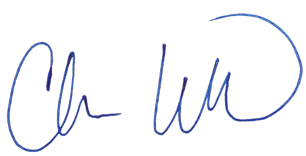
13. Is there a need to support multiple languages at the time clock?

    City Response: Yes.

14. Do employees need to be restricted (locked out) from punching too early before their scheduled start time at the time clock? or restricted from punching too late after their scheduled end time at the time clock? Example: employees can only punch in up to X number of minutes before their scheduled start time, anything earlier then that means the employee is locked out at the time clock and would require a manager override.

    City Response: The City is open to reviewing what is available in the marketplace.

Respondents are instructed to return a copy of this addendum form signed by an authorized firm agent as part of proposal responses.



Chris Webster, President ERP & Civic Division
SIGNATURE

Tyler Technologies, Inc.
COMPANY

04/08/2025
DATE

Addendum No. 1 – March 25, 2025

Request for Proposals for Software and Implementation Services for an Enterprise Resource Planning Software Systems Environment

UPDATED Due Date and Time: Tuesday, April 15, 2025 by 2:00 pm CT

A Pre-Proposal Vendor Teleconference was held on March 6, 2025 at 11:00 a.m. (CT). The Pre-Proposal Teleconference was facilitated by the City and the City's consulting partner, BerryDunn. The Pre-Proposal Vendor Conference was held via teleconference.

Attendance at the Pre-Proposal Vendor Teleconference was **not** mandatory.

The following vendors identified themselves as being in attendance via phone:

Company	Representative
Andrews Technology	Jamie Blundell
BS&A	Max Bisschop
ClearGov	Tyler Bridges
Crowe	Glendon Haney
Gravity	Megan Gonyo
Oracle NetSuite	Matt Sorrell
PDS	Darrell Vandergrifft
ProLim	Ashif Bagalkoti
ProLim	Aditya Kulkarni
Righit Solutions	Madhu Navale
Righit Solutions	Jainy Varghese
Strada	Matt Friedman
Strada	Peg Daneau
TCP Software	Dana Nance
Tyler Technologies	Alban Michaud
UKG	Danny Spencer
Univerus	Tom Glassco

Please find below questions received prior to and during the March 6, 2025, Pre-Proposal Teleconference, and responses from the City.

1. Would the City consider accepting email submissions of the proposal and waiving the requirement for a mailed hard copy/USB to support environmental sustainability?

   City Response: No.

2. Has a budget range been identified for the current project - Implementation cost, Annual cost, and number of years? If so, is it possible to share?

   City Response: Refer to Section 2.9 of the RFP Specifications document.

3. How many administrative roles will be required for both Financial and HR departments?

   City Response: Approximately 5 individuals.

4. The City is currently using Time Clock Plus, does the City wish to interface with Time Clock Plus or replace it?

   City Response: The City is open to review what is available in the marketplace and proposing vendors' best practices.

5. Will scheduling for the City's Fire and Police remain in place? Do they use Time Clock Plus?

   City Response: No, the Fire and Police Departments do not use Time Clock Plus. The City is only open to reviewing what is available in the marketplace for the general government staff for time and attendance.

6. How many City employees does the City anticipate using time and attendance?

   City Response: Approximately 300.

7. Does the proposal have to include all the functional areas?

   City Response: Refer to Section 2.2 of the RFP Specifications document.

8. Demo Logistics – Our Sales team has a mandatory all-hands business meeting from June 9-11, 2025, and if we are down-selected for a demo, we would not be available during those dates. Would it be possible to schedule the demo the following week instead? Also, could you confirm whether the demo will be virtual or on-site?

   City Response: The City may be able to accommodate demonstration dates and will make a determination at the time of shortlist if the demonstrations will be held onsite or virtually. The City reserves the right to determine when the demonstration dates will be at the time of shortlisting.

9. Employee Count Breakdown – Could you provide a breakdown of the City's employee counts, including Full-time employees, Part-time employees, and Seasonal/temporary employees.

   City Response:
   Full-time employees: 300
   Part-time employees:8
   Seasonal/temporary employees: 56

10. Contract Term – How long does the City anticipate the contract term to be with the selected vendor? Do you have a preferred contract duration in mind?

    City Response: The City reserves the right to determine contract term length during the contract negotiations process.

11. Given the many detailed requirements necessary for this response, will the city consider a 2-week extension to enable the best responses from vendors?

    City Response: The City will grant a one (1) week extension to the due date. The proposal submission due date is now Tuesday, April 15, 2025 by 2:00 pm CT.

12. Can the agency extend the response deadline.

    City Response: See response to question #11.

Respondents are instructed to return a copy of this addendum form signed by an authorized firm agent as part of proposal responses.

_Chris Webster, President ERP & Civic Division__
SIGNATURE

_Tyler Technologies, Inc. ______________ __04/08/2025_______________________
COMPANY DATE

Tab 2 Software Solution, Data Conversion, Architecture, Security, and Hosting

I. SUMMARY DESCRIPTION OF EACH FUNCTIONAL AREA

Proposer to provide a summary description of the capabilities for **each functional area** contained in the RFP, in narrative format **(minimum two well-developed paragraphs per functional area)**. The purpose of this summary is so that the City has a high-level understanding of the proposed solution. The narrative should be written for an audience of the end-user community. Descriptions should be included for any products proposed by third parties to meet the capabilities described in the Functional and Technical Requirements in Attachment B.

Marketing materials should not be submitted on the proposed functionality.

Enterprise ERP Overview

Enterprise ERP is a powerful, cloud-based enterprise resource planning solution specifically designed to help the public sector manage all aspects of government operations with accuracy, transparency, and efficiency.

An Integrated ERP System

Eliminate silos and synchronize processes across your organization with a solution that integrates your financials, payroll, human resources, procurement, and revenue management. This comprehensive approach to enterprise management promotes the integration of billing, collections, payment processing, and resident engagement features, allowing the City to optimize resources, enhance transparency, and eliminate redundancy.

Achieve More with Intuitive Reporting and Analytics

Transform data into financial, operational, and strategic outcomes with Tyler's advanced reporting and analytics. By consolidating information across functional areas, Enterprise ERP provides global views of your organization and your City. Tyler has a dedicated state reporting team to ensure compliance with state and federal reporting mandates.

Hub, Tyler's User-Specific Dashboard, Streamlines Access to Information

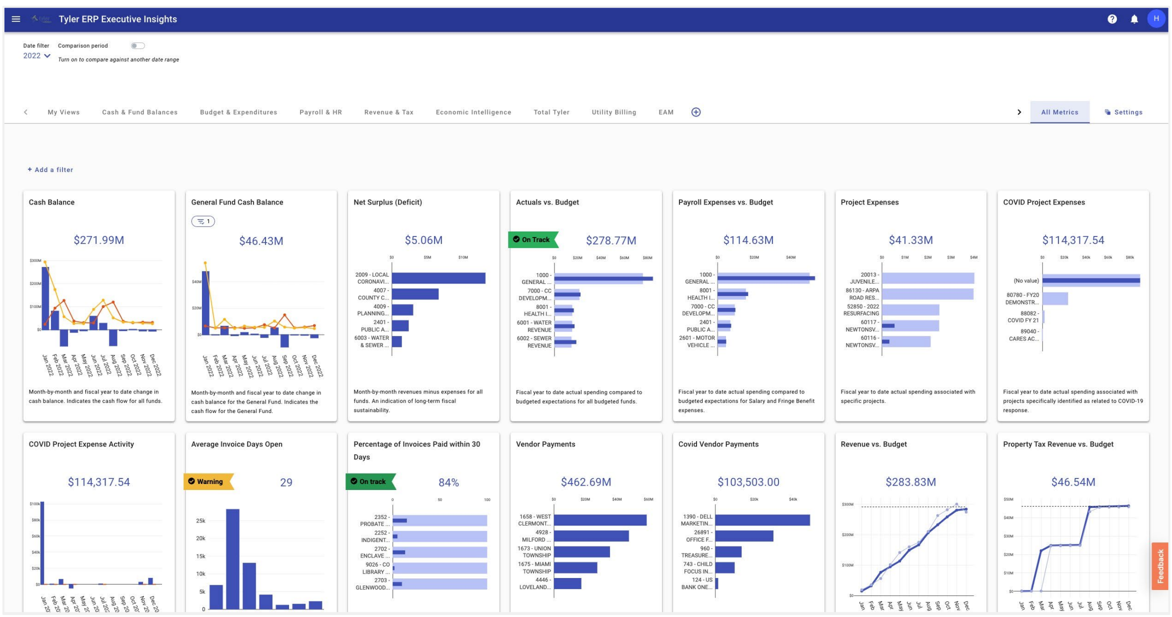
Hub is a powerful, interactive dashboard that connects diverse data sources from across your organization. Users can monitor key processes, quickly execute routine tasks, and eliminate time-consuming data searches. Hub makes it easy to monitor workflows, pending approvals, upcoming or past-due deadlines, and threshold standings—all without having to run complicated reports. Drag-and-drop features allow staff to customize their dashboards for immediate access to their most-used information, while drill-down search tools provide deeper insights into data. Administrators can establish user-specific access for individual users, allowing your organization to safeguard sensitive information from unauthorized personnel, while simultaneously ensuring that employees always have access to the data they need to work efficiently.

Interactive Reporting Drives Data-Driven Decision-Making

Tyler's secure, out-of-the-box interactive report library and powerful report creation tools are intuitive and easy to use, allowing your entire staff to create and interact with the reports they use most. Tyler's Interactive Reporting application makes it easy to configure data, create intuitive visualizations, and automate report creation and sharing. Accessed directly from Hub, Interactive Reporting consolidates data from across your organization, providing accurate, comprehensive insights from a centralized location. Pre-defined alerts can be easily set up to inform individuals that a relevant goal is projected to go off track. By embracing a data-centric approach to operations, the city can expect to improve internal communication and information sharing, while also supporting increased transparency with residents.

Simplify Access to Key Metrics with Executive Insights

With Tyler's Executive Insights application, finance directors, mayors, city managers, superintendents, department leads, and other key decision-makers have direct access to the key metrics they need to manage budgets, measure the effectiveness of programs and initiatives, and ensure compliance with grants.



Tyler's Executive Insights Dashboard (Confidential and Proprietary).

Productivity Tools that Drive Efficiency

Tyler's fully integrated ERP solution provides specialized tools built to help the public sector streamline processes, automate workflows, eliminate repetitive data re-entry, and improve cross-department communication.

Easily Configure your Solution to Meet your Unique Needs

Designed to work with the nuanced budgeting, spending, and resource-planning processes of local governments, Enterprise ERP can easily be configured to meet your organization's unique processes. Regardless of technical background, your administrators can effortlessly arrange data fields, modify workflows, and design layouts with user-friendly and intuitive command centers.

Enhance Productivity with Automated Workflows

Enterprise ERP's automated workflows streamline hundreds of complex approval processes across your organization. Flexible rule creation allows you to establish unique approval flows dependent on tasks and departments. Easily configure custom hierarchies and contingencies to ensure approvals are managed in order and once specified data conditions have been met. Users can establish their own workflow rules to receive alerts about pending approvals and automate the submission of common batch approvals. Users can also establish thresholds and receive automated notices when a threshold is about to be met. From automating the approval of new hires to alerting you to low inventory, billing errors, and budget overages, Tyler's automated workflows ensure that regardless of department and responsibilities, staff can optimize resources, minimize waste, and stay on top of deadlines.

Streamline the Management of Digital Information with Content Manager

With a library of over 250 of the most-used public sector forms and the ability to easily create and store City specific documents, Content Manager simplifies your organization's document handling. All documents stored in Content Manager can be mapped to appropriate departments and grouped with related documents, ensuring comprehensive audits and simplified searches. With Content Manager, human resource managers can easily view all employee-related documents, including payroll checks, Form W-2s, and Form I-9s, while procurement staff can quickly access related purchase orders, receipts, and invoices. Users can configure and customize their most used searches, streamlining everyday document retrieval. Batch document uploads, automated indexing, and comprehensive archiving ensure accurate document organization with minimal staff intervention. Role-based permissions restrict access to documents and automatically redact confidential information when shared with specific users, enhancing security. Integration with your city website empowers residents to locate the public records they need without the intervention of your already busy staff.

Increase Accessibility with Secure Mobile Applications

The public sector is not immune to the modern need for mobile flexibility, and your community wants to know that your organization can keep data safe no matter where work happens. All Enterprise ERP modules and applications are HTML5 web-based, which means users can access Enterprise ERP from any modern mobile device. Tyler has also created a series of applications specifically designed for your more mobile staff. Staff can complete workflow tasks, and review, approve, reject, or forward work to other employees—all from their phone or tablet. With Tyler's mobile-friendly Employee Access application, your staff can clock in and out, check their benefits, and view organizational announcements from any IOS or Android mobile web browser. Regardless of the application used, secure, single sign-on authentication is required, ensuring that your organization always protects important and confidential information.

Enable Dynamic Connections with Third-Party Applications

Should the city need to utilize software outside of your Tyler solution, comprehensive and seamless integration with third-party systems can be easily achieved. Tyler provides highly adaptable APIs to empower dynamic connections between Enterprise ERP and a diverse range of third-party systems.

Empowering Community Engagement

Tyler's ecosystem of public-facing engagement tools allows your city to create a more responsive, connected, and thriving community, helping you to foster trust and collaboration between your residents and your organization.

Drive Self-Service with Community-Facing Portals and Applications

Enhancing operational efficiency benefits not only your staff but your entire community. Enterprise ERP breaks down divisional silos, improving communication and transparency, so that your staff can offer residents more timely and comprehensive responses. With multiple community-facing portals and applications, your organization opens pathways for enhanced collaboration and visibility, helping you to create a more connected community.

Resident Access	Resident Access empowers residents to manage accounts, pay bills, access vital information, and submit service requests with ease
My Civic	Tyler's comprehensive mobile app, My Civic, connects residents with your organization and encourages community engagement by facilitating the sharing of surveys, polls, and event listings.
Open Finance	Tyler's Open Finance provides fiscal transparency, and fosters trust in your organization by offering constituent-friendly visualizations of your 's budget and spending.
Vendor Access	Our Vendor Access portal enables transparent interactions between vendors and your organization.

Enterprise Financial Management

Tyler's Enterprise Financial Management solution streamlines complex accounting and budgeting tasks across your organization. Advanced reporting and analytics offer real-time, actionable insights into your organization's financial performance, allowing you to make data-informed decisions and drive the City to its peak financial potential. Robust built-in compliance tools ensure adherence to industry standards and government regulations, while state-of-the-art security measures, including data encryption and access controls, safeguard your most sensitive financial information.

Accounting	Budgeting	Project and Grant Accounting	Capital Assets	Cash Management	ACFR Statement Builder

Key Benefits

Increase financial visibility organization-wide	Optimize cash flow through performance measurements and analysis	Enhance organization flexibility to adapt to your evolving needs	Promote accountability and transparency
Maintain consistent data and processes	Provide real-time insights into business processes to enhance strategic decision-making	Minimize risk with improved financial controls	Ensure compliance with state, & federal requirements

Comprehensive Integration for Optimized Financial Management

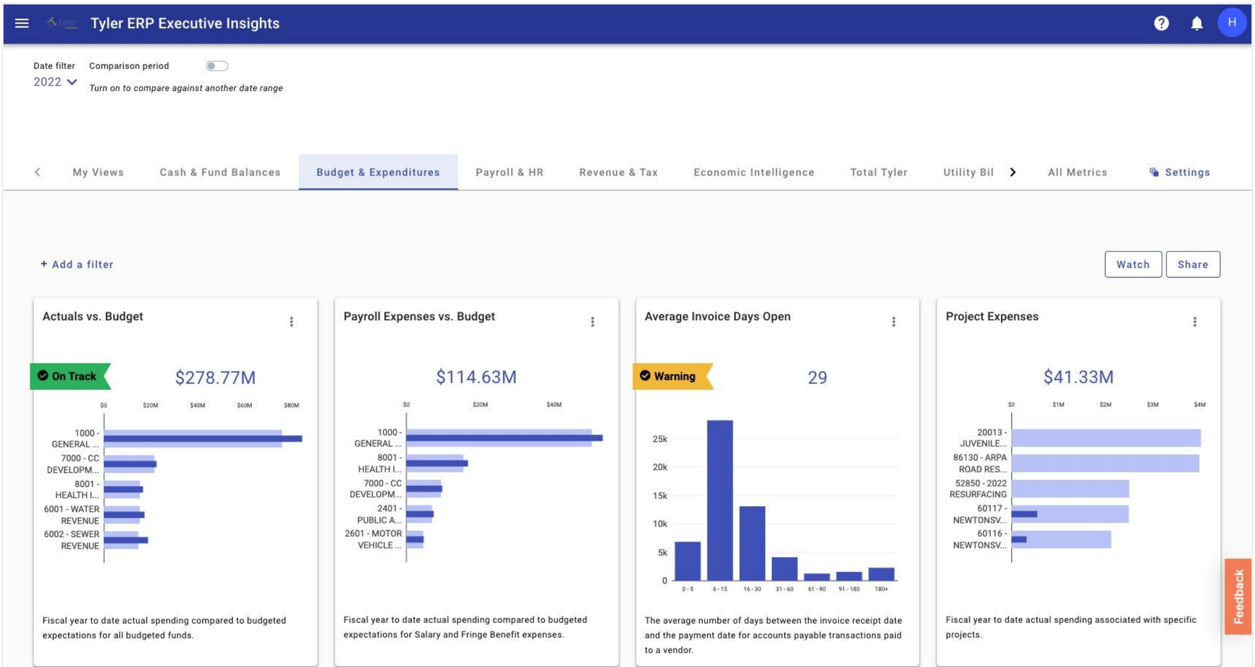
Tyler's suite of Financial Management solutions seamlessly integrates with many of our other Enterprise solutions, creating a robust ecosystem that streamlines operations, enhances organizational efficiency, and facilitates the flow of financial data throughout your organization. Real-time data exchange and synchronization across departments ensures accurate financial reporting and informed decision-making. Additionally, the interconnected nature of Tyler's solutions enhances scalability, allowing you to adapt and grow without disruptions to your financial management processes.

Simplify Financial Management

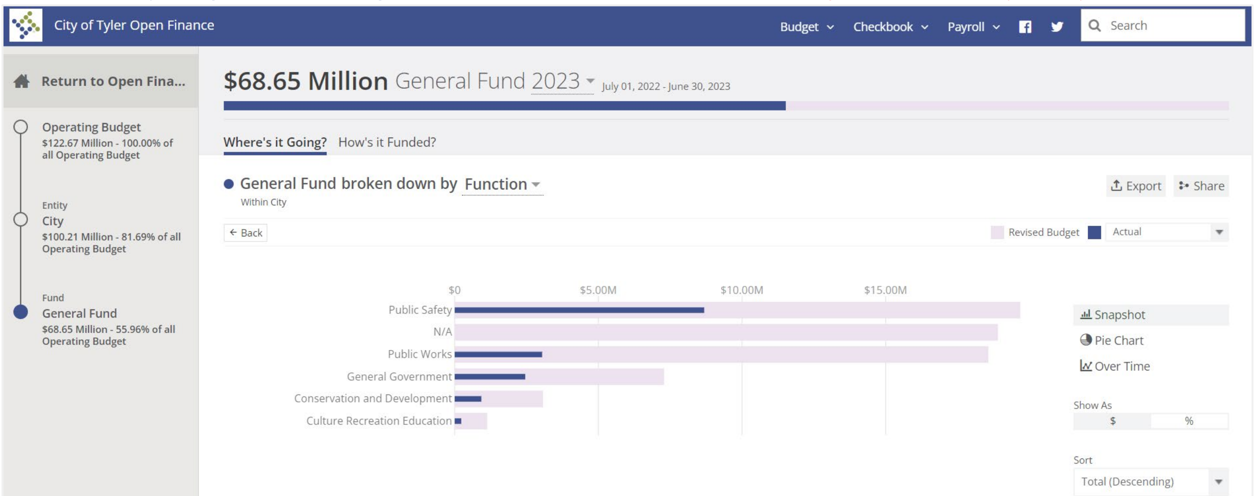
Enterprise Financial Management optimizes your financial management and accounting processes with intelligent performance measurements, spending analyses, and operational streamlining. Flexible budget structures enable budgeting and forecasting at any level of the City ’s Chart of Accounts. Tyler's adaptable account system handles all transactions and can provide comprehensive details to users throughout your organization.

Provide Actionable Insights into City Finances

Customizable dashboards and simplified, interactive reporting not only improve visibility and decision-making capabilities; they also enhance financial transparency for residents, businesses, developers, and community organizations. With Tyler's Open Data Platform, community members can access the most up-to-date financial data in easy-to-understand charts, graphs, and visual narratives—helping you to foster stronger partnerships for a thriving and more interconnected community.



Access Key Budget and Planning Data From a Centralized Dashboard (Confidential and Proprietary).

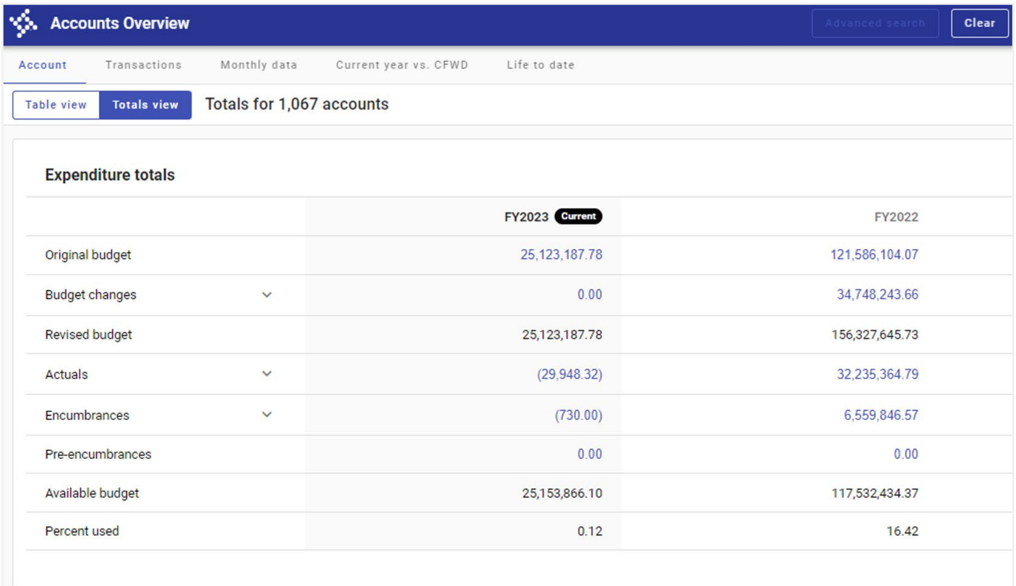


Residents can easily monitor City budgets and spending with Tyler's Open Finance Platform (Confidential and Proprietary).

Enterprise Accounting

Enterprise Accounting's highly flexible control settings make it easy for your organization to input, store, manage, and report on your financials in a way that works for you. Centralized reports empower informed budget and spending decisions, and comprehensive audit trails provide complete insight into City spending, enhancing transparency and ensuring accountability.

Enterprise Accounting is a true multi-fund budgeting and accounting system. Designed to meet all GAAFR and GAAP standards, Tyler's solution defines journal entries by transaction type and supports modified accrual, full accrual, and cash-based accounting. Unlimited account segments and derived segments provide a flexible chart of account structure. Enterprise Accounting supports inter-fund balancing and maintains account balances for both balance sheets and subsidiary ledgers.



Easily access comprehensive views of accounts and budgets (Confidential and Proprietary).

Enterprise Accounting also provides:

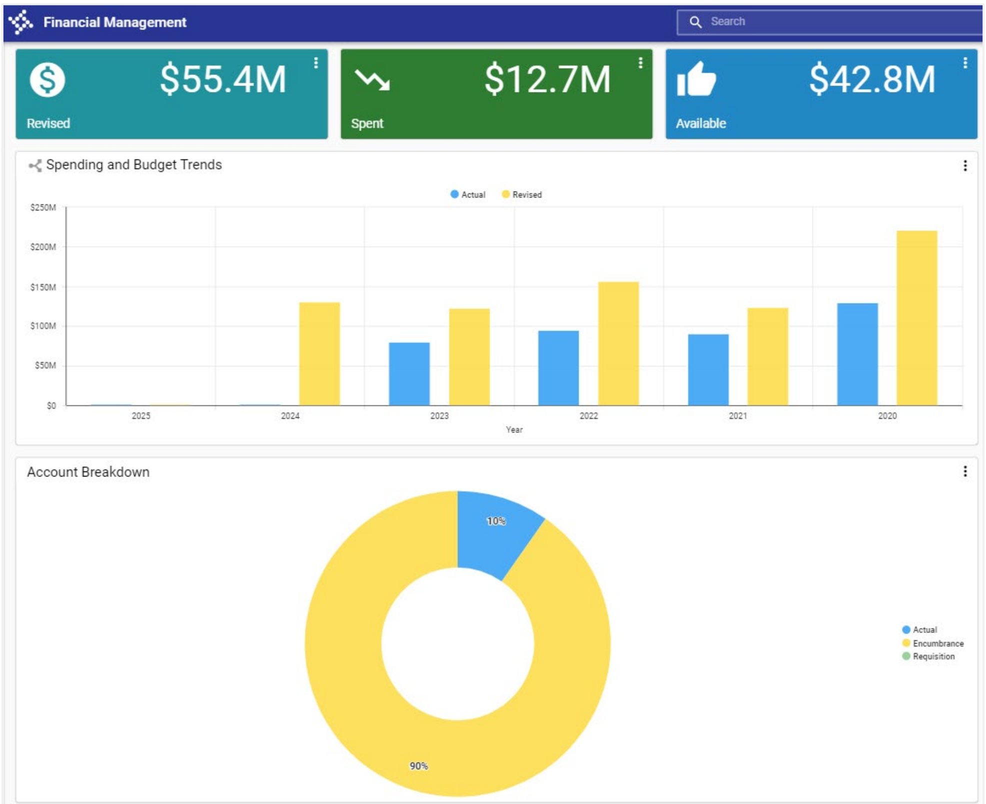
- Comprehensive audit trails, real-time data updates, centralized dashboards, and advanced search tools that streamline reconciliation processes and drive data sharing.
- Unlimited, flexible Chart of Account segments that make it easy for you to manage your accounts.
- Easy-to-use calendars that allow you to utilize different budget cycles for your various accounts.
- Enterprise Accounting supports yearly, fiscal, biennial, and user-specific calendars.
- Flexible budget checks for multiple levels of an account to avoid over-budget scenarios.
- Configurable Personalized Budget Profiles make it easy to define budget-checking calculations.

Enterprise Budgeting

Enterprise Budgeting provides you with the tools you need to simplify budget management and plan for your future. Enterprise Budgeting makes it easy for budget directors to generate, compare, and analyze multiple projections. Departments can budget annually, monthly, or for multiple years with the option to use account dimensions for grouping accounts. Integration with Enterprise Human Capital Management enables seamless salary and benefit planning, reducing reliance on external spreadsheets. Additionally, integration with Enterprise Capital Assets automates record creation for asset replacements, ensuring accurate forecasting.

With Enterprise Budgeting, the City can expect to:

- Efficiently manage budgets with granular controls that allow you to enter budget amounts at the account or detail level and easily carry budgets forward from year to year.
- Save time and ensure accuracy by easily importing desired budget amounts into projections using Tyler's budget import feature, enabling informed long-term decisions that accommodate inflation rates and project budgets for up to 10 years into the future.
- Foster collaboration, alignment, and cohesive budgets by sharing departmental projections.
- Enhance transparency with detailed reporting that supports unlimited text per line.
- Ensure accountability and alignment by comparing original department requests to final approved budgets through a structured process that incorporates up to twenty levels.
- Ensure accurate planning with the flexibility to implement annual and biannual budgets.
- Streamline over-budget requests, budget transfers, and amendment processes with automated workflows.



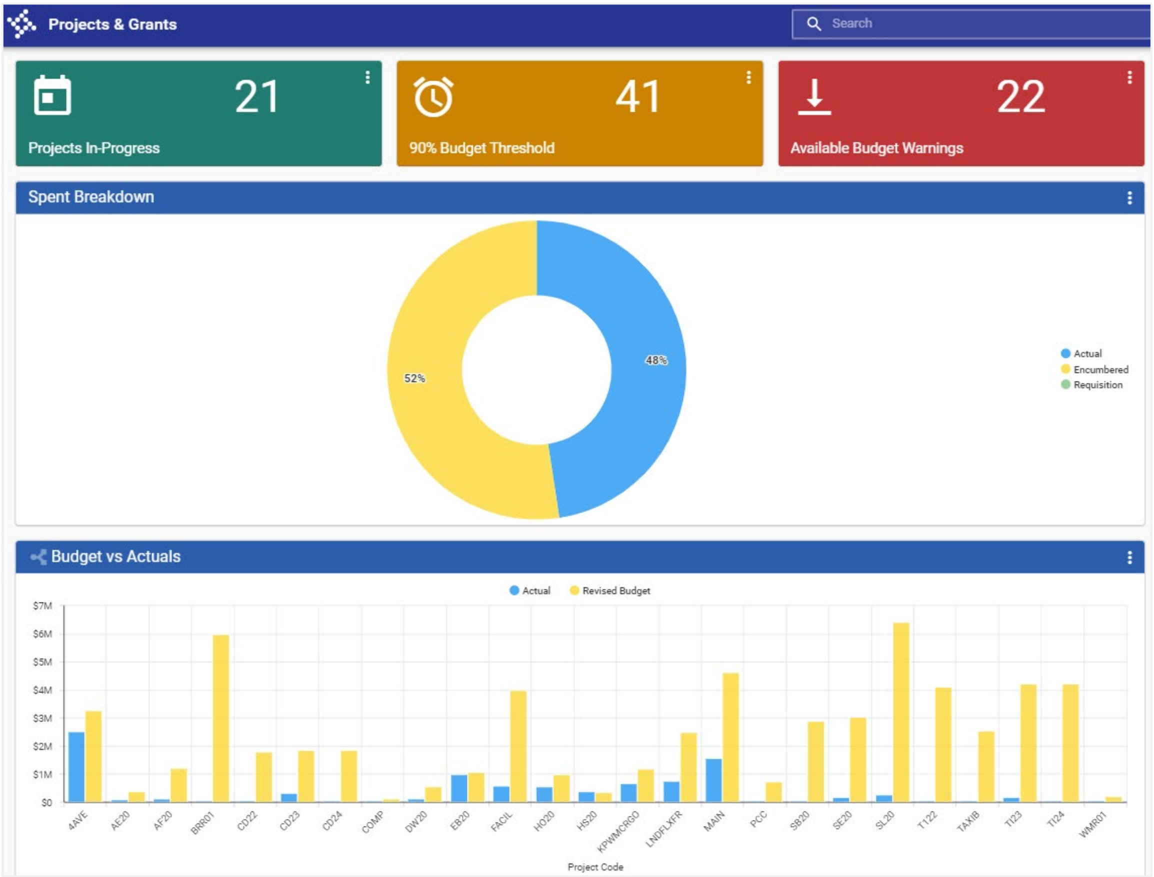
Centralized reports help you ensure accurate and on-track budgets (Confidential and Proprietary).

Enterprise Project and Grant Accounting

Project and Grant Accounting makes it easy to track and manage multi-year budgets, expenditures, and revenues for user-defined projects, such as capital improvements and special programs. Grants can be tracked from application through conversion to a project. Full integration with Enterprise solutions allows you to post purchasing, payable, and payroll details to your general ledger accounts. Additional segments allow you to track project phases, tasks, and subtasks directly from your general ledger, or from a separate project ledger.

Project and Grant Accounting also provides:

- Control of revenue allocation by allowing you to define the rules and priorities for project funds.
- Real-time tracking of grant funding.
- Milestone tracking with familiar Gantt charts.
- Automatic creation of projects from grants.
- Automated Workflow that streamlines approvals and notifications, monitors efficiency, and provides audit histories.
- A Grant Manager tool that shows budget, funding, expenditure, and transaction details.



Easily manage projects, grants, and budgets from a centralized dashboard (Confidential and Proprietary).

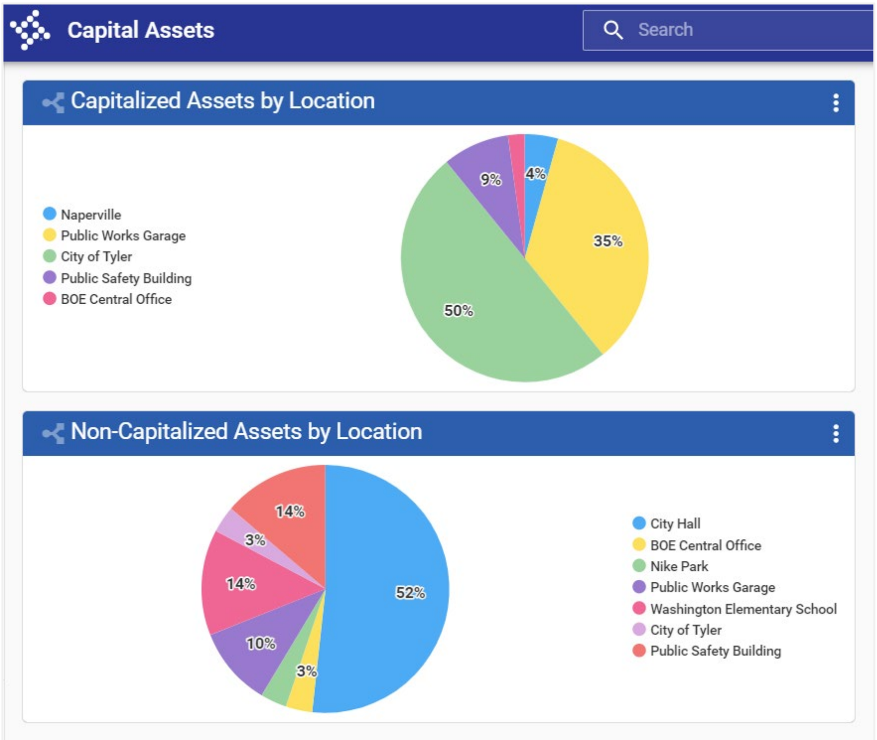
Enterprise Capital Assets

Enterprise Capital Assets manages record-keeping for all your assets, including City land, buildings, equipment, ongoing construction projects, and infrastructure. Comprehensive integration with Enterprise Purchasing ensures that all capital asset-related spending is automatically and accurately stored. Enterprise Capital Assets provides comprehensive insight into both project and large-scale asset maintenance, by allowing you to tie an unlimited number of individual assets to master assets. Easily manage individual items by tracking locations and whether an item is missing, not in use, or due for maintenance or replacement.

Capital Assets also calculates depreciation using selective methods such as straight line, composite rate, 6-month convention, and reports on the depreciation schedule. Enterprise Capital Assets provides a complete set of financial statements that fully reflect your organization's investments.

Integration with other Enterprise ERP programs offers additional benefits including:

- Direct posting of capital assets to the general ledger, which facilitates data export to Tyler's ACFR Statement Builder, automating the creation GASB reports.
- Complete recording of true capitalized assets as well as property signed out to individual employees with Payroll integration.
- Seamless flow of data from Purchase Orders into Capital Assets
- Complete views of maintenance histories on fixed assets.



Simplified visualizations and drill-down capabilities make it easy to manage both your capitalized and non-capitalized assets (Confidential and Proprietary).

Enterprise Cash Management

Cash Management automates all treasurer office functions from bank reconciliation to interest allocation and cash flow utilization. Leveraging advanced automation tools, Cash Management ensures that every financial transaction is accurately recorded and processed in real-time, eliminating the risk of errors and delays.

Enterprise Cash Management will allow the City to:

- Automate bank reconciliation for accounts payable, accounts receivable deposits, and payroll checks as they clear.
- Easily search bank items by bank code, account, date range, item type, and status. Drill-down features allow you to view transaction details for cleared and outstanding totals.

- Allocate interest to cash accounts based on average daily balance by month or quarter.
- Provide easy access to cash flow and project cash flow fluctuations.
- Analyze actuals vs. budgets with projected cash flow records.

ACFR Statement Builder

Confidently streamline the development of your Annual Comprehensive Financial Reports (ACFR) with Tyler's ACFR Statement Builder. This easy-to-use tool is embedded with Government Accounting Standards Board (GASB) rules and assists you with every step in the reporting process. ACFR Statement Builder features a menu of configurable statement and schedule templates that will guide you through the creation of your ACFR, and that can be re-used to streamline processes from year to year. All GASB updates are automatically embedded into Tyler's ACFR templates, allowing your staff to efficiently create accurate and compliant reports, without having to keep up with changing GASB regulations.

Enterprise Procurement

Designed to streamline the entire purchasing lifecycle and promote data-driven spending, Tyler's Enterprise Procurement solutions will optimize the City 's procurement processes, saving your organization both time and money. Decentralized procurement and simplified requisition forms take pressure off procurement staff by making it easy for individuals to submit purchase requests. User-specific controls and advanced workflows automate the creation and storage of purchase orders and ensure that purchases are made with the proper approval. With increased visibility and powerful analytics, Enterprise Procurement will allow the City to drive transparent, cost-effective spending.

Purchasing	Accounts Payable	Contract Management	Bid Management	Vendor Access	Inventory

Key Benefits

Save time when you streamline your procurement lifecycle

Increase budget efficiency

Ensure compliance with mandated requirements

Simplify supplier relations

Provide easy access to products and services

Reduce costs associated with purchase orders, invoices, and checks

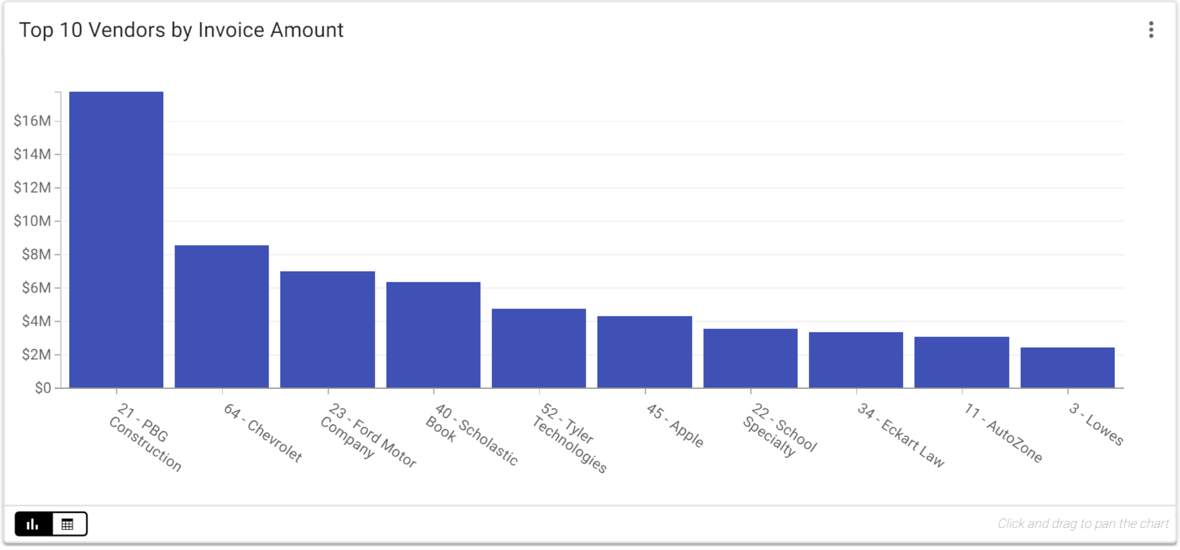
Eliminate repetitive data entry, saving time and preventing errors

Improve negotiating power with simplified analyses of competitive sourcing

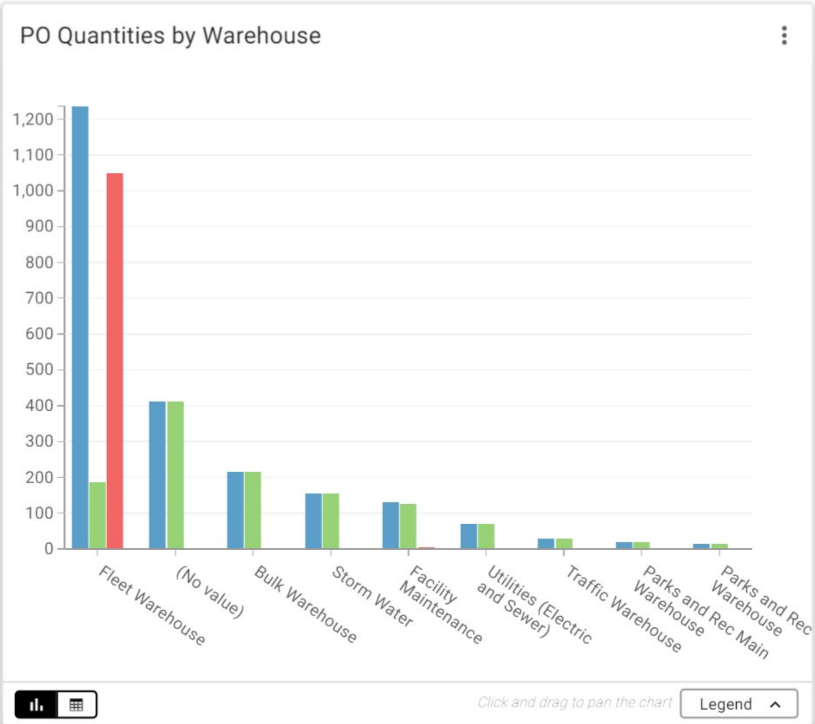
Streamline approvals with dependable workflows

Save Money with Advanced Insights into Budgets and Spending

Enhance strategic planning and mitigate budget-related risks when you increase visibility into your organization's spending, expenditures, and inventory. Centralized dashboards, drill-down functionality, interactive reporting features, and real-time updates promote intuitive data sharing and allow you to easily analyze spending trends, improve competitive sourcing, and engage in competitive contract negotiations.



Easily track spending with simplified visualizations of your top vendors (Confidential and Proprietary).



Compare spending across departments (Confidential and Proprietary).

Maximize Efficiency with Automated Workflow & Comprehensive Integration

With advanced, automated workflows, your organization will reduce requisition, purchase order, and invoice processing times, allowing you to quickly provide payments and reimbursements to your vendors and employees. Whether replenishing inventory, investing in capital assets, or making P-card purchases, transactions are automatically shared with all relevant Enterprise ERP solutions. By automating the sharing of requisitions and purchase orders across your organization, you eliminate repetitive data entry, decrease the likelihood of clerical errors, and ensure up-to-the-moment accuracy of your accounts, budgets, and inventory reports.

Enterprise Purchasing

Automate and decentralize your procurement processes with Enterprise Purchasing. Departments can enter requests, and City -specific business rules route the request for approval. Real-time general ledger budget checks ensure the availability of funds before purchases are made. Enterprise Procurement automatically converts approved requisitions to purchase orders, which can then be automatically imaged and archived with Tyler's Content Manager.

Enterprise Purchasing makes it easy to:

- Establish workflow rules based on dollar amounts, commodity code and/or chart of account segments to ensure that all requisitions, purchase orders, and change orders are correctly routed for approvals.
- Convert approved requisitions into purchase orders or contracts.
- Ensure the availability of funds before purchase orders can be approved with real-time integration with your general ledger.
- Simplify the requisition process for your entire staff with customizable requisition screens.
- Create requisitions directly from a vendor's online shopping cart with Vendor Access.
- Utilize blanket purchase orders.
- Automatically print and distribute purchase orders with Enterprise Forms.
- Archive purchases with related documents, including all receipts, with optional integration to Content Manager.
- Easily gain insight into spending trends with Expenditure Central. Search tools simplify the process of filtering expenditure details, allowing staff to quickly determine where improvements can be made.

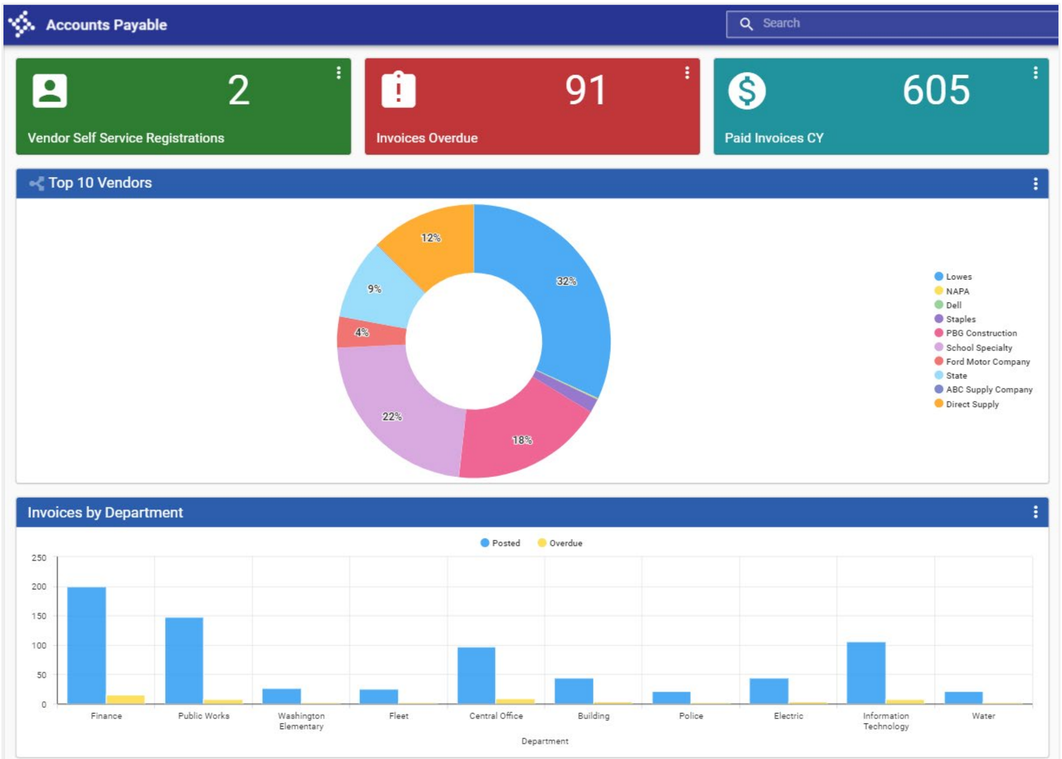
Enterprise Accounts Payable

Enterprise Accounts Payable manages and maintains vendor invoices and vouchers, tracks open payables, prepares pre-check registers, automatically generates checks, and maintains vendor and expenditure histories. Enterprise Accounts Payable can split individual transactions among multiple accounting codes and create accounts payable invoices. Decentralized workflow saves Accounts Payable employees time by allowing individual departments to enter invoices.

Additional benefits include:

- The flexibility to liquidate purchase orders in whole or in part.
- An automated 3-way purchase order matching function that ensures proper receiving has been completed before releasing invoices for payment.
- Customizable invoice screens, invoice imports, and flexible invoice scheduling that help to save time and maximize cash flow.

- The ability for administrators to route p-card transactions for approval, default purchases to specific accounts, and access full purchase histories for individual cards, as well as departmental and organizational spending.
- Configurable check printing.
- Vendor Central, a centralized dashboard that simplifies vendor interactions for City staff by allowing them to effortlessly email vendors, navigate to a vendor's website, or access specific supplier information,
- The ability for staff to easily punch out to pre-defined purchasing categories for simplified purchasing from your top vendors.



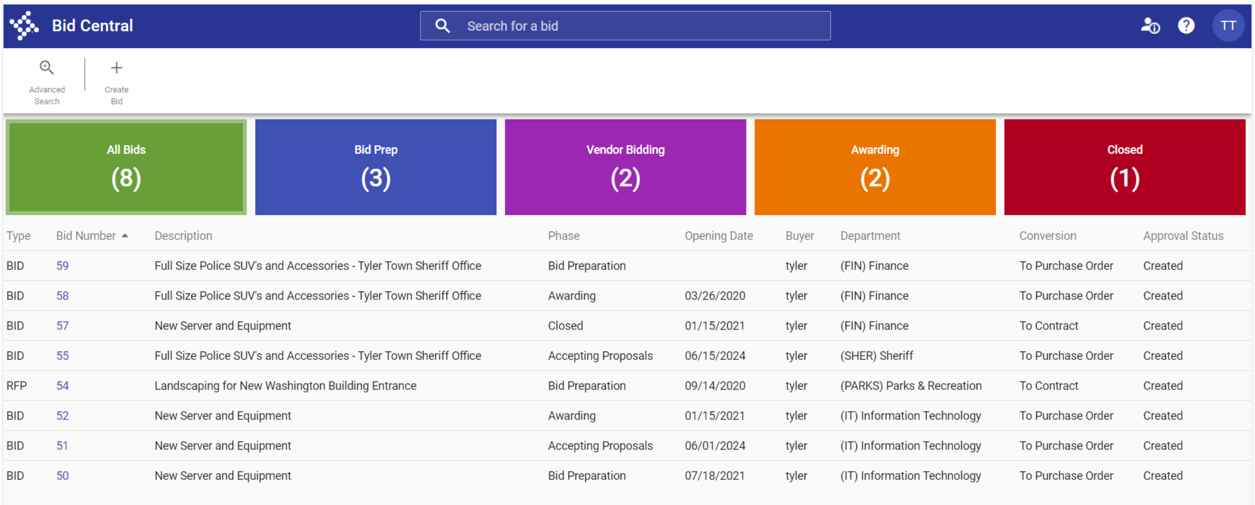
Hub's Accounts Payable dashboard provides high-level overviews of invoices and vendor activity (Confidential and Proprietary).

Enterprise Bid Management

Proactively notify your vendor community of bid opportunities, post vendor questions, accept electronic bid submissions, and automate the creation of contracts, purchase orders, and requisitions with Enterprise Bid Management.

With Enterprise Bid Management, the City can:

- Create online bid evaluations and assign them to any number of evaluators for weighted scoring of vendor responses.
- Easily generate reports by department, vendor response, ranking, and budget to optimize vendor evaluations.
- Fully supports NIGP and custom commodity code formats to connect buyers and sellers.



Type	Bid Number	Description	Phase	Opening Date	Buyer	Department	Conversion	Approval Status
BID	59	Full Size Police SUV's and Accessories - Tyler Town Sheriff Office	Bid Preparation		tyler	(FIN) Finance	To Purchase Order	Created
BID	58	Full Size Police SUV's and Accessories - Tyler Town Sheriff Office	Awarding	03/26/2020	tyler	(FIN) Finance	To Purchase Order	Created
BID	57	New Server and Equipment	Closed	01/15/2021	tyler	(FIN) Finance	To Contract	Created
BID	55	Full Size Police SUV's and Accessories - Tyler Town Sheriff Office	Accepting Proposals	06/15/2024	tyler	(SHER) Sheriff	To Purchase Order	Created
RFP	54	Landscaping for New Washington Building Entrance	Bid Preparation	09/14/2020	tyler	(PARKS) Parks & Recreation	To Contract	Created
BID	52	New Server and Equipment	Awarding	01/15/2021	tyler	(IT) Information Technology	To Purchase Order	Created
BID	51	New Server and Equipment	Accepting Proposals	06/01/2024	tyler	(IT) Information Technology	To Purchase Order	Created
BID	50	New Server and Equipment	Bid Preparation	07/18/2021	tyler	(IT) Information Technology	To Purchase Order	Created

Bid Central provides a 360-degree view of all your organization's bids (Proprietary and Confidential).

Enterprise Contract Management

Fully integrated with Accounting, Purchasing, Accounts Payable, and Content Manager, Tyler's Contract Management simplifies the entire life cycle of contracts, from creation and approvals to changes and storage. This comprehensive solution ensures seamless coordination across departments, enhancing efficiency and compliance. Contract Management provides advanced features for tracking contract milestones, managing vendor relationships, and generating comprehensive reports.

Enterprise Contract Management makes it easy to:

- Track pending payments, contract change orders, and open requisitions or purchase orders.
- Automate sliding scale retainage.
- Manage multiple subcontractors and track subcontractor payments.
- Ensure timely and accurate approvals for initial contracts and change orders with automated workflow.
- Keep comprehensive documentation of vendor performances, policies, and insurance.
- Define contracts by size, performance, minority or women ownership, and other criteria.
- Encumber funds in advance for multi-year contracts.
- Allocate contracts by account or account segment.

Enterprise Vendor Access

Tyler's Vendor Access application offers suppliers convenient, 24/7 access to bids, payment histories, and account information. User-friendly interfaces, real-time updates, and efficient document exchange facilitate streamlined collaboration and open the door to improved negotiations.

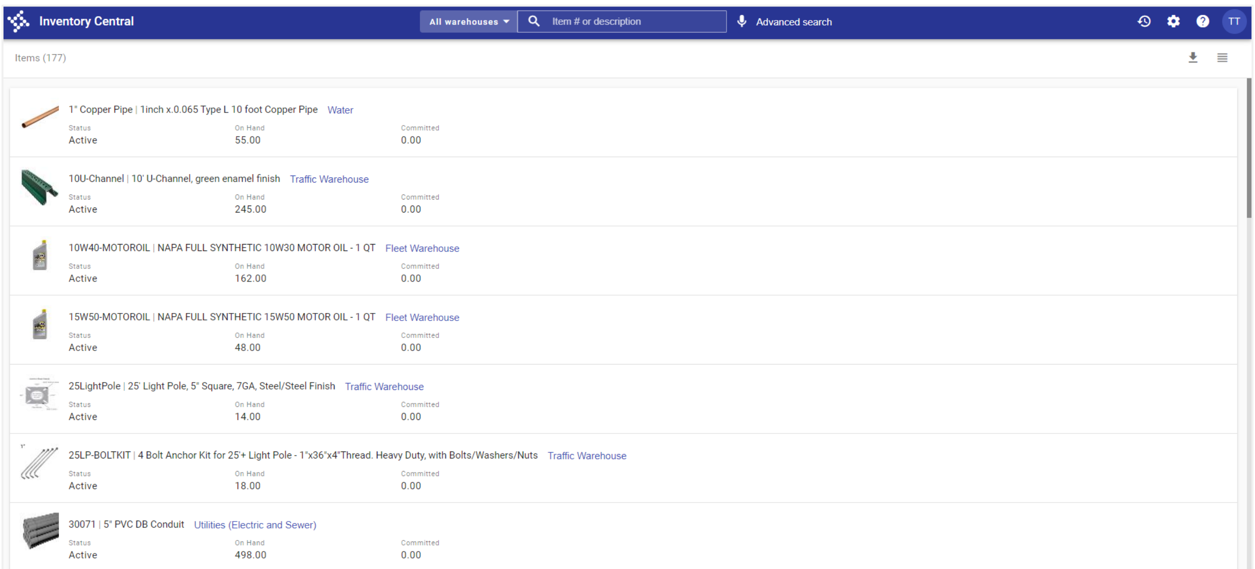
With Vendor Access, users can punch out to vendor-hosted websites and shop pre-approved catalogs directly from Enterprise ERP. By approving where and what goods can be purchased before requests are submitted, you can ensure optimal pricing. Upon checkout, requisitions are automatically created and submitted for approval, condensing requisition to PO cycles.

Enterprise Inventory (Optional)

Enterprise Inventory automates inventory accounting, makes it easy to track and transfer items across locations, and helps to prevent low inventory levels. Enterprise Procurement links all inventory directly to individual requisitions, allowing your organization to easily manage inventory levels, replenish orders, and track usage.

Enterprise Inventory makes it easy to:

- Calculate costs using Average Prices or on a First-In in First-Out-Basis (FIFO).
- Automate accounting for on-hand balances, month-to-month values, and year-to-date values.
- Automatically create purchase orders when on-hand quantities are low.
- Establish minimum and maximum purchase quantities for specific items.
- Receive notifications when invoice amounts differ from purchase order amounts.
- Integrate with hand-held devices via Inventory Mobile (purchased as an add-on).
- Utilize ABC Inventory analyses to manage physical counts for high-value, high-volume items.
- Track overall inventory levels and gather information about individual items with Inventory Central. Inventory Central makes it easy to see whether an item is in stock, back ordered, or shipped.



Easily view inventory levels and item statuses with Inventory Central (Confidential and Proprietary).

Enterprise Revenue Management

Enhance the convenience of your billing and payment services, while optimizing the efficiency and effectiveness of your revenue management. Designed specifically for the public sector, Enterprise Revenue Management supports comprehensive revenue collection and management. Tyler's integrated ERP software works across your organization to streamline the collection, tracking, and processing of payments for utility bills, tax bills, permitting fees, and more. Whether transactions occur online, over the counter, or via a third-party payment solution, Enterprise Revenue Management streamlines and simplifies billing and payment processes for both your residents and your organization. Easily process third-party payments with Tyler's Enterprise Payment application and collect in-person payments with Tyler's robust point-of-sale Cashiering solution. Seamless integration and advanced workflows simplify approval processes, provide easy access to transaction details, and ensure that both your general ledger and your accounts receivable are updated in real time. A centralized customer file means that citizen accounts can be linked to a single customer record across departments and billing categories, ensuring accurate tracking and reporting of account balances and payments for citizens.

Accounts Receivable	General Billing	Resident Access	Payments	
Cashiering	Parking Tickets	Animal Licenses	Slip Reservations	Central Property

Key Benefits

Eliminate errors and ensure accuracy with automated account updates

Improve citizen response times with simplified access to resident account histories

Promote online payments with an easy-to-use payment dashboard

Accept multiple payment methods, both online and in-person

Collect bills without third-party support

Streamline and Simplify collection and reconciliation with automated workflows

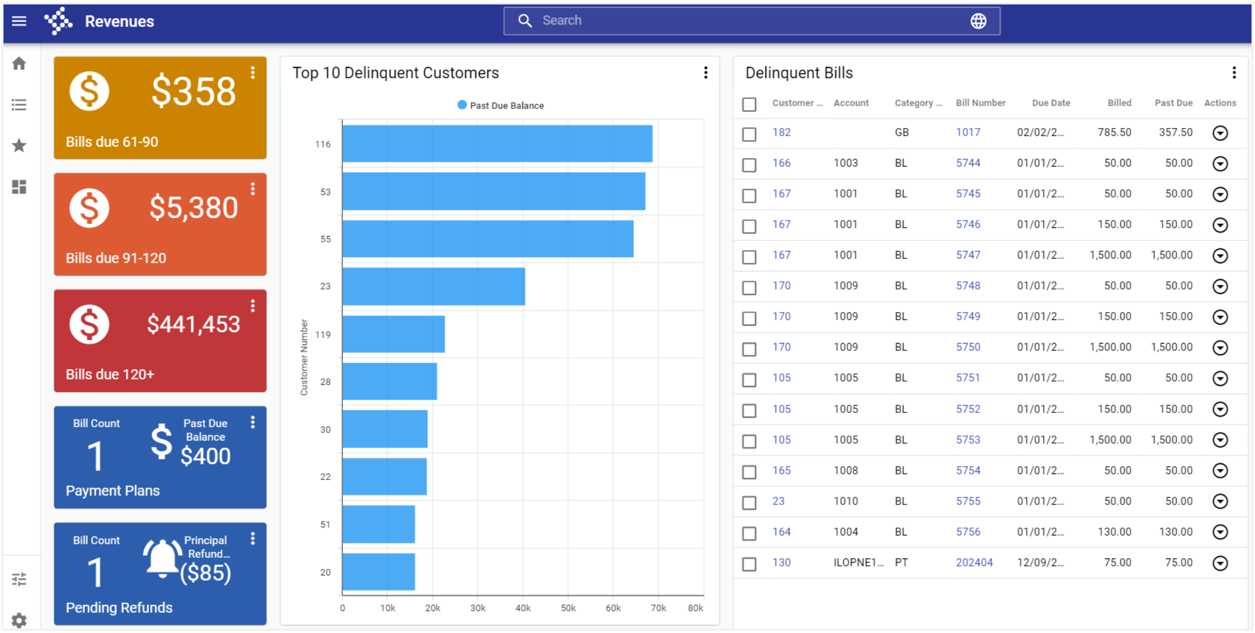
Provide a consistent payment experience

Provide an Intuitive, Fast, and Accurate Payment Experience

Tyler's software allows residents to submit payments in a way that works for them. With Tyler's multi-channel offerings, community members can make payments over the counter, over the phone using Tyler's Interactive Voice Recording (IVR) system, via text message, or online through Tyler's community-facing Resident Access Portal.

Access Intuitive Insights into City Revenue

Tyler's Interactive Reporting tools allow you to gather simplified information about your city's billing trends and payment behaviors. Intuitive visualizations make it easy to track outstanding balances, see spending from major accounts, and better understand your community's payment trends.



Configure reports and visualizations to easily monitor revenue trends (Confidential and Proprietary).

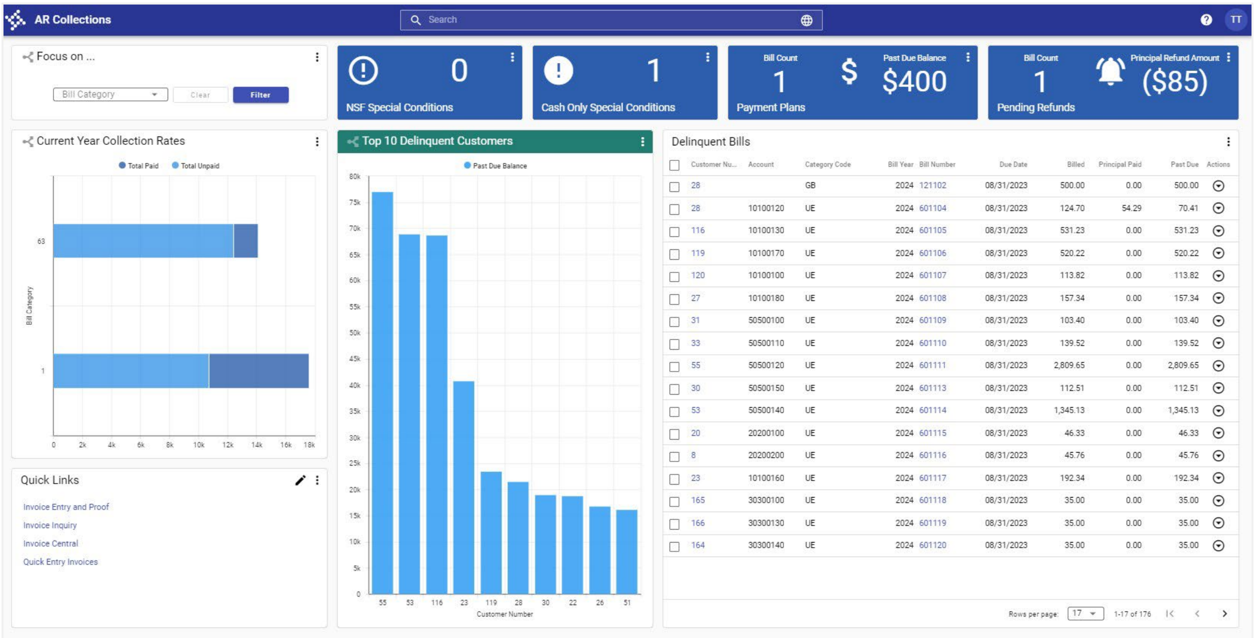
Enterprise Accounts Receivable

Enterprise Accounts Receivable supports the efficient collection and management of billed receivables and miscellaneous cash. Easily process over-the-counter or mailed payments for non-billed items like licenses, permits, and registrations. Real-time reporting provides users with up-to-the-moment data on receivables, aging invoices, payment trends, and analyses by bill type. User-defined charge codes match to specified General Ledger accounts, automating data entry, and ensuring accurate, GAAP-compliant journal entries for all activity. A centralized customer file links customer records across departments and billing categories (Tax, Utility Billing, Business Licenses, etc.), enabling accurate tracking and reporting of account balances and payments.

With Enterprise Accounts Receivable, the City can expect to:

- Simplify collections processes with centralized customer records.
- Utilize workflow approval processes to improve payment, reversal, and refund processes.
- Provide updated bill balances in real-time.
- Allow for back and future dating of payments collected.
- Easily export daily collection information and access detailed receipt information by category.
- Update bill balances in real-time.
- Processes multi-bill and multi-tender payment transactions.
- Improve data accuracy with real-time reporting on receivables, aging invoices, and payment trends.

- Streamline data entry and automatically record GAAP-compliant journal entries with tight integration to your General Ledger.
- Apply payments by charge, charge group, bill, account, multi-bill payment, installment, and more.



Easily track paid and delinquent accounts from a centralized dashboard (Confidential and Proprietary).

Enterprise General Billing

Easily invoice miscellaneous charges, such as facility rentals, hangar fees, tuition, vandalism, and false alarm billing. Customizable features support user-defined invoices that can contain itemized charges, calculated rates, accumulated totals, and payment histories. With General Billing, you can eliminate handwritten bills and manual calculations, ensuring that you always provide accurate payment information. General Billing works with Cashiering, Work Orders, General Ledger, Payroll, Grant Management, and Permit & Code Enforcement modules to provide accurate and up-to-the-minute accountability across your organization.

With Enterprise General Billing, the City can:

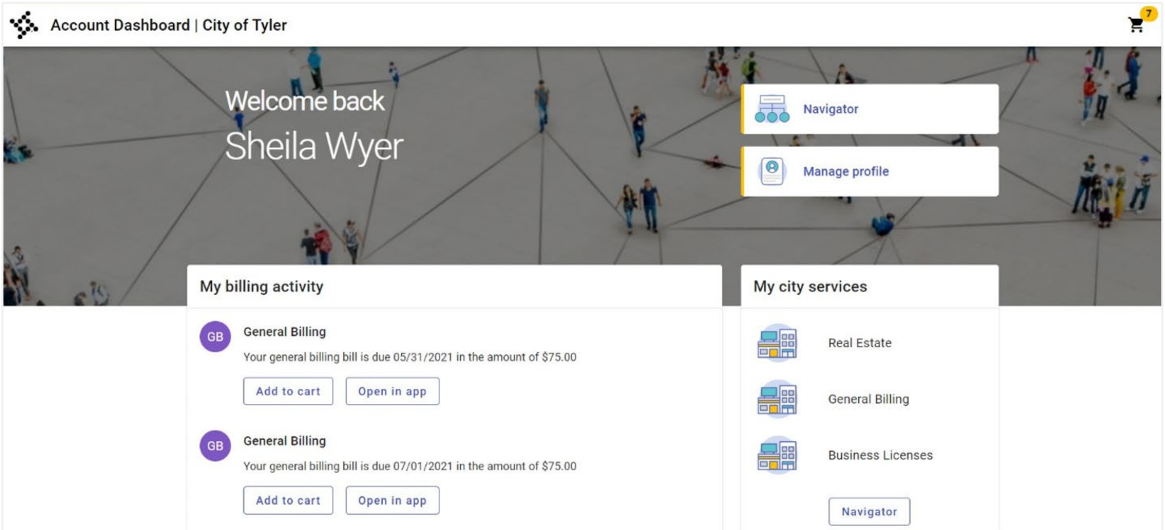
- Automate interdepartmental billing.
- Consolidate statements for customers with multiple accounts.
- Schedule invoicing of recurring charges or services.
- Track loans and amortizations for HUD housing.
- Manage escalating fees.
- Create customizable invoices and statements with optional Enterprise Forms integration.
- Simplify billing for repairs and other servicing with optional Work Order integration.
- Manage grant reimbursement requests with optional Grant Management integration.
- Easily manage extra duty pay and COBRA billing with Payroll integration.

Resident Access

Improve resident self-service and reduce customer service workloads with Tyler's secure, cloud-native Resident Access portal. Resident Access gives businesses and community members simplified access to municipal services and information 24/7. Community members can access their Resident Access portal directly from your City website. Once logged in, residents can make payments, see upcoming charges, and view their entire payment history. With Resident Access, your residents can pay multiple bills in a single transaction, and you can feel confident that funds will be directed to the correct department in real time. User accounts allow Residents to set up automated billing, pay bills at later dates, and receive automated notifications for due dates, late notices, and accepted payments.

With Residents Access, your Residents can:

- Receive email and text notifications about bills.
- Pay invoices online as individual bills or pay all outstanding fees in a single transaction.
- Submit information, such as business license applications or renewals and requests for service.
- View official records online.



Your residents can easily manage and pay City bills and fees from their Resident Access Portal (Confidential and Proprietary).

Cashiering

Cashiering makes it easy for your organization to accept and manage over-the-counter payment collections. Security controls can limit cash drawer access, maximum check count, and the amount of cash you have on hand. Seamless integration with Enterprise ERP supports real-time reconciliations across applications and departments, providing your organization and your residents with instant access to accurate account information. Convenient end-of-day and management reporting options provide high-level overviews of collection and receipt trends for each payment type.

With Tyler's Cashiering solution, the City can:

- Accept cash, check, charge, and pre-payments/deposits.
- Support a common collection experience across departments.
- Allow residents to submit full payments, partial payments, over-payments, and deposits.
- Track both batch transactions and specific points of sale.
- Customize payment workflow processing.
- Access comprehensive audit logging
- Accept bills and support collections from third-party systems with APIs.

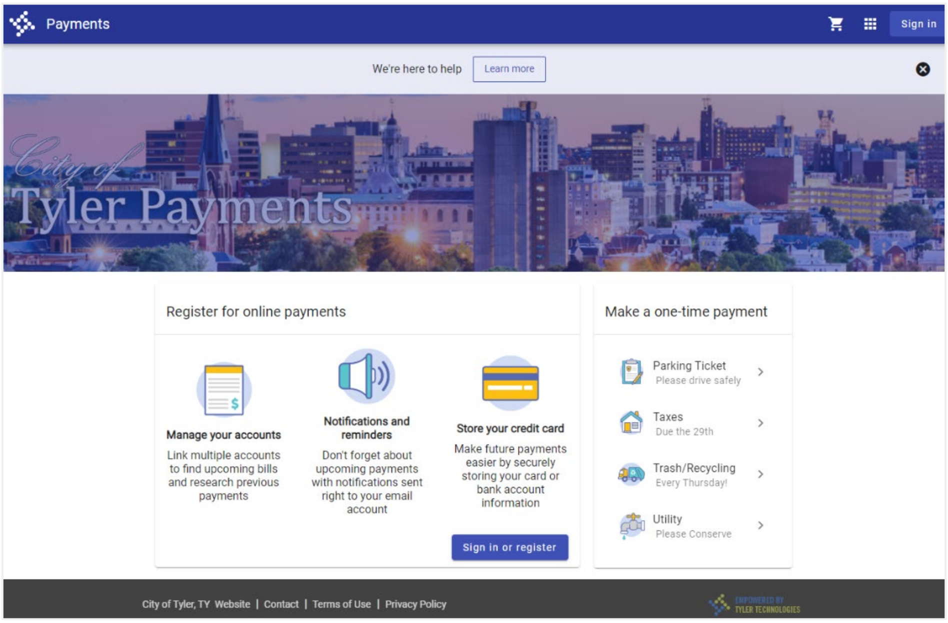
- Easily search transaction histories with bill, check, and barcode scanning.
- Configure alert notifications to warn cashiers and supervisors of exceptions needing their attention.

Payments

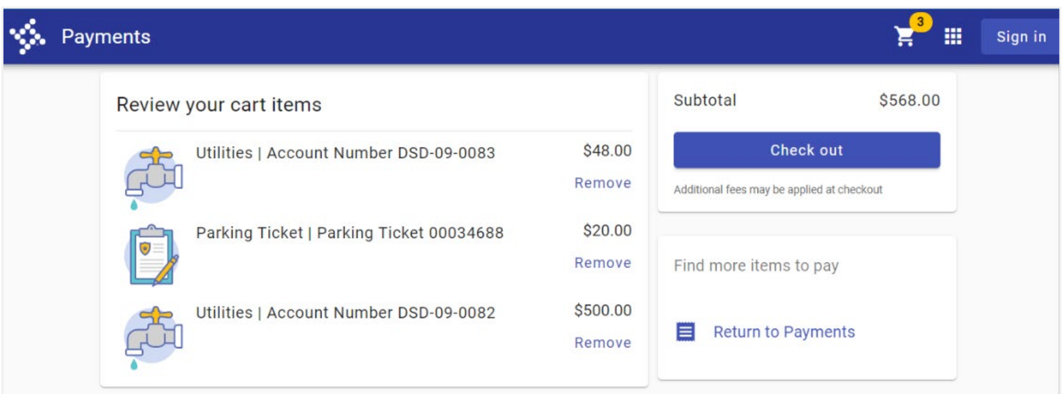
Payments is a public-facing, cloud-based payment solution that integrates seamlessly with Enterprise ERP. Designed for the public sector, Payments simplifies complex online payment and collection processes by allowing organizations like yours to accept online payments without relying on third-party payment providers.

Tyler Technologies is a registered merchant service provider (MSP) equipped to handle all aspects of the payment process, allowing the City to reduce the number of entities required to handle billpayers' sensitive information.

Payments has a flexible fee structure with no subscription or licensing costs, ensuring that you can provide predictable rates for your online payers, whether you pass the fees along or absorb them.



Resident can easily access and manage all bills from a single dashboard (Confidential and Proprietary).



Residents can pay all bills with a single checkout (Confidential and Proprietary).

Maximize Electronic Payment Adoption

Maximize electronic payment adoption when you provide your residents with:

- A secure payment platform, compliant with PCI/PA-DSS standards.
- Real-time payment processing that reflects updates to payer account balances immediately, eliminating the “pending web payment” status on accounts.
- Online accounts that allow users to set up recurring payments and schedule future payments.
- The flexibility to pay in multiple ways, including Apple Pay®, credit cards (such as Amex®), and e-checks.
- Mobile options that allow residents to make payments from any device, anywhere, at any time.
- Seamless integration with your community’s Resident Access portal for simplified account and payment management.

Benefits for Billers

With Payments, the City will:

- Maintain only a single vendor relationship. Tyler supports all aspects of the payment process, including onboarding, payment support, reconciliation, and hardware.
- Enjoy better oversight. Easily review payment details with administrative transaction and reconciliation tools.
- Enhance operation budgeting and spending with no subscription fees, no licensing costs, and a flexible payment fee structure.

Enterprise Human Resource Management

With Enterprise Human Resources Management, your recruitment, compensation, retention, training, and development plans work together to drive organizational excellence. Tyler's Human Resource Management solution simplifies the management of benefits, accruals, deductions, and career planning, while also providing budget projections to help you effectively forecast employee-related costs.

HR Management	**Payroll**	**Recruiting**	**Risk Management**	**Talent Management**	**Employee Self Service**

Key Benefits

Automate payroll processing, benefits administration, and employee record management.

Empower employee self-service with easy-to-use tools for managing records and requests.

Provide a unified platform for managing benefits, career tracks, and trainings.

Minimize errors and data loss when you digitize paperwork and centralize your data.

Find and retain the right talent for your organization.

Drive informed decision-making with advanced insights into key HR metrics.

Ensure compliance with state & federal requirements.

Drive Efficiency and Accuracy with Comprehensive Integration

Personal information captured during recruitment is automatically shared with HR and payroll, helping the City eliminate duplicate data entry and decrease the likelihood of errors.

Streamline Hiring and Optimize Candidate Selection

Simplify candidate selection and automate the hiring processes with Tyler's Recruiting solution. Job-specific questions and candidate analysis tools help to refine your applicant pool and ensure that only top candidates are pushed through. Easily view important candidate information like certifications, references, education, and availability in one place. Applicant scoring allows you to weigh specific application details so that HR and Hiring Managers can find the ideal candidate for open positions. Hiring managers can then use these reports to conduct skill and qualification comparisons. Once a candidate is selected, established workflows ensure proper approval and automatically share important applicant information to your new employee's record.

Interactive Reports provide simplified insights into key metrics, including vacancies (Confidential and Proprietary).

Ensure Compliance and Improve Planning with Advanced Reporting Tools

Reporting requirements are unique to each state and are often changing. Tyler is positioned to help the City manage your specific reporting needs and challenges head-on. Our State Development team is devoted to ensuring that your state and federally mandated reports remain accurate and compliant. With numerous User Groups and an online user-support system (Tyler Community), Tyler also makes it easy for users to discuss State Reporting tips, updates, and best practices with neighboring municipalities.

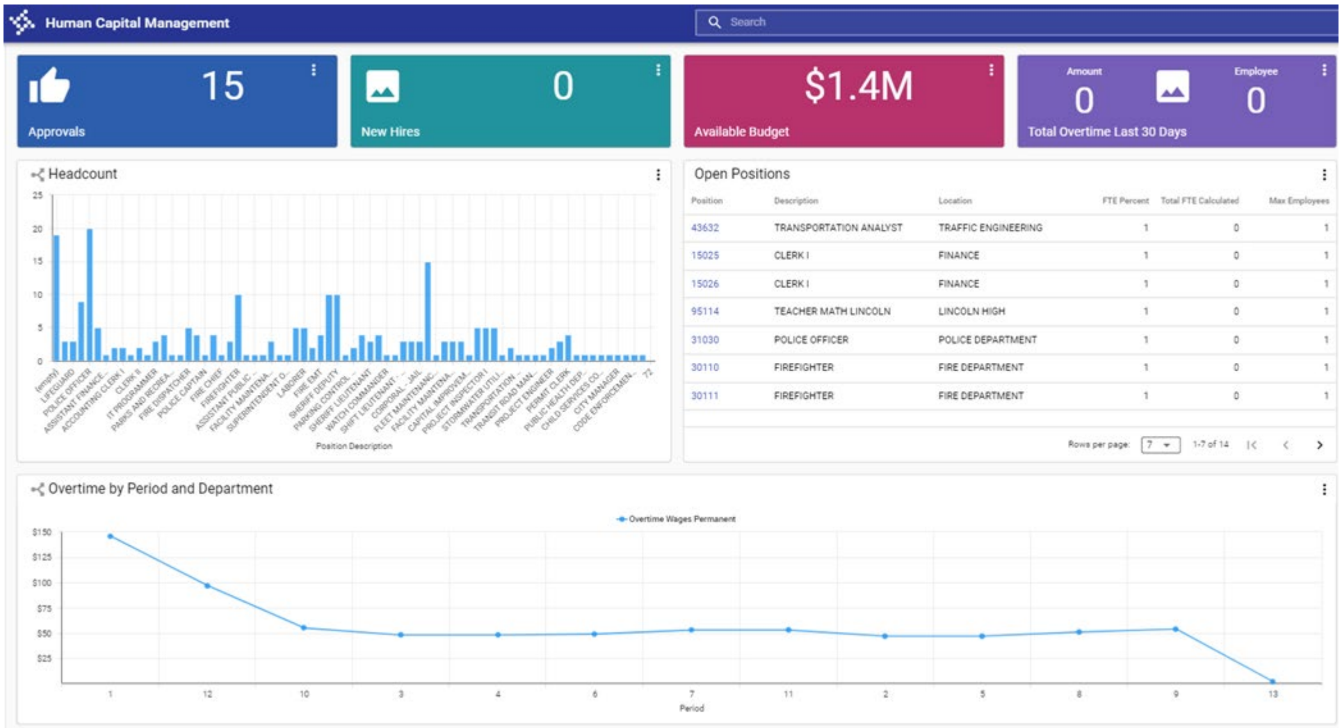
With Tyler's Enterprise Human Resource Management, the City can feel confident that all EEO-4 and EEO-5 Equal Employment Opportunity reports, IRS quarterly 941 reports, W2s, 1099s, and 1095Cs meet federal and state requirements.

Tyler's Executive Insights helps to deliver essential metrics and analytics to your key leaders and executives. Executive Insights provides high-level summaries and overviews of various HR-related data points, including budgets, total payroll expenditures, overtime costs, and headcount trends.

Minimize Costs, Retain Talent, and Align Employees with City Goals

Make informed decisions about your workforce with high-level overviews of your employees. Tyler's Hub dashboard simplifies access to important analytics like headcount, current and projected job openings, and overtime usage. Easy-to-use drill-down capabilities and advanced interactive reports allow you to focus on specific metrics and ensure that you always have a clear understanding of your staffing needs.

Improve staff satisfaction and support employee growth when you open the door to transparent conversations about employee performances and career trajectories. By providing designated managers and Human Resource representatives direct access to information about individual employees, including wages, promotions, performance reviews, and disciplinary histories, Enterprise Human Resource Management makes it easy to facilitate conversations about your employees' futures.



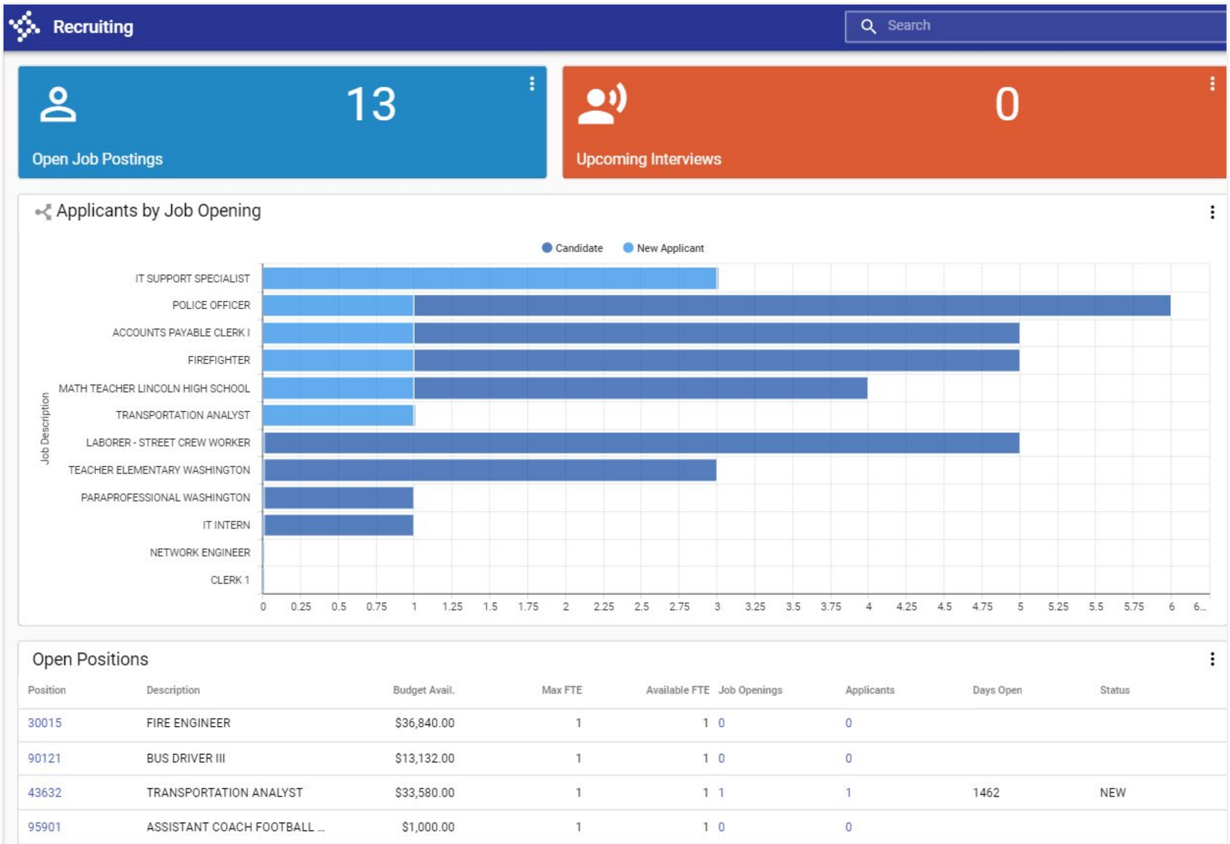
Access key metrics from Tyler's Hub, including current headcount, vacancies, and overtime. (Confidential and Proprietary).

Enterprise Recruiting

Enterprise Recruiting streamlines the entire application review and hiring process. Hiring managers can easily create and post customized job applications online. Candidates can set up online profiles that automatically share linked attachments—like resumes, references, and writing samples—with your HR department. Reports can be generated for the top-scoring candidates making it easy to compare skills and qualifications. Hiring Central and Applicant Central programs simplify applicant management and analysis.

With Enterprise Recruiting, you can:

- Streamline applicant scheduling, pre-employment tests, orientation, and training with Employee Access.
- Assess and score applicants.
- Ensure accurate approvals for job postings with automated workflows.
- Easily customize and manage employee onboarding tasks.



Easily track and manage vacancies and applicants from your recruiting dashboard (Confidential and Proprietary).

Enterprise Human Resources & Talent Management

Maximize the value of your organization's workforce investment with a centralized interface that provides complete visibility into your employees, applicants, benefits, and positions. Tyler's Enterprise Human Resources and Talent Management solution seamlessly integrates employee data from hire to retire. This comprehensive integration ensures that your compensation, retention, training, and development plans work together to promote your goals.

Easily Access Employee Records, Benefits, and Career Plans

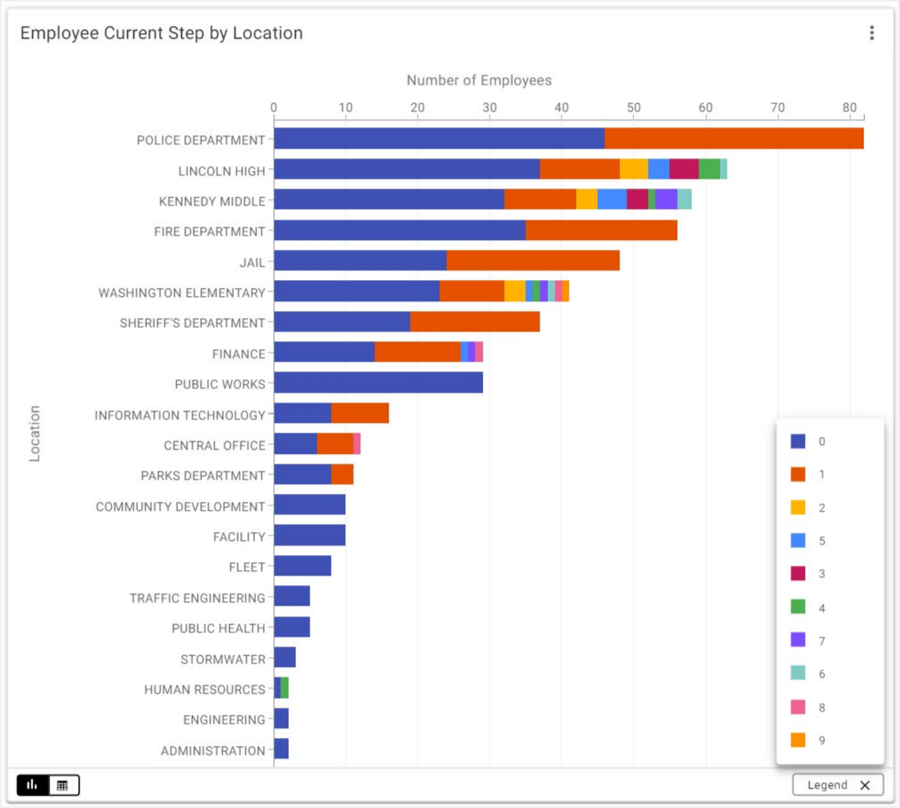
Tyler's Employee Central application provides managers and HR staff direct access to employee records, benefit information, and career plans. Verified staff can view accrual histories, paystubs, W4s, benefit elections, professional development plans, and training opportunities. User-specific access controls safeguard confidential information like social security numbers.

Simplify and Streamline Personnel Actions

Tyler's advanced workflows allow you to set up business rules for personnel actions, including inquiries, leave, termination, civil service, and reinstatement.

Optimize Personnel Planning

Enterprise Human Resources provides you with the tools needed to effectively manage your workforce. Position Control Central provides access to staff position information, including current position, salary information, budget information, education, certification, training skills, and other requirements associated with a position. Salary and benefit projections integrate step raises, vacancies, and benefits data. Enterprise Human Resource Management identifies valid positions and maintains a history of position holders for analysis. Enterprise Human Resources also facilitates updates to budget and FTE allocations and offers detailed current-year budget figures categorized by position.



Easily view employee step positions across your organization (Confidential and Proprietary).

Improve Talent Management

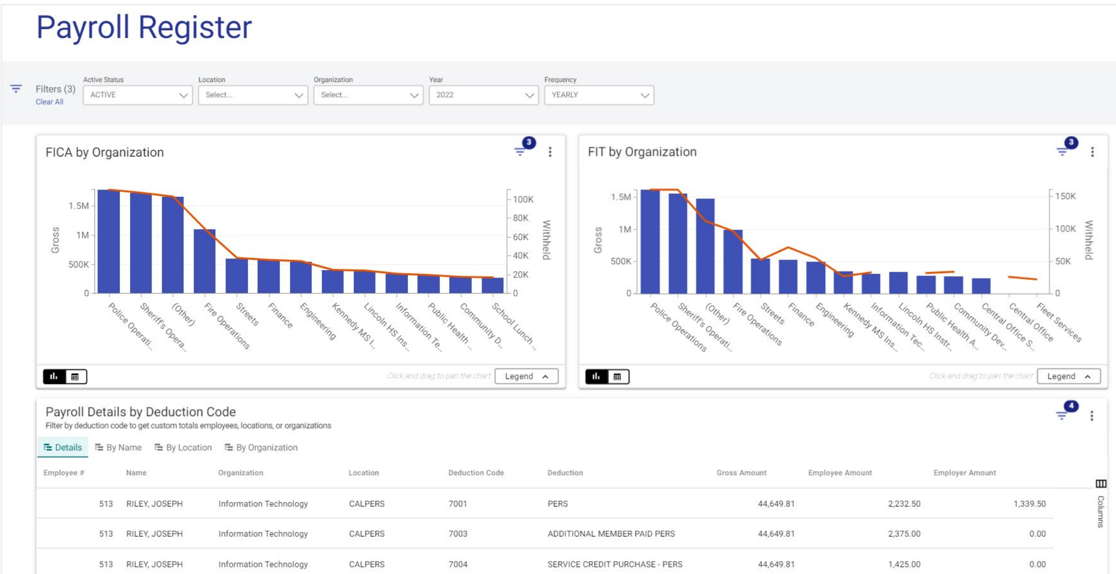
Talent Management helps align your employee's skills and knowledge with open positions in your organization. With Talent Management, HR representatives can define career paths, assign employees to specific tracks, and monitor their progress. Career planning tools aid employees in structuring their career trajectories, accessing external trainings, and providing feedback on attended classes. Supervisors can easily track certifications and skills, evaluate performances, and analyze talent to identify candidates for open positions. Talent Management allows you to proactively distribute necessary tasks to your employees, providing your staff with direct access to annual policy documents, new hire tasks, and personnel action processes.

Enterprise Payroll

With the option to either run payroll by exception and automate entries, or to utilize manual payroll entries, Tyler's flexible Payroll solution can meet the unique and evolving needs of the City . Enterprise Payroll can automatically generate recurring earnings and deductions. Tyler's Payroll solution can also send employee-initiated changes, like accrual requests and benefit selections, directly to Payroll for approval.

With Enterprise Payroll, the City can:

- Support up to 999 user-defined earnings types and over 7,000 user-defined deduction/benefit types.
- Establish multiple accrual types each with various earning methods.
- Process standard employee checks and direct deposit advices, as well as payroll vendor checks and electronic transfers.
- Provide employees with a net pay simulator and options for annualized tax tables.
- Decentralize timesheet entries and support multiple methods for tracking hourly time and attendance.
- Process and distribute year-end W-2s and 1099s.
- Support step increases, mass pay changes, updated "pay bands," and automated retro-pay calculations.



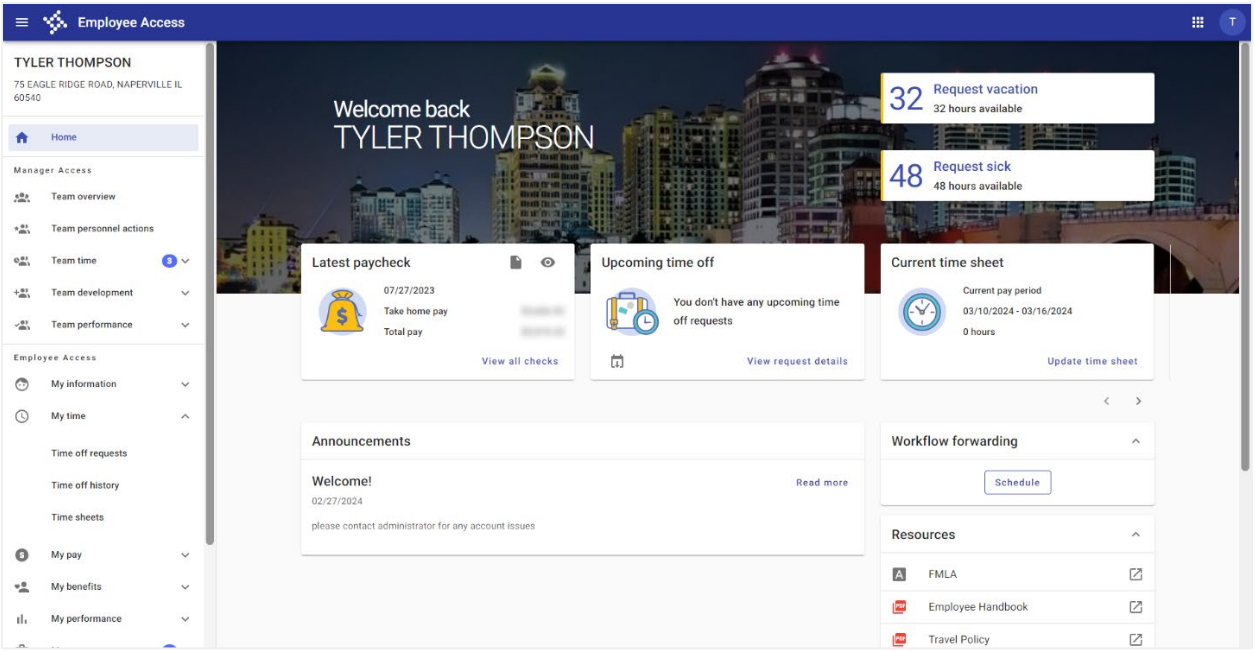
Easily monitor and manage payroll details across your organization (Confidential and Proprietary).

Employee Access

Offer your staff a centralized location to access career, benefit, and compensation management tools. Multi-factor authentication allows staff to securely update personal information, request leave, manage benefits, and review compensation. Employee Access provides managers with a consolidated view of their employees' performance and qualifications—including employee certifications, training, evaluations, task lists, time off requests, emergency contacts, and timesheets. Centralized processes for sharing organizational updates, posting required trainings, and managing open enrollment eliminate the need for manual data entry and multiple communication channels.

With Employee Access, your staff can:

- Conveniently log work hours for projects and activities.
- Intuitively manage compensation with a Net Pay Simulator that shows how hypothetical deductions, withholdings, and pay rate changes could affect future paychecks.
- Manage and view all benefit, W-2, and W-4 changes.
- Review and engage with Performance Evaluations throughout the year.
- Access HR-assigned tasks including open enrollment registration, onboarding, and required trainings.



Employee Access welcome screen (Confidential and Proprietary).

Enterprise Employee Expense Reimbursement

Employee Expense Reimbursement is an easy-to-use module that fully integrates with Enterprise Accounting, Payroll, and Accounts Payable for complete electronic expense report filing. Employee Expense Reimbursement provides numerous time-saving system defaults such as quick expense report creation, system-generated travel requests, invoice reimbursement numbers, and general ledger account codes. For ease of use, your office can create unlimited expense claim form templates, determine whether employees submit reports before or after expenses are incurred, and decide whether to reimburse through payroll or by cutting an AP check. When submitting expense reports, employees can conveniently log in from any location. Expense Reimbursement automatically populates expense report fields with data from Enterprise Payroll, streamlining submissions. Once submitted, claims can be automatically directed for approval.

With Enterprise Employee Expense Reimbursement, the City can expect to:

- Streamline time-consuming documentation processes.
- Eliminate the hassle associated with storing messy paper receipts.
- Empower employees to file and track expense reports from their Employee Access application.
- Improve expense approval times with automated workflows.
- Copy previous expense reports for recurring expenses.
- Associate purchase orders and invoices with expense claims.
- Ensure accuracy by automatically applying the most up-to-date GSA per diem rates to all expense reports.

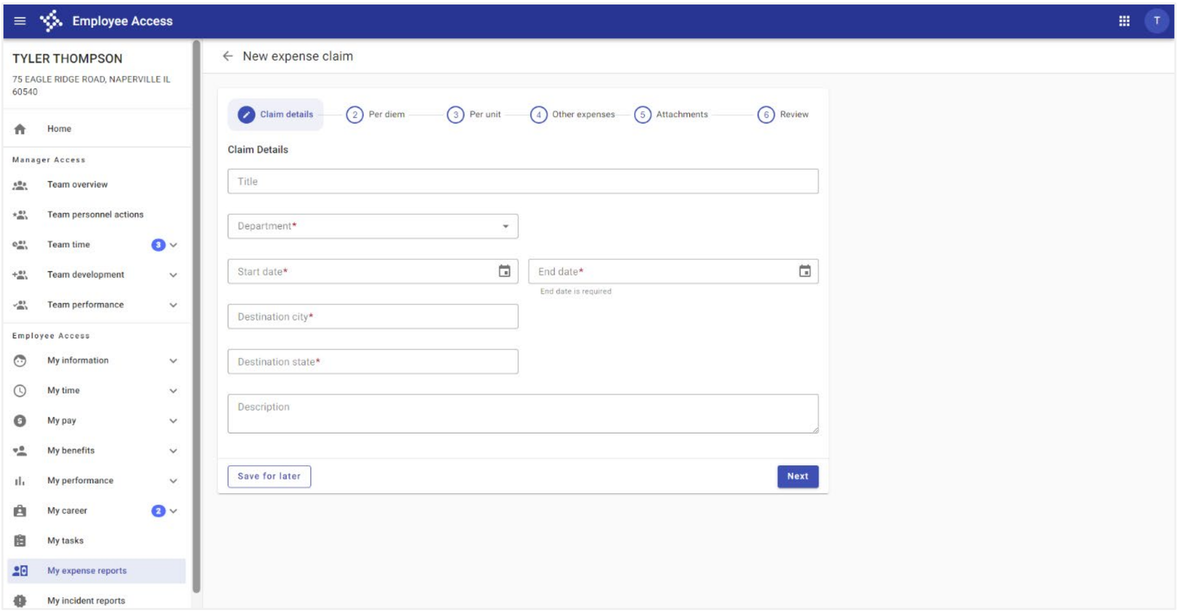


Figure 1. User-friendly screens make it easy to approve and submit Expense Reimbursements (Confidential and Proprietary).

Enterprise Risk Management

Designed for the public sector, Enterprise Risk Management provides local governments with the tools needed to effectively track, manage, and pay property, vehicle, and causality claims. Comprehensive integration with Tyler's Procurement and Accounts Payable solutions simplify the management and disbursement of claims and injury-related compensation. Easily link individual claims to employee records through direct integration with Enterprise Human Resources.

Time & Attendance

Seamless integration between Time & Attendance and Enterprise ERP ensures streamlined data entry, simplified payroll processing, and advanced report generation. Information flows effortlessly between Time & Attendance and Enterprise ERP, minimizing manual input and ensuring precise tracking of employee hours, overtime, and leave. This integration drives accurate payroll calculations and broader alignment with your financial management.

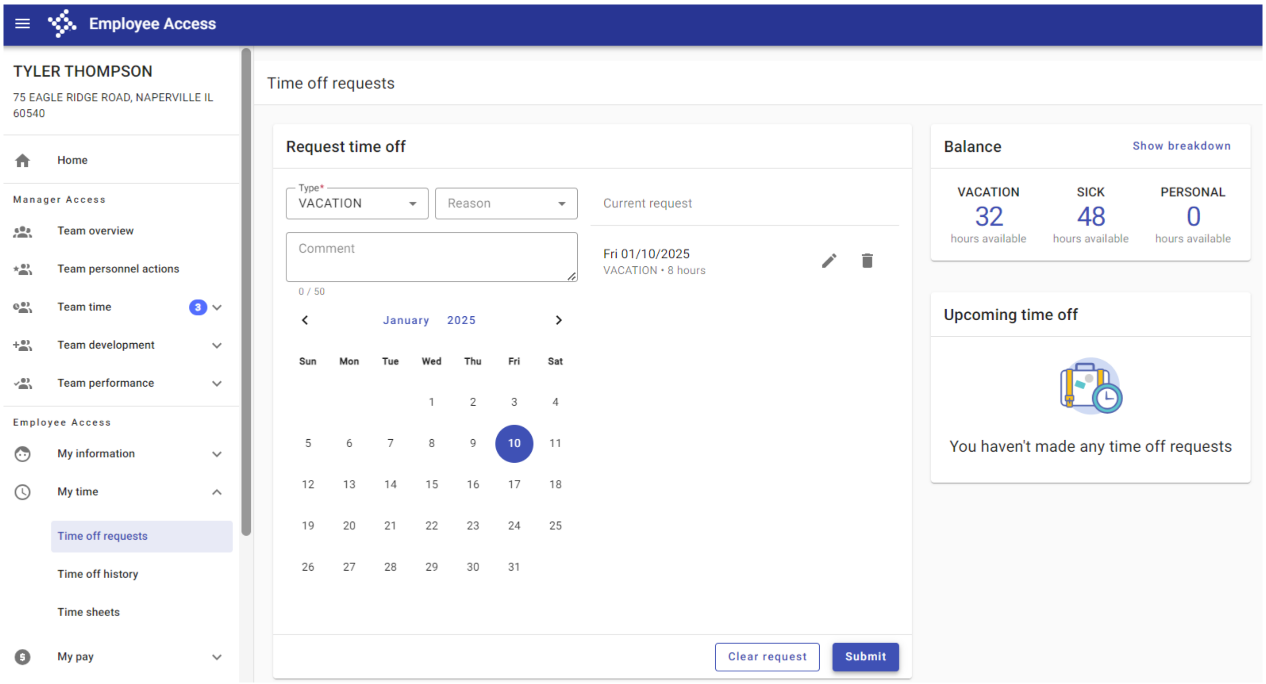
Streamline Payroll with Seamless Integration

Automated data flow between Time & Attendance, Absence & Substitute, and Enterprise ERP provides precise, consistent, and compliant payroll calculations. This robust integration streamlines the collection and validation of attendance data, accelerating payroll processes. Time & Attendance simplifies payroll management by allowing payroll staff to lock pay periods after a set deadline. Time & Attendance also provides quick access to detailed reports, including timecards, weekly summaries, and violation tracking.

Provide Anytime, Anywhere Access to Time & Attendance

Employees can conveniently access Time & Attendance using the dedicated mobile application or through their mobile-friendly Employee Access application. This means that staff can clock in and out, request time off, track hours worked, review leave balances, and trade shifts—anywhere, anytime. All information saved in

Employee Access automatically syncs with Time & Attendance, allowing users to view accurate time records, pay stubs, and schedules in real-time.



Staff can easily manage time of requests from their mobile-friendly Employee Access dashboard (Confidential and Proprietary).

Simplify Audits and Ensure Compliance

Time & Attendance data is automatically stored and synced within Enterprise ERP, ensuring complete audit trails, detailed time histories, and transparent reporting. This seamless integration simplifies audits by providing easily accessible, verifiable records while ensuring timekeeping data remains accurate and compliant with local, state, and federal labor regulations.

Improve Attendance Tracking with Real-Time Insights and Geolocation Tools

Supervisors can track employee attendance in real time, ensuring accurate and up-to-date records. Geolocation and geofencing tools work seamlessly with your staff's Workforce Mobile application to provide clear visibility into where employees are clocking in and out. Time & Attendance automatically generates detailed reports on attendance, overtime, and scheduling.

Geofencing allows you to set boundaries around where your employees can clock in and out (Confidential & Proprietary).

Customize Reporting and Drive Informed Decision-Making

Managers gain enhanced insights into labor costs, productivity, and budget management with reports that seamlessly integrate Time & Attendance data with financial and human resource metrics. Real-time access to accurate labor data empowers managers to make informed decisions on staffing, overtime, and resource allocation. Customizable reports further improve visibility and oversight.

Advanced Scheduling (Optional)

Time & Attendance Advanced Scheduling automates, simplifies, and streamlines your staff scheduling process while minimizing labor costs and overtime expenses. This powerful solution ensures you have the right people in the right roles at the right time.

Simplify Scheduling with an Intuitive Calendar View

Time & Attendance Advanced Scheduling provides supervisors with an intuitive calendar view for efficient scheduling. Supervisors can create reusable schedules that adapt to meet your changing needs. Open shifts can be filled by simply dragging and dropping unscheduled employees into open shifts. The customizable calendar can be set to display key employee information—such as certifications, start dates, and overtime history—helping to drive informed shift assignments. Time & Attendance Advanced Scheduling will automatically flag overlapping shifts or overtime violations.

Rules		Employee	Employee Position	22 Tue	23 Wed	24 Thu	25 Fri	26 Sat	27 Sun	28 Mon
									DISPATCH	
		JACKSON, MARTIN	PDIS (Police Dispatcher)			DISP D1 06:00-16:00	DISP D1 06:00-16:00	DISP D1 06:00-16:00	DISP D1 06:00-16:00	
		PATEL, SITA	PDIS (Police Dispatcher)			DISP N1 22:00-08:00	DISP N1 22:00-08:00	DISP N1 22:00-08:00	DISP N1 22:00-08:00	
		STEVENS, HOPE	PDIS (Police Dispatcher)	DISP D2 06:00-16:00	DISP D2 06:00-16:00					DISP D2 06:00-16:00
		THOMPSON, GIL	PDIS (Police Dispatcher)	DISP M2 14:00-00:00	DISP M2 14:00-00:00					DISP M2 14:00-00:00
		WYER, SHEILA	PDIS (Police Dispatcher)			DISP M1 14:00-00:00	DISP M1 14:00-00:00	DISP M1 14:00-00:00	DISP M1 14:00-00:00	

Easily Manage Schedules and Shift Assignments with a Calendar View (Confidential and Proprietary).

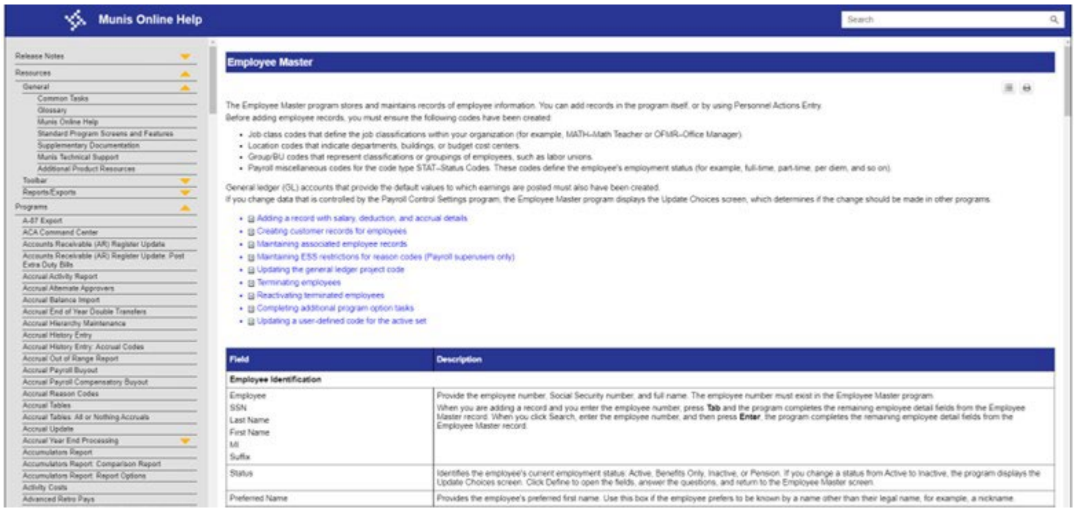
Streamline Complex Scheduling with a Customizable Rules Engine

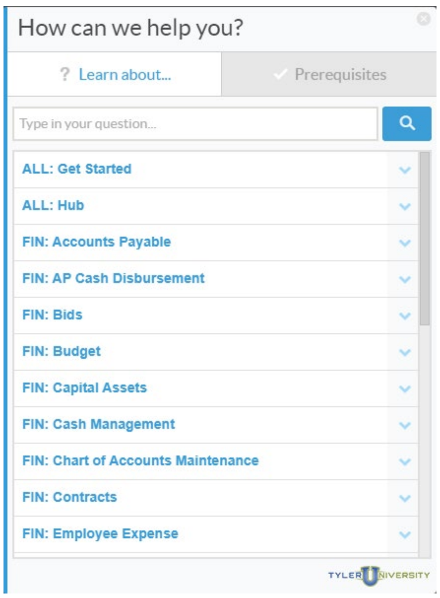
Easily manage complex scheduling with a customizable Rules Engine that lets you define City specific rules to automatically handle shift differentials, overtime, and leave according to your organization’s unique policies. Rules can be tailored to include project-based overtime, specific time ranges, holidays, and employee job types. Tyler’s Rules Engine ensures employees receive proper compensation and helps you maintain compliance with labor laws, company policies, and union agreements.

II. SOFTWARE DOCUMENTATION FEATURES AND FUNCTIONS

Proposer to provide a summary of their software documentation that describes the features and function of the proposed application software. Identify what makes your documentation user friendly and useful to the end user and technical user of the software.

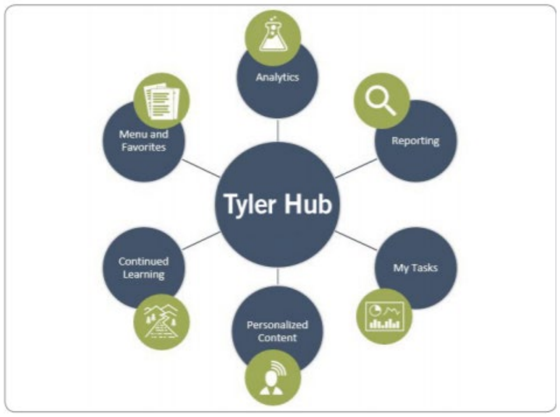
Enterprise ERP applications include context-sensitive online help that provides field-level and procedural information to assist your resources in completing program tasks. When you are in a program and open help, the program displays a help screen generally consisting of an overview of the program or the selected program screen, procedures for completing the tasks within the program, and descriptions of the fields on the screen. The online help also includes a table of contents, from which you can select help for other programs within a product, review release notes, and access related resources.





Help links to client resources and knowledge articles, allowing for immediate access to additional information and resources directly from the help screen, as well as to Enterprise ERP Technical Support, for ease in requesting assistance from an Enterprise ERP expert. Online help is not customizable to clients.
Tyler incorporates computer-based training into our Training and Knowledge Transfer. Tyler Coach delivers prerequisite and baseline information to all project participants. This approach allows Tyler's Implementation Consultants to focus on more complex subjects and to focus on ensuring that all participants are moving along at the same pace. Tyler Coach is included for all clients at no additional charge.

What makes Tyler Coach so invaluable in the learning process is that it overlays your Production, Train, and Test databases. This means that the coursework is using your actual data that is specific to the user's work. In addition, it does not require user management, usernames, or passwords since the classes are taken directly from the programs and the associated user permissions are already applied. Tyler Coach also submits a weekly report on classes taken and provides the information directly so an assessment can be performed as to the level of study and difficulty that is ongoing.



Tyler Hub is a powerful platform that can improve the efficiency of all Enterprise ERP users. By connecting powerful and diverse data sources, Tyler Hub enables you to monitor key processes, quickly execute routine tasks and eliminate time-consuming data searches. Tyler Hub is built on a series of preconfigured cards designed to visualize standard sets of data for various job functions and tasks. Select from the sets of cards — or content packs — for accounts payable, asset management, payroll, utility billing, human resources, purchasing, inventory, and more. Users have the option to adjust the data as needed and specify how it is presented — or simply to use the cards as they are.

A Hub page can be assembled to focus on a specific process such as hiring or benefit tasks or can be configured to reach across Enterprise ERP solutions to combine cards from Utility Billing, Accounts Receivable, and the General Ledger. A page can combine data analytics, reporting, and task functions, and users can add modify and add pages to their platform stack as their job functions evolve. Real-time data analytics and active links give Hub users an advantage. Instead of taking the time to open multiple programs to find data, Hub centralizes the data you need and makes it instantly accessible — quickly click online items to access transactional details, locate a site on a map, approve or reject a transaction, or other action. By having everything visible and accessible, Hub users have more time to analyze their data rather than searching for it.

Finally, Tyler also maintains a complete set of documentation that is available to all users through client resources and knowledge articles. These resources provide users with a single, easily accessible location to find all existing documentation on the Tyler product(s). Included are procedure documents, file layouts, user guides, installation manuals, setup documents, system administrator documents, data schemas, training exercises and much more.

Tyler does not provide custom documentation to our clients as part of the traditional implementation process. Custom documentation is available through our Business Process Consulting offering. Tyler has priced the Business Process Consulting offering in the optional pricing section. If you would like more information about this service, please ask your Sales Account Executive. However, Tyler's implementation methodology supports the creation of custom documentation by your project team members as a training method and tool, which helps to reinforce the transfer of knowledge to resources during all phases of the project.

III. PROPOSED SOFTWARE MODULES TABLE

Proposer to complete the table below. Proposed modules that are required to satisfy the requirements associated with the functional areas identified below cannot be proposed as complementary or optional.

Table 2-01: Proposed Functional Areas/Modules

Proposed Software Information	
Product Component/Suite *(Name and Version of the Proposed Software Solution)*	Enterprise ERP V2024
Time on Market	Tyler's Enterprise ERP has been on the market since 1982.
Release Date of Most Current Version	Current version was released in February 2025.
Next Major Release Date	Enterprise ERP is released on a quarterly basis.
Next Minor Release Date	Enterprise ERP is released on a quarterly basis
Was the product proposed originally developed by your firm, or, was the product acquired from another developer/entity?	Yes, Enterprise ERP was developed by Tyler Technologies Inc.
If the proposed product was acquired, what was the date of acquisition?	Not applicable
What is the future roadmap for the proposed product? Is there an end of sales or support date for the product?	We require clients upgrade at least once a year to stay on a supported version. Tyler is committed to providing the best software and services to the public sector. Dedicated research and core development groups ensure Tyler remains focused on the needs of existing customers while also envisioning and executing on what prospects will expect from products and services in the future. Tyler's Evergreen Philosophy continually provides returns on our clients' investment by refreshing the features and underlying technology in a planned and non- disruptive approach. Tyler continuously reviews product roadmap items in a 12-18 month rolling approach. Product direction is influenced through proposals, local, state, and national user groups and conferences, customer enhancement requests, as well as competitive and market analysis. These resources provide necessary insight to ensure Tyler solutions meet the needs of the marketplace, and most

Proposed Software Information	
	importantly, Tyler customers today and into the future. Tyler solutions are continually enhanced with functional & technical enhancements for clients. Below are examples of recent and upcoming feature highlights: **Artificial Intelligence** Now, more than ever, the public sector is under pressure to do more with less. Generative AI (GenAI) is stepping up as the practical tool to meet this challenge head-on, delivering real value in an increasingly demanding environment. At Tyler Technologies, we're combining recent advancements in GenAI with our unparalleled expertise to provide solid, practical solutions that deliver three major benefits: **Improved Productivity**: AI simplifies repetitive tasks such as data entry, freeing up your team for work that only humans can do. **Smarter Decision Making:** AI swiftly transforms raw data into actionable insights, aiding you in making informed, evidence-based decisions. **Better Service Delivery:** AI enhances how residents interact with government services, making them more accessible and user-friendly. By prioritizing practical, solutions-oriented AI applications, we're helping public sector agencies to operate more efficiently, make smarter decisions, and provide services that better meet the needs of the communities they serve. A sample of these solutions include: Tyler's Cyber Security solutions employ the latest advancements in Generative AI to identify abnormal and potentially malicious patterns. Priority Based Budgeting leverages ML and AI to provide key stakeholders with the data and insights needed to overcome capacity gaps and align budgeting.

Proposed Software Information	
	ARInspect leverages ML to help improve the efficiency and accuracy of field inspections. CSI Solutions leverage AI to automate data entry and redaction from court documents, saving courts hundreds of thousands of dollars per year, while also increasing the accuracy of the filings. Tyler's Data and Insights solutions use machine learning to help leading cities forecast their sales tax receipts. Tyler's Public Safety solutions uses AI to automatically redact sensitive information from reports before those reports are shared with the public. Tyler's DSD division is partnering with states across our portfolio to roll out innovative chatbots designed to help connect residents with *all* the services offered by the state, regardless of where they start on the state website. That division is also leveraging AI to help improve decision making and streamline existing workflows. We're not only delivering this technology with our solutions. We're also using this technology to better serve our clients. A sample of those solutions include: AI is used within Tyler Community to help Tyler's support team gather information and quickly respond to clients. Tyler's ticket reporting and resolution platform employs AI to get cases to the right places more efficiently with less effort from Tyler's clients. Tyler's implementation teams are leveraging AI to reduce the time it takes to migrate data from existing systems, leading to faster implementations. While we recognize the enormous potential for positive impact, we also understand the serious concerns and risks associated with AI. As a leader in developing and delivering practical AI solutions for the public sector, we are committed to taking an intentional and thoughtful approach to AI development and deployment, ensuring that our solutions are built on ethical principles aligned with

Proposed Software Information	
	our core values. This commitment helps to safeguard against common concerns such as data privacy, transparency, and bias, ensuring our technology upholds the public trust and contributes to the greater good. Enterprise ERP Accounting Enterprise ERP Accounting provides highly flexible control settings making it easy for your organization to input, store, manage, and report on your financials in a way that works for you. Centralized reports empower informed budget and spending decisions, and comprehensive audit trails provide complete insight into spending, enhancing transparency and ensuring accountability. Enterprise ERP Accounting is a true multi-fund budgeting and accounting system. Designed to meet all GAAFR and GAAP standards, Tyler's solution defines journal entries by transaction type and supports modified accrual, full accrual, and cash-based accounting. Unlimited account segments and derived segments provide a flexible chart of account structure. Enterprise ERP Accounting supports inter-fund balancing and maintains account balances for both balance sheets and subsidiary ledgers. Enterprise ERP Accounting also provides: Comprehensive audit trails, real-time data updates, centralized dashboards, and advanced search tools that streamline reconciliation processes and drive data sharing. Unlimited, flexible Chart of Account segments that make it easy for you to manage your accounts in a way that works for you. Easy-to-use calendars that allow you to utilize different budget cycles for your various accounts. Enterprise ERP Accounting supports yearly, fiscal, biennial, and user-specific calendars. Flexible budget checks that can be established for multiple levels of an account, ensuring over-budget scenarios are avoided.

Proposed Software Information	
	Highly configurable Personalized Budget Profiles that allow you to easily define unique budget-checking calculations. AP Automation for Enterprise ERP Designed to complete your vendor check workflow process in a fraction of the time, AP Automation can produce substantial savings for your organization. Paying suppliers becomes efficient, secure, and painless, while reconciliation is simplified, and manual errors are virtually eliminated. Invoices are submitted electronically by the vendor through email or a dedicated AP Invoice Access web portal. Invoices can also be uploaded directly to the system by your staff. AP Automation uses Amazon Textract, a machine learning (ML) service that automatically extracts data from scanned invoices, going beyond simple optical character recognition (OCR) to identify, understand, and extract specific data from documents. Invoice data is then processed to create valid invoices and sent to an integrating Tyler ERP. This includes invoice data and a copy of the invoice in PDF format to be uploaded into your integrated document storage solution. The Invoice Capture system allows users to personalize what data they wish to focus on and automatically accept or reject invoices based on the presence of required information. Accepted invoices are sent to the ERP for invoice processing and rejected invoices are placed in a rejected queue for further review/editing or dismissal. Invoice capture syncs with the integrating ERP vendor and purchase order information, increasing the accuracy of captures of data. Association with purchase order data specifically increases accuracy of line item captures and allows more complex rejection and acceptance functionality if vendors invoice beyond the authorization of a particular PO. Integration with vendor information automatically associates invoices to existing vendor records as well as manage contact information and invitations to AP Invoice Access. The AP Invoice Access web portal allows vendors to see all invoices submitted and payments processed

Proposed Software Information	
	by AP Automation. AP Invoice Access is designed in a "one to many" configuration that allows vendors to have one account that can be connected to multiple Tyler clients. This allows them to upload invoices to multiple customers with a single account. Interactive Reporting for Enterprise ERP Tyler's Interactive Reporting solution enables users to easily surface and explore vital data required for compliance and operational needs from across their Tyler ecosystem. Dynamic out-of-the box reports create insights and actionable conclusions, while offering the customization to create flexible, user-friendly ad-hoc reports and analytics. Interactive Reporting OData feeds provide secure, industry standard access to underlying data over web services for use with various third-party reporting tools. Additional Interactive Reporting offerings include the ability to add data from other third-party systems. Performance Based Budgeting Tyler's Priority Based Budgeting, powered by ResourceX, enables governments and school districts to easily uncover budget savings, identify revenue possibilities, better allocate funds, and create sustainable, fiscally responsible budgets. Priority Based Budgeting harnesses AI and machine learning to align government resources with your community's highest priorities. Payments Payments makes it easy for public sector agencies to accept online and over-the-counter payments for bills, fees, tickets, and fines. All aspects of payment processing are handled with Payments, including merchant services onboarding, shopping cart, check-out, fee handling, and receipts. Fully integrated with Tyler Technologies' product suites, as well as third-party solutions, Payments offers a public-facing enterprise portal that simplifies the complexity of any payment ecosystem. Support for seamless, real-time integrations with non-Tyler billing applications

Proposed Software Information	
	enable immediate payments for all bills, regardless of your back-office system. Payments is accessible from any device as a cloud-based product, enabling constituents to make payments from anywhere, any time.
Does your company have plans to release a differing product that offers the same or similar functionality in the next 5-10 years?	No. Tyler's evergreen philosophy is really a commitment to our clients. It means that their investment in Tyler solutions is for the long term. It means that Tyler applications will continue to evolve and remain a market leader. It means that we are continuously enhancing our products with underlying technology. And it means that we are continuously adding new features that add value and increase efficiency in the public sector workplace. We deliver this without additional license fees. Product upgrades are released as part of maintenance agreements and are immediately available. Perpetual Upgrades Tyler deploys industry leading technology and features that are continually enhanced through a process of perpetual upgrades as part of our Evergreen Philosophy. This includes a continuous stream of significant, yet manageable updates deployed over the life of the application with minimal disruption to our clients. This is a much better experience for our clients than deploying massive changes every 5 -7 years that require training and costly upgrades. Clients can incorporate these changes and advancements when they are ready without disruption of ongoing work. Benefits of Evergreen • Availability of current technology and functionality • Lower cost of ownership- you won't need to pay re-licensing fees when new versions of your licensed software are released • Minimal disruptions during deployment of new functionality • Minimizes the need for retraining after a significant update

Proposed Software Information	
Licensing	
Describe how the software is licensed (e.g., named user, concurrent users, enterprise/site, power user) and the options available for licensing:	Tyler Enterprise ERP is a site license providing for unlimited City end-users except for Time & Attendance and Advanced Scheduling which is named user based.
How many licenses have been proposed for each license type?	Site License; except for Time & Attendance (up to 350 employees)
Are the same licenses required for all users, or, would some users (e.g., those only accessing employee self-service) have a different license type than other users (e.g., Human Resources Director)?	A 'license' is only required to access the modules as listed above.
How are new users added to the system? Are there incremental costs per user?	The City will be able to add users at their discretion with no additional costs except for Time & Attendance and which is based on user bands.
If an existing user separates from service at the City, may their license be re-assigned to a new staff member, or, must a license remain assigned to that staff member in order to maintain employee records/retiree benefits/etc.?	Not applicable

Deployment Model			
Deployment Model Proposed to the City *(Corresponding Attachment C Cost Worksheets shall be completed for deployment model proposed)*	City-Hosted (Perpetual License)	Proposer-Hosted (Perpetual License)	Software-as-a-Service (Subscription)
	☐	☐	☑

Summary of Modules Proposed			
No.	Functional Area	Name of Proposed System Module(s) to Address Requested Functional Area	Previous Third-Party Partnerships and/or Solutions Successfully Integrated* With
1	General Ledger and Financial Reporting	General Ledger, ACFR,	
2	Budgeting	Budgeting, PatternStream	
3	Capital Asset Accounting	Capital Assets	
4	Purchasing	Purchasing, Bid Management, Contract Management, eProcurement	

Proposed Software Information			
5	Accounts Receivable	Accounts Receivable, General Billing, Cashiering, Resident Access	
6	Accounts Payable and Cash Receipts	Accounts Payable, Cashiering, Cash Management	
7	Project Accounting and Grant Management	Project & Grant Accounting	
8	HR and Personnel Management	Human Capital Management	
9	Applicant Tracking	Recruiting	
10	Benefit Administration	Human Capital Management	
11	Time Entry	Time & Attendance	
12	Payroll	Payroll with Employee Access	
13	Compensation	Payroll with Employee Access	
**Successful integration should include only those instances where both the software and the client are in production environments.*			

IV. OPTIONAL AND COMPLEMENTARY MODULES

What other system modules or products, not included in the scope of your proposal, would the Proposer recommend to be complementary or optional to the Project Scope?

Table 2-02: Optional and Complementary Modules

No.	Module Name	Narrative Description of Functionality Provided
1	Asset/Inventory Mobile	Tyler's Assets/Inventory Mobile is an intuitive, easy-to-use mobile asset/inventory management solution that integrates seamlessly with your Enterprise ERP, powered by Munis®, solution. Tyler's Asset/Inventory Mobile allows you to quickly perform asset inquiries, reconciliation, and record updates. Leverage barcoded tags or Radio Frequency Identification(RFID) for greater efficiency in asset reconciliation and inventorying.
2	Inventory	Inventory stores and reports items, such as office supplies and public works inventory. In conjunction with Enterprise Purchasing, you can buy items in bulk and issue them to departmental users as needed. With Inventory, all major inventory tasks can be accomplished, including purchasing, receiving, requesting, shipping, delivery, transfers,

No.	Module Name	Narrative Description of Functionality Provided
		and returns. Enterprise ERP manages all inventory accounting automatically, including on-hand balances, month-to-date and year-to-date values.
3	Priority Based Budgeting	Priority Based Budgeting, powered by ResourceX, enables governments and school districts to easily uncover budget savings, identify revenue possibilities, better allocate funds, and create sustainable, fiscally responsible budgets.
4	Advanced Scheduling	Time & Attendance Advanced Scheduling automates, simplifies, and streamlines your staff scheduling process while minimizing labor costs and overtime expenses. The Advanced Scheduling solution makes sure you have the right people working the right job at the right time through a fully-integrated, easy-to-use solution that easily scales to suit the needs of small, medium, and large organizations.
5	My Civic	My Civic is a comprehensive mobile app designed to promote civic engagement and enhance the quality of life in your community. By placing all of your public-facing engagement tools in a single app, residents will be better connected and play a more active role in the area they call home.
6	Capital Projects Explorer	Capital Projects Explorer is an interactive dashboard that demystifies a government agency's spending on building and construction projects. It is an easy-to-deploy solution that provides insight into the nature and status of any construction portfolio
7	Open Finance	Open Finance provides unparalleled data access and analysis tools to help your organization implement principles of transparency, participation, and collaboration. Local governments and school districts are increasingly expected to provide high-value information to help stakeholders understand how their tax dollars are being collected and spent. Open Finance solves this through a cost-effective, proactive approach to financial transparency
8	User Monitoring and Response	Tyler's User Monitoring and Response offers enhanced insights and increased awareness of potential suspicious Enterprise ERP application activity.

V. PARTNERSHIPS/THIRD-PARTY PRODUCT RELATIONSHIP

iii. Proposer to fill out the below table for each of the Partnership/Third-Party software product proposed.

X – Not applicable, no Partnership/Third-Party software proposed

Table 2-03: Partnership and/or Third-Party Product Identification

Name of Partnership/Third-Party Software Firm	Name of Software Product	Name of existing Clients using Proposer's system and the Partnership/Third-Party Software	Number of years Client has been using the two products together
N/A			

iv. For each product proposed as a Partnership/Third-Party product, detail the options available to the City as it relates to contracting relationship between the City and the Partnership/Third Party.

N/A

v. Proposer to provide the approach and responsibilities for managing the implementation and acceptance testing for each of the proposed Partnership/Third-Party products.

N/A

vi. Proposer to provide the approach and responsibilities for the SLA/maintenance related to the Partner/Third-Party provider.

N/A

vii. Proposer to submit six references and qualification statements for each of the proposed Partners/Third-Party firms and attach as an Exhibit to Tab 2 (see Tab 5 for References instructions).

N/A Confirmed, Exhibit attached.

viii. Proposer shall indicate if the proposed approach utilizes a systems integrator or consulting firm as the third-party.

N/A

VI. General

i. Proposer shall fully describe the integration/interface/data exchange capabilities of the proposed system, including available API's, middleware, web services, etc.

Tyler solutions offer a variety of methods of interfacing with external third-party systems, including file-based import and exports and real-time web service integration through plug-and-play App Connectors, and API Toolkits and Connectors.

Tyler Integrated Solutions

Local government continues to recognize the value of integrated software systems. Breaking down data silos, sharing critical organizational data, and automating workflows are just a few of the reasons why thousands of local government clients invest in Tyler's comprehensive integrated application ecosystem. Additionally, the benefits of single-vendor software solutions extend to shared user experiences, streamlined business processes, and minimizes the need to create and maintain integrations across disparate systems across varying update schedules.

Plug-and-Play Application Support

Tyler solutions include a library of prebuilt integrations for a variety of third-party applications. These integrations are fully maintained by Tyler, eliminating the time and effort needed to build and manage complex connections in-house. Setting up these integrations is straightforward, with only a few key fields needed to configure and activate them.

Productivity Software Support

Application data can be downloaded to a variety of formats including PDF, XLS, DOC, XML, and CSV. Any productivity suite capable of opening these file types can be used, such as Microsoft Office and Google Workspace. Data can also be uploaded to the system in these formats through the integrated import applications.

Output includes hyperlinks to the corresponding application record for easy access. Most output can also be automatically archived to Content Manager for quick retrieval at any time. Some applications also include mail merge support, allowing users to easily create and maintain form templates for completely customized presentation of application data. Any SMTP/IMAP server can be used to send email notifications, such as Microsoft Exchange and Gmail.

API Catalog

API (Application Programming Interface) Toolkits and API Connectors add value to your organization by enabling you to create your own integrations to share data between Tyler and non-Tyler applications.

API Toolkits contain all exposed resources (or endpoints) available in a specific Tyler application module such as Enterprise ERP General Ledger, Accounts Receivable, or Enterprise Asset Management. API Connectors contain a subset or cross-section of API Toolkit resources with the purpose of facilitating a specific type of integration such as third-party cashiering, IVR, or applicant tracking systems.

The API Developer Portal is a powerful RESTful API gateway that makes accessing Tyler application data and processes through Toolkits and Connectors easy and intuitive. The Portal conforms to OpenAPI 3.0 and is secured with OAuth 2.0 through Tyler Identity. API resources include example calls and produce properly formatted commands, allowing you to easily exercise them against your data.

The API Developer Portal features include:

- Simplified, structured API documentation
- Industry standard OpenAPI 3.0 interface
- Authentication using OAuth 2.0 standard, offering multiple login flows to suit different app implementation scenarios.
- Data models and examples for each resource
- Produces HTTP URI and CURL commands to exercise resources from within the documentation and return data

- Real-time validation
- Standard HTTP status codes
- Documentation to aid in identifying and understanding normal resources used to complete a given integration.

SnapLogic Integration Platform as a Service

Tyler has partnered with SnapLogic, one of the leading Integration Platform as a Service (iPaaS) solutions in the market. SnapLogic's platform for Generative Integration enables organizations to realize enterprise-wide automation by connecting Tyler solutions with their entire ecosystem of applications, databases, big data, machines and devices, APIs, and more with pre-built, intelligent connectors called Snaps.

SnapLogic's robust catalog of over 800 Snaps, coupled with an intuitive no and low code visual interface designer, help integrators, with or without coding skills, easily connect these endpoints to automate business processes and deliver the insights your organization needs.

In addition to managing the full extract, transform, and load (ETL) integration lifecycle, SnapLogic includes a comprehensive execution manager to monitor, provide alerts, and analyze metrics for your integrations. SnapLogic can easily be configured for secure bi-directional interfacing of cloud and on-premises solutions.

File-based Interfaces

When integrating with applications that rely on file-based transfers, Tyler solutions include native file interface applications designed for end users. Unlike systems that require a database administrator to import or export data with their system, users can easily import or export data through point-and-click user interface. User-defined templates specify the data layout for a specific system, so users can quickly choose the appropriate template at the time of import/export. Templates for commonly used third-party systems are also included out of the box. File-based interfaces can be scheduled for one-time or recurring, automated processing.

Data transfers can be configured with Workflow automated notifications or approval requests before data updates a record. Workflow business rules can be set on a variety of data conditions specific to the imported data. This includes if data causes an account to go over budget, is over a certain dollar amount, or is related to a specific segment of your general ledger. Only after all workflow rules have been approved does the import update production data. Depending on the process, imports can also be rejected at the item or file level; rejected imports can be resubmitted at any time.

ii. For available API's, does the proposed pricing include access to the entire API library? What functionality is exposed in the systems' APIs?

API Toolkits and Connectors

Tyler's API (Application Programming Interface) Toolkits and API Connectors add value to your organization by enabling you to create your own integrations to share data between Tyler and non-Tyler applications.

API Toolkits contain all exposed resources (or endpoints) available in a specific Tyler application module such as Enterprise ERP General Ledger, Accounts Receivable, or Enterprise Asset Management. API Connectors contain a subset or cross-section of API Toolkit resources with the purpose of facilitating a specific type of integration such as third-party cashiering, IVR, or applicant tracking systems.

The API Developer Portal is a powerful RESTful API gateway that makes accessing Tyler application data and processes through Toolkits and Connectors easy and intuitive. The Portal conforms to the OpenAPI Specification, including using Swagger UI to generate interactive API documentation, securing resources with OAuth 2.0 through Tyler Identity. API resources include example calls and produce properly formatted commands, allowing you to easily exercise them against your data.

The API Developer Portal features include:

- Conforms to Industry standard OpenAPI 3.0 Specification
- Swagger UI generates interactive API documentation that lets your users try out the API calls directly in the browser.
- Authentication using OAuth 2.0 standard, offering multiple login flows to suit different app implementation scenarios.
- Data models and examples for each resource
- Produces HTTP URI and CURL commands to exercise resources from within the documentation and return data
- Real-time validation
- Standard HTTP status codes
- Documentation to aid in identifying and understanding normal resources used to complete a given integration.

API Catalog Listing – Enterprise ERP, Enterprise Service Requests, Enterprise Asset Management

As of version 2021.1, Tyler's API Catalog includes the following Toolkits and Connectors:

API Toolkits

Enterprise ERP Account Payable
Enterprise ERP Account Receivable
Enterprise ERP Capital Assets
Enterprise ERP General Ledger
Enterprise ERP Inventory
Enterprise ERP Permits and Code Enforcement
Enterprise ERP Project Ledger
Enterprise ERP Purchase Orders
Enterprise ERP Recruiting
Enterprise ERP Requisitions
Enterprise ERP Utility Billing

Enterprise Service Requests
Enterprise Asset Management

API Connectors

3rd Party Applicant Tracking
3rd Party Asset Management
3rd Party Cashiering
3rd Party Citizen Portal
3rd Party IVR

API Catalog Description – Enterprise ERP, Enterprise Service Requests, Enterprise Asset Management

Toolkits

Enterprise ERP Accounts Payable API Toolkit
Provides programmatic access to common Enterprise ERP Accounts Payable application resources, such as vendors, invoices, and payment information and processes.

Enterprise ERP Accounts Receivable API Toolkit
Provides programmatic access to common Enterprise ERP Accounts Receivable application resources, such as customer, bill, and payment information and processes.

Enterprise ERP Capital Assets API Toolkit
Provides programmatic access to common Enterprise ERP Capital Assets resources allowing management of an asset from creation to retirement and/or disposal. Manage creation, improvements, and adjustments of an asset through its useful life.

Enterprise ERP General Ledger API Toolkit
Provides programmatic access to common Enterprise ERP General Ledger application resources, such as accounts, account balances, projects, and journal entries information and processes.

Enterprise ERP Inventory API Toolkit
Provides programmatic access to common Enterprise ERP Inventory application resources, such as vendors, inventory items, and other inventory and warehouse information and processes.

Enterprise ERP Permits and Code Enforcement API Toolkit
Provides programmatic access to common Enterprise ERP Permits and Code Enforcement application resources, such as building permits related to new construction, additions, signs, business licenses, inspections, and code enforcement information and processes.

Enterprise ERP Project Ledger API Toolkit
Provides programmatic access to common Enterprise ERP Project Ledger application resources, such as projects, project strings, milestones, and journal entries information and processes.

Enterprise ERP Purchase Orders API Toolkit
Provides programmatic access to common Enterprise ERP accounts purchase orders resources, such as vendors, purchase orders, and other purchasing information and processes.

Enterprise ERP Recruiting API Toolkit
Provides programmatic access to common Enterprise ERP Recruiting application resources, such as open positions, applicants, and other recruiting information and processes.

Enterprise ERP Requisitions API Toolkit
Provides programmatic access to common Enterprise ERP Requisitions application resources, such as vendors, requisitions, and other requisition information and processes.

Enterprise ERP Utility Billing API Toolkit
Provides programmatic access to common Enterprise ERP Utility Billing application resources, such as account, bill, consumption, and meter reading information and processes.

Enterprise Service Requests API Toolkit
Provides programmatic access to common Enterprise Service Requests application resources, such as searching for incident types and incident statistics, and creating new incident records.

Enterprise Asset Management API Toolkit
Provides programmatic access to common Enterprise Asset Management application resources, such as asset, work order, and service request information and processes.

Connectors

3rd Party Applicant Tracking API Connector

Provides programmatic access to Enterprise ERP application resources commonly used to integrate third-party HR applicant tracking applications ultimately allowing employees to be automatically added to Enterprise ERP HR application.

3rd Party Asset Management API Connector

Provides programmatic access to Enterprise ERP application resources commonly used to integrate third-party asset management applications by providing extended capabilities for accessing and updating multiple related Enterprise ERP application information and process include General Ledger, HR/Payroll, Accounts Receivable, Accounts Payable, Requisition, Purchase Order, Permit, Inventory, Utility Billing, and Capital Assets.

3rd Party Cashiering API Connector

Provides programmatic access to Enterprise ERP application resources commonly used to integrate third-party cashiering applications by providing customer, bills, and payment information processing capabilities.

3rd Party Citizen Portal API Connector

Provides programmatic access to Enterprise ERP application resources commonly used to integrate third-party citizen self-service portal applications by providing extended capabilities for accessing and updating customer, account, bill, payment, consumption and meter information and processes.

3rd Party IVR API Connector

Provides programmatic access to Enterprise ERP application resources commonly used to integrate interactive voice recognition (IVR) applications by providing customer, account, bill, payment, consumption and meter information and processes.

iii. Proposer shall describe available hardware options to support cash register/drawer functionality the City will consider these on an optional basis, and costs shall not be included in the technical proposal.

Details on supported hardware for Tyler's Cashiering point-of-sale solution, visit: https://tylernow.atlassian.net/wiki/spaces/KA/pages/633635005/Supported+Cashiering+Hardware

iv. Proposer shall describe available time clock options to support time capture functionality the City will consider these on an optional basis, and costs shall not be included in the technical proposal.

Time Collection Devices for Time & Attendance (Time Clocks)

Collecting time entries is a key component to the system and incorporating the ability to manage time around specific criteria and policies for departments that are in operation seasonally, Monday through Friday or 24x7/365 is the key for a client-wide enterprise system.

Time & Attendance online devices can be configured to identify the employee by reading Proximity, Magnetic Stripe, Barcode and/or Biometric (fingerprints). They are equipped with a keypad so simple entry of a badge number is also an option for identification. They require an electrical outlet (POE is also an option) and Ethernet connection (to be provided by the customer). Devices allow employees to clock in/out, salaried check-in (attendance), quick punch, view hours, view benefit accruals, approve timesheet, request time off and some job costing.

Time & Attendance also supports two-factor authentication technology. When enabled the user will be required to provide two different types of authentications to log into the device. These can be any combination of keypad, biometric, or badge swipe entry.

Time & Attendance also supports an off-line clock that can be used in remote locations where internet and/or network connectivity is not an option. These devices will capture employee in/out times and store the entries until it is connected to the network so all entries can be passed to Time & Attendance Software and populate the appropriate employee timesheet.

For clients currently utilizing proximity, magnetic stripe, or barcode badge(s), we recommend a sample badge be supplied to Tyler for testing to confirm compatibility. If clients are interested in purchasing new badges to use with the time collection devices, Tyler recommends one of the following badge types:

Proximity – HID 26 bit
Magnetic Stripe – Track 1 or 2
Barcode – 3of 9, code 39

Clients may purchase badges directly from a vendor of their choice. For pricing and product information, we recommend the following source: IDWholesaler: www.idwholesaler.com

Fingerprint readers or keypad code entry devices are also supported and can eliminate the need for a badge. Fingerprint readers add an additional layer of accountability and can be an ideal way to ensure employee time entry and eliminate buddy punching.

v. Describe your proposed reporting features native to the system, and how the City staff will be trained to develop and configure their own reports.

Public sector entities need multiple ways to get information from their enterprise solutions. That's why Tyler solutions provide more than just traditional paper-based reports for accessing and using critical information. It is designed to provide you with the information you need in the format users want—instantly.

Tyler's Hub dashboard provides centralized data access, aggregation, and analysis across Tyler applications. Configurable and interactive Hub cards present data to end users in real time in a variety of formats including charts, tables, and KPIs. Collections of Hub cards can be grouped by configurable Hub pages. The Hub Content Library includes hundreds of predefined cards & pages maintained by Tyler. Hub content can be customized and tailored specifically to organizational needs or created from scratch through an intuitive no-code content builder. Hub content can be downloaded to a variety of industry standard formats including PDF, CSV, and Excel, including PivotTable support.

Tyler's Interactive Reporting enables users to easily surface and explore vital data required for compliance and operational needs from across their Tyler ecosystem. Dynamic out-of-the box reports create insights and actionable conclusions, while offering the customization to create flexible, user-friendly ad-hoc reports and analytics. Interactive Reporting OData feeds provide secure, industry standard access to underlying data over web services for use with various third-party reporting tools. Additional Interactive Reporting offerings include the ability to add data from other third-party systems.

Users can easily create reports of their current dataset from Tyler applications to a variety of output formats (print, PDF, Word, Excel). An integrated query wizard guides users through the selection process to create complex queries. These queries can be saved for future and shared with fellow users to access pre-defined searches quickly and easily at moment's notice. Leveraging the integrated Application Scheduler, reports can also be scheduled to automate delivery and printing.

Built on Tyler Technologies' Data & Insights data analytics platform, Executive Insights empowers finance directors, mayors, city managers, superintendents, and department leads to effortlessly understand and monitor the health, performance, and service level of their organization. Powered by machine learning, Executive Insights predictive analytics experience is specifically tailored for government revenue forecasters. Executive Insights provides a turnkey analytical environment, pre-populated with industry-recognized KPIs and leading indicators, all of which require no setup. It is automatically updated and seamlessly integrated with Enterprise ERP, delivering instant insights from day one.

Tyler Open Finance provides unparalleled data access and analysis tools to help public sector entities implement principles of transparency, participation, and collaboration. Open Finance organizes your Tyler ERP financial data into a highly consumable, interactive, contextualized visual interface to meet the public's need to understand government finances. This allows agencies to effectively and powerfully communicate how tax dollars are being collected and spent.

Tyler simplifies the development of the Annual Comprehensive Financial Report (ACFR) with ACFR Statement Builder. Create and audit ACFR statements and schedules, streamlining the process from year to year. Additionally, Tyler employs a dedicated Enterprise ERP State Reporting team responsible for ensuring clients maintain compliance with state and federal reporting mandates.

Tyler applications include access to Microsoft SQL Server Reporting Services (SSRS) to create, manage, and set up subscriptions to complex, interactive reports and deliver them in a variety of formats.

Reporting Analysis

Tyler applications contain hundreds of canned system reports, each utilizing configurable user-supplied parameters to provide hundreds of reporting variations. However, Tyler recognizes that our clients often have specific reports that are needed to meet current business needs. During the planning stage of the project, the Tyler Project Team will walk you through the existing reporting functionality and toolset. Through this knowledge transfer, your team will evaluate and determine the standard offerings, what can be accomplished via ad hoc queries and exports or if a custom report needs to be created.

Reports are classified as:

- Included in standard reporting options
- Information available through ad hoc searches and queries, dashboard tiles, etc.
- A report that will need to be developed through using report writing tools

Custom Reporting Training

Tyler provides training and support for Microsoft Excel PivotTable / PivotChart reports using Tyler's Hub dashboard and Microsoft SQL Server Reporting Server (SSRS) for ad-hoc reporting. Training will be conducted during the first phase of the implementation, or within 60 days of go-live, whichever is deemed a better fit by the client. Tyler uses a "train the trainer" approach, which will provide certain individuals with the tools necessary to train additional users on the subject matter as they see fit. This training enables clients to create their own custom reports and modify any report from the Tyler Reporting Services (TRS) Report Library.

vi. What strategic decisions or direction is your firm taking or making related to the product being proposed today?

Tyler is committed to providing the best software and services to the public sector. Dedicated research and core development groups ensure Tyler remains focused on the needs of existing customers while also envisioning and executing on what prospects will expect from products and services in the future. Tyler's Evergreen Philosophy continually provides returns on our clients' investment by refreshing the features and underlying technology in a planned and non- disruptive approach.

Tyler continuously reviews product roadmap items in a 12-18 month rolling approach. Product direction is influenced through proposals, local, state, and national user groups and conferences, customer enhancement requests, as well as competitive and market analysis. These resources provide necessary insight to ensure Tyler solutions meet the needs of the marketplace, and most importantly, Tyler customers today and into the future.

Tyler solutions are continually enhanced with functional & technical enhancements for clients.

vii. What are the 3 – 5 most innovative and unique features or functionality that your software offers that would, from your firms' perspective, drive process improvement for an organization such as the City? For example, use of Artificial Intelligence/Machine Learning, automated invoice scanning/voucher creation, etc.

Tyler's Enterprise ERP solution is solely designed for the public sector. Enterprise Resource Planning, or ERP, is application software that integrates information across all facets of an organization, including finance, operations, and human resources.

Tyler solutions are continually enhanced with functional & technical enhancements for clients. Below are examples of highlights of upcoming features:

Time & Attendance Integration Expansion

Integration with Tyler's Time & Attendance solution continues to be enhanced with integration to Enterprise ERP Employee Access and the ability to transmit setup and employee information. Investments also include advanced scheduling for public safety and K-12 clients by adding features for tracking by day, multiple positions, and substitute teacher tracking.

Enterprise ERP Accounts Payable

Recent enhancements include new and improved flexibility with Invoice Entry, providing users the ability to selectively choose the invoices to release and automating posting of approved invoices for prompt payment. Enterprise ERP will accept electronic submission of invoices through Vendor Access or automated through industry standard cXML imports reducing errors from hand keying. Vendor Management will have mass update features and workflow on vendor edits. Payment Manager will consolidate a series of payment processing applications and automates generation of key files such as EFT and Positive Pay files reducing processing steps.

Enterprise ERP Accounts Receivable

The enhanced AR Module includes improved reconciliation tools, faster report generation and overall processing, and the introduction of more customizable processing. Enhancement to integrations with other Tyler solutions include Enterprise Permitting & Licensing and Fire Prevention Mobile and introducing "Anywhere Cashiering" functionality in Enterprise ERP for use with Cashiering.

Enterprise ERP General Ledger

Continue enhancement to reporting and analytics through new customizable dashboards. Improvements to client experience include increased auditing capabilities, additional exports of data, and alleviating reconciliation processes.

Enterprise ERP Payroll

Continue expansion of effective dated position control functionality by adding time tracking by position in time entry and Employee Self Service. Reconciliation process enhancements include surfacing overtime calculations prior to payroll validation to enable the easier reconciliation of overtime.

Enterprise ERP Performance Management

Extend functionality beyond traditional employee evaluation capabilities to enable goal management, mentorships and coaching, ongoing education and training, career development, and tying into employee engagement and recognition.

Enterprise ERP Purchasing

Move the requisition system an item-centric model; allowing tracking of internal catalogs which help users quickly find the items they need with a user-friendly shopping experience. With flexible and intelligent workflow, Enterprise ERP Purchasing will help organizations maximize their buying power while minimizing lengthy approval processes. Vendor Self Service will empower and inform your vendor community while promoting competition for your business with Enterprise ERP Bid Management. Once items are on hand, Tyler's integrated inventory system will ensure that critical materials are always in stock, while automating efficiency in the warehouse.

Enterprise ERP Recruiting

Continue improvements to make recruiting more intuitive and easier to use by centralizing applicant data and simplify new hire processes through a customizable GuideMe process. Create task-based dashboards with specific functionality for Recruiters, Hiring Managers, and HR Representatives.

Enterprise ERP Utility Billing

Delivers new functionality in the core areas of billing and revenue collection which improves service order processing via seamless integration with Enterprise Asset Management by connecting deeper with third-party meter management systems and smart meters, and by continually improving the client experience.

Enterprise ERP API Catalog

The new Enterprise ERP API catalog includes API Toolkits and API Connectors. API Toolkits contain all exposed resources (or endpoints) available in a specific Tyler application module. API Connectors contain a subset/cross-section of API Toolkit resources with the purpose of facilitating a specific type of third-party integration. With each subsequent release, the API catalog will continue to expand.

Enterprise Asset Management

Enhancements include a focus on spatial data improvements such as field surveyor geo-spatial asset collection tool and business rules engine with geo-spatial support. Work Project for Capital Improvement management will continue to see feature enhancement to provide city managers more tools for better insight and management capability. Expand Hub content to improve analytical insight into asset health, MRO inventory spend, employee metrics and overall work performance.

Employee Access

A completely redeveloped Employee Self Service (ESS) web application, Employee Access, will serve as the primary method employees interact with their Human Resources and Payroll staff. Features will include common requesting time off, entering time worked, as well as other tasks such as enrolling in benefit plans, changing contact information, viewing paychecks and tax related documents, and on-boarding as a new employee. Manager and Applicant Services will follow in subsequent releases.

VII. DATA CONVERSION APPROACH

Proposer to detail their approach to developing and implementing the data conversion plan, and what processes will be undertaken by the Proposer's project team to convert existing data, as well as to interface with identified source systems. Include methods of quality control and testing that will be utilized specific to data conversion.

Data Conversion

The data conversion process can be the most time-critical element of your project plan. Tyler develops crucial steps in our implementation process to support a successful data conversions plan. Our data experts conduct hundreds of data conversions every year mapping legacy data through custom written programs.

The purpose of this task is to transition the Town's data from your source ("legacy") system(s) to the Tyler system(s). The data will need to be mapped from the legacy system into the new Tyler system format. A well-executed data conversion is key to a successful cutover to the new system(s).

With guidance from Tyler, the Town will review specific data elements within the system and identify and/or report discrepancies. Iteratively, Tyler will collaborate with the Town to address conversion discrepancies. This process will allow for clean, reconciled data to transfer from the source system(s) to the Tyler system(s).

Data Conversion Standards & Responsibilities

While Tyler's data experts have extensive experience with data mining, conversion, and migration, it is your responsibility to provide Tyler with readable conversion data and to review the converted data for accuracy and completeness. Tyler recommends that you conduct due diligence to ensure that your team delivers clean data, to make data validation efforts seamless resulting in a high-quality migration.

Describe your organization's recommended approach toward retention of legacy data. Please describe what options are available, and supported, within your proposed solution. Also, please provide any relevant references of organizations that have successfully addressed legacy data with your solution.

Tyler recognizes the need for our customers to maintain their legacy data and to ensure that they comply with all local and federal data retention rules. Data retention is governed by different entities and differs amongst different data types. As such, your project team is responsible for knowing and communicating all data retention needs to the Tyler project team during the planning stage of the project. A data retention plan will be created during conversion planning and incorporated into the project plan to be followed throughout the Implementation. Typically, our clients use several different methods to maintain necessary data, including but not limited to, converting data into Enterprise ERP, retaining access to legacy systems, data archiving, existing hard copies, and nightly back-ups.

VIII. ROLES AND RESPONSIBILITIES

The Awarded Proposer will assist the City in the conversion of both commercially available software-based data, and any applicable data maintained in Microsoft Excel and Access, in to the new system as further described in the sources identified in Attachment B, Data Conversion tab.

It is expected that the City will be responsible for data extraction from current systems and data scrubbing, and that the Awarded Proposer shall be responsible for overall data conversion coordination, definition of file layouts, and data import and validation into the new system(s). Awarded Proposer should plan to have converted data ready for the User Acceptance Testing (UAT) phase of the Project.

As part of the resulting Project, the Awarded Proposer shall develop and provide a detailed Data Conversion Plan that describes how files will be converted to the proposed system (e.g., through software conversion aids/utility programs or special programs that must be written, the actual conversion procedures). A conversion schedule should identify planned conversion steps, estimated hours, and what resources will be required (by the City or Awarded Proposer) for all pertinent legacy data.

i. Proposer to confirm their proposal includes providing the services identified in this Section (Item VIII Roles and Responsibilities) and provide any additional services that are also provided as part of your Data Conversion Plan/Program.

Tyler will utilize information determined during analysis and provide consultation and training on configuration and setup on behalf of the city. Tyler will provide guidance on conversions proofing and testing.

ii. Proposer to specify or provide the format in which legacy system data should be extracted and provided to the Proposer for conversion activities.

Legacy Data Format

Data files may be submitted in a variety of formats. Tyler data experts require the source data to be in a well-structured format. A mapping of what is to be converted must be provided in addition to a definition of the source data and structure.

The acceptable formats include MS SQL backup (.bak), Fox-Pro database, as well as PICK in a normalized data format. Text Files (ASCII) Delimited format is also accepted. The delimiter can be anything that is not part of the source data. For example, a comma should not be used if there are text fields that include commas in the source data. Use a double quote text qualifier only when the source data does not include double quotes. Common delimiters include a tab or pipe. A fixed width data format is also acceptable. If fixed width files are provided, please include a data definition file to include the column names and lengths of the files. MS Access DB is allowed, please note if the database is locked you must provide Tyler data experts with the necessary password to access the data. MS Excel is an allowed format. However, you should not move data to excel if it is not natively exported to this format, unless necessary. Excel will make assumptions on formatting and possibly change the source data causing problems.

For any other formats, you will need to check with the data experts and conversions department to match client data formats to the Tyler file layouts.

IX. RESPONSIBILITY OF DATA CONVERSION ACTIVITIES

Proposer to provide detailed explanation of the roles and responsibly for the data conversion methodology and approach.

Definition of Roles

Role	Summary
Lead	The party ultimately responsible for the activity.
Assist	The party provides active assistance for the activity.
Participate	The party provides passive assistance for the activity.
Share	Both parties share equal responsibility for the activity.
None	The party has no role in the activity.

Summary of Response Indicators

Indicator	Response	Description
S	Supports	The Proposal supports the prescribed responsibility roles with its proposed data conversion methodology and approach.
C	Conflict	The Proposal has a conflict with the prescribed responsibility roles and proposes alternate responsibility in its proposed data conversion methodology and approach.

Responsibility of Deliverables

No	Data Conversion Activity	Proposer Role	City Role	Response	Other Comments
1	Perform Conversion Analysis of Existing Legacy Data	Lead	Participate	S	
2	Perform Crosswalk Development of Legacy Data From Legacy System to New System	Lead	Participate	S	Tyler will guide developing crosswalks; certain crosswalks will be created by the vendor as homework
3	Provide Conversion Data	None	Lead	S	Client is responsible for extracting and providing data from legacy system
4	Provide File Layouts/Data Maps of Existing System	None	Lead	S	Client is responsible for providing file layouts of legacy system
5	Proof Data Provided	Assist	Lead	S	

No	Data Conversion Activity	Proposer Role	City Role	Response	Other Comments
6	Analysis of Data to be Converted	Lead	Assist	S	
7	Developing and Testing Conversions	Lead	None	S	
8	Review and Correct Errors	Share	Share	S	
9	Load Converted Data Into Training Database	Lead	Participate	S	Loading conversions are an automated process. Client will kick off the process
10	Confirmation of Converted Data in Training Database	None	Lead	S	
11	Approval/Signoff of Converted Data in Training Database	None	Lead	S	
12	Load Converted Data Into Live Database	Lead	Participate	S	
13	Confirmation of Converted Data Into Live Database	None	Lead	S	
14	Approval/Signoff of Converted Data in Live Database	None	Lead	S	
15	Other:				

X. GENERAL APPLICATION ARCHITECTURE OVERVIEW

Proposer to provide a description of the proposed system and application architecture for the proposed application.

Tyler provides cloud-based solutions that can be securely accessed by end-users anywhere. Tyler's web applications present a responsive user experience that is automatically optimized for both desktop and mobile devices. Tyler also offers a variety of native mobile apps to better leverage device resources such as GPS or camera; and native store-and-forward functionality for temporary offline use.

Tyler application architecture is multi-tiered consisting of web, application, and database layers built and deployed on a suite of industry leading modern technologies. Tyler has a strategic collaboration agreement with Amazon Web Services (AWS), on which our cloud applications are deployed. Application business logic is composed of container-based microservices deployed on infrastructure orchestrated with AWS Elastic Kubernetes Service (EKS), providing built-in system resiliency, high availability, and auto-scaling capabilities. AWS Managed and cloud native services such as Relational Database Service (RDS) and DynamoDB are used for persistent storage, further enabling auto-scaling capabilities. Customer data is logically separated by tenant, and access is scoped to the authenticated user's tenant and role for each web request. All applications, infrastructure, and persisted data are highly available across multiple AWS Availability Zones.

XI. SYSTEM AND APPLICATION ARCHITECTURE QUESTIONS

i. What is the source language(s) of the product?

Tyler uses industry leading development tools for our enterprise solutions including Microsoft C#, HTML5, Objective-C and Angular. These tools provide Tyler clients with a business application infrastructure that enables the rapid and cost-effective creation of highly responsible enterprise-class software.

ii. How many environments are available with your proposed solution at no additional cost (e.g., test, training, production)?

Tyler's standard application deployment includes production, train, and test environments. Select Tyler application deployments may also include an implementation environment.

The train environment is typically used as a sandbox to test processes prior to doing so in production or to train users on new or unfamiliar processes. The test environment is used to install and test new application releases prior to upgrading production. The implementation environment is only available during implementation and prepopulated with data and scenarios so users can be trained prior to client data conversion or build out.

Production environments can be refreshed to non-production environment at the client's request.

iii. List all browsers that are certified for use with the application and describe any required browser add-ons, function enablement, etc.

Tyler applications are built and tested on the latest HTML5 standards and should be compatible with any modern browser. Tyler has validated the following browsers:

Google Chrome: Recommended with all Tyler solutions.

Microsoft Edge: Supported with all Tyler solutions.

Apple Safari: Supported with all Tyler solutions.

Mozilla Firefox: Supported with all Tyler solutions except Time and Attendance.

Note: Microsoft Internet Explorer is no longer supported by Microsoft and as such *not* supported with any Tyler solution.

iv. The underlying architecture of the application design is important to the City. Please describe your system architecture model and explain the capabilities and features of this model that led to your use of it in developing this system.

Tyler Cloud Solutions

Overview

Tyler's cloud applications run on AWS, the world's most comprehensive and broadly adopted cloud platform. Applications are available securely from any internet connection, anywhere, anytime. Tyler Technologies manages all client cloud operations, including application updates and platform administration, providing clients with a single point of contact for all software and hosting needs.

Features

Tyler cloud applications eliminate heavy up-front and unpredictable ongoing on-premises infrastructure fees. Many administration tasks are offloaded to Tyler support staff, allowing client IT staff to focus on other mission critical initiatives. Services include:

- System Administration. Tyler performs routine administrative tasks to provide application access at industry standard performance levels. This includes the installation, upgrade, support, and maintenance of the Tyler applications, platforms, and infrastructure. Tyler's dedicated Network Operations Center (NOC) provides 24x7 performance and security monitoring of all cloud solutions.
- Enhanced Security Controls. Tyler employ's security controls through compliance standards, layers of network security, adherence to best practices, and qualified staff. All client data is secured and protected both in-transit and at-rest data using industry standard encryption protocols. Annual assurance audits include Service Organization Controls (SOC) 1 Type 2 and SOC 2 Type 2 conducted by an independent firm, and PCI Security Council PA-DSS and PCI-DSS validation for Tyler's payment processing applications.
- Streamlined Account Management. Connect Tyler applications with your organizations identity provider (IdP) such as Microsoft Entra ID, Google Cloud Identity, and Okta Workforce Identity Cloud, aligning with your overall identity and access management (IAM) strategy. Integration with your IdP provides end-users with seamless, single sign-on across Tyler and organizational solutions, while centralizing credential management policies such as password requirements and the use of multifactor authentication for enhanced identity verification.
- Business Continuity & Disaster Recovery. Tyler solutions run on AWS, built to guard against outages and incidents, minimizing impact on customers and the continuity of services. Solutions and data are replicated across multiple AWS Availability Zones, connected to each other with fast, private fiber-optic networking, providing automatic fail-over for minimal disruption. Client data is backed up and retained using a FIPS-compliant enterprise backup solution certified for CJIS and GovCloud use and encrypted using FIPS140-2 and FIPS140-3 standards.
- Continuous Updates. Continuous updates keep organizations up to date with the latest features, enhancements, and compliance with federal, state, and local mandates. Our commitment to security enhancements, reliability improvements, and overall performance maximization ensures organizations are operating efficiently and effectively.

Benefits

- Reduce IT workload: IT resources are freed up to enable work on more strategic initiatives.
- Eliminate server acquisitions and maintenance costs: Costly hardware purchases, upgrades, and maintenance are avoided.
- Easy budgeting: Tyler's SaaS subscription is a set fee, flattening the peaks and valleys associated with the acquisition of software and services. Subscribing dramatically lowers initial costs and provides consistent ongoing costs that can be easily budgeted for the duration of the agreement.
- No secondary operational fees: Maintenance, support, and hosting fees are included.
- Expandable: Additional Tyler solutions applications are easily added, as needed.
- Around the clock monitoring: 24x7 performance and security monitoring of all cloud solutions

v. Please describe how data privacy and security compliance is supported within your proposed software solution. Is the system HIPAA compliant?

To maintain the highest levels of security assurance, Tyler undergoes annual audits, including Service Organization Controls (SOC) 1 Type 2 and SOC 2 Type 2 assessments conducted by an independent firm. Tyler Technologies also completes an annual Payment Card Industry (PCI) Data Security Standards (DSS) assessment using a PCI Security Standards Council (SSC) Qualified Security Assessor, ensuring that we meet stringent security requirements for handling payment data.

To learn more about Tyler's industry and regulatory compliance, including how to obtain a copy of Tyler's SOC reports, visit: https://www.tylertech.com/about-us/security-compliance/compliance. All Tyler applications run on AWS. To learn more about AWS security controls and compliance, visit: http://aws.amazon.com/security.

Tyler applications include a variety of controls to store and protect application data. All Tyler applications employ least-access role-based access control (RBAC) methodology, ensuring only access is provided only to appropriate authorized users through the least administrative rights possible to perform required tasks. Many applications include field level security for more granular control. Tyler compliments these strategies with controls and auditing to ensure only those authorized users can access the systems allowed.

Tyler's software and services are generally not subject to HIPAA because Tyler is not acting as a Business Associate, as that term is defined under the law.

Tyler Technologies is committed to protecting our clients' privacy. Tyler's Privacy Statement outlines Tyler's information collection, use, sharing practices, and clients' rights with respect to that information.

More details on Tyler's Privacy Statement can at https://www.tylertech.com/privacy.

vi. Describe your approach to ensure scalability of the product. This includes transaction growth, upgrades, and replacements of components of the architecture, technology, and application.

Tyler provides fully scalable solutions to meet the requirements of organizations of all sizes. Tyler applications are containerized and built on microservice architecture such as Kubernetes and scale vertically or horizontally for automated resource and load balancing. Additional storage allocation can be increased as required.

vii. List all hardware/operating system/database/mobile platforms upon which the product is supported.

Please see Tyler's System Specifications document attached.

XII. GENERAL SECURITY OVERVIEW

Proposer to provide a description of the proposed application security features/functionality as well as the underlying technology used to support hosting and access to the software by clients.

Safeguarding Client and Community Data Through Comprehensive Security Controls

At Tyler Technologies, we prioritize information security as a foundational element of our operations. We understand the critical nature of safeguarding the data of our public sector clients and their communities. Our robust security framework is designed to protect sensitive information through a combination of compliance with established standards, layered network security measures, adherence to industry best practices, and a team of qualified security professionals.

Tyler Technologies maintains a comprehensive Enterprise Information Security Program and Risk Management Program outlining administrative, technical, and physical safeguards. Our policies are guided by the NIST 800-53 Moderate Framework, ensuring our practices are aligned with national standards for securing sensitive information. Tyler maintains a risk register and updates its risk based on the NIST Framework and OWASP Testing Framework.

Administrative Controls

Organizational Security Controls

Internal Organizational Structure

Tyler Technologies has an organizational structure that establishes delegation of authority. Jobs have been defined within the organizational structure, which provides for segregation of duties.

IT Department Oversight

The IT department has a management structure that provides for oversight and monitoring of activities. The director of IT Infrastructure is responsible for oversight of the corporate network and reports to the chief information officer (CIO). An information security plan (ISP) has been established to help govern the protection of client information and is available to all Tyler employees. Execution of the ISP is overseen by a fulltime security staff who monitors execution of security controls, conducts risk assessments, and stays apprised of evolving threats.

Hiring and Orientation Practices

Tyler follows a standard recruiting process when hiring new employees. Job opportunities are communicated internally through email, as well as externally through third-party job search sites. Prior to hire, criminal, and motor vehicle background checks as well as FBI fingerprint checks, as applicable, are performed. A new-hire checklist is used during the on-boarding process to help ensure required tasks are performed.

Orientation is conducted for new employees in person or via the phone. Additionally, new employees are invited to attend Tyler Days, a more in-depth orientation focusing on the company and the specific departments in that division.

A member of the HR department notifies the IT department when a new employee is hired to provision the user's corporate network access. A username and password are required to access the corporate network. Employee access to the corporate network resources and confidential information on the network is limited to active employees based on their job functions. Access is removed upon notification of termination from the HR department.

Corporate network administrative-level access is limited to employees that require access to perform their job functions. Corporate network user access reviews are performed monthly.

Identity and Access Management

Tyler implements a role-based access control methodology to ensure only authorized people with a need for access are given it. To the extent Tyler users have access, Tyler employs a least privileged access strategy, meaning that individuals are given and use only the least administrative rights possible to do the task at hand. Tyler compliments these strategies with controls and monitoring to ensure only those authorized users can access the systems allowed.

Employee Handbook

An employee handbook documents company policies. The employee handbook is reviewed by the Human Resources (HR) department and updated at regular intervals. Employees are required to sign an employee handbook acknowledgement, which includes security policies, upon hire. Employees are required to sign a confidentiality/non-disclosure agreement upon hire.

Termination Practices

Employee termination procedures exist to help ensure required tasks are performed. Managers are responsible for contacting the HR department to inform them of an employee termination. Upon notification, the HR department will create an information technology (IT) ticket to inform the responsible parties to disable the employee's access, and a termination notice email is sent to a distribution group. When appropriate, the HR department conducts an exit interview with the terminated employee.

Employee Training and Meetings

Tyler provides management with ongoing training. Division-wide meetings are held regularly for each division of Tyler to communicate company-wide policies and updates as well as division specific content.

Cloud Solutions Operations department meetings are held on a quarterly basis to discuss changes, updates on status of projects, and relevant topics that may have an impact on Cloud Solutions clients. Additionally, team meetings are held weekly for the management team within the Cloud Solutions Operations department to discuss ongoing issues and events.

Employees are required to complete security awareness training on a regular basis. This training highlights Tyler's security policies. It also covers recommended security best practices regarding topics such as phishing, social engineering, malware, and confidential data handling.

Industry & Regulatory Compliance

To maintain the highest levels of security assurance, Tyler undergoes annual audits, including Service Organization Controls (SOC) 1 Type 2 and SOC 2 Type 2 assessments conducted by an independent firm. Tyler Technologies also completes an annual Payment Card Industry (PCI) Data Security Standards (DSS) assessment using a PCI Security Standards Council (SSC) Qualified Security Assessor, ensuring that we meet stringent security requirements for handling payment data.

To learn more about Tyler's industry and regulatory compliance, including how to obtain a copy of Tyler's SOC reports, visit: https://www.tylertech.com/about-us/security-compliance/compliance. All Tyler applications run on AWS. To learn more about AWS security controls and compliance, visit: http://aws.amazon.com/security.

Incident Response

To effectively protect Tyler's business and the client data in our care, a Security Incident Response Procedure is in place, defines employee responsibilities, and is available to all employees. Tyler's incident response plan, based on the NIST 800-53 Framework, defines a measured, repeatable process for determining, handling, and recording when an incident occurs. Tyler Technologies' handling of incidents, including notification to customers, conforms to applicable state and federal law.

Design, implementation, and maintenance of the IRP are the responsibility of Tyler's Information Security Office. The IRP establishes procedures for responding to and reporting of security incidents. A Post Incident Review is conducted once a threat has been successfully eliminated. The Incident Response Plan is tested no less than annually.

Tyler regularly monitors the networks, systems, environments, and applications within its control. As part of that monitoring, if Tyler identifies a potential security incident, Tyler follows established policies and procedures to contain, respond to and mitigate such incidents. Tyler's standard practice is to treat the details of any such incident as confidential, given that releasing those details to the public itself creates a security risk, and/or because those details may include a client's confidential information.

Further information regarding Tyler's incident response plan can be found in our most recent Type 2 Service Organization Controls No. 2 (SOC 2) report.

Secure Software Development Life Cycle

Tyler employs an enterprise Secure Software Development Life Cycle (SDLC) dedicated to continuously reviewing and enhancing the security posture of Tyler's products. Tyler uses enterprise-level dynamic and static security scanning tools as part of our software development lifecycle. In addition to scanning tools, Tyler's application security team executes manual assessments on Tyler products using a testing methodology based upon the OWASP Testing Framework.

Vulnerability Disclosure Program

Tyler has an enterprise-wide vulnerability disclosure program which includes Tyler products in its scope. Tyler makes available a communication channel for clients, partners, and the security community to report vulnerabilities in our products.

Tyler's Enterprise Application Security Team is responsible for triaging and managing product related vulnerability reports. This process involves confirming the vulnerability exists, assigning risk and impact, working with development on a fix, testing the fix, releasing the fix, and communicating the fix to clients.

Technical Controls

Data Segregation

Tyler multi-tenant applications and single-tenant datasets allow multiple organizations to use the software securely and independently within a shared environment. Customer data is logically separated by tenant, and access is scoped to the authenticated user's tenant and role for each web request, ensuring each client's information is isolated and secure.

Data Encryption

Transport Layer Security (TLS) encryption protects communication with Tyler applications, including end-user access through TLS-protected HTTPS. This widely adopted protocol secures sensitive data by preventing reading or modifying information transferred.

Tyler solutions run on AWS storage services, including Elastic Block Store (EBS) and Amazon Simple Storage Service (S3). The use of server-side encryption with AWS Key Management Service (AWS KMS) keys is used to encrypt at-rest data. This encryption is known as SSE-KMS. SSE-KMS uses one of the strongest block ciphers available to encrypt your data, 256-bit Advanced Encryption Standard (AES-256).

Tyler employs a FIPS-compliant enterprise backup solution certified for CJIS and GovCloud use. Data transfer and storage is encrypted as defined in FIPS140-2 and FIPS140-3 standards over private connections within the AWS network.

Network Security

Tyler's dedicated Network Operations Center (NOC) provides 24x7 utilization and network activity monitoring of all cloud solutions. Tyler employs a variety of industry-standard solutions for monitoring and intrusion detection and prevention. Safeguards include Amazon Inspector automated vulnerability management, Amazon GuardDuty continuous threat detection, and AWS Shield distributed denial of service (DDoS) protection.

Application Authentication

Tyler's Identity solutions are foundational components for a zero-trust identity strategy that enables cloud-based authentication for Tyler application users, regardless of location, device, or network. Tyler's Identity Workforce and Identity Community are cloud Identity as a Service (IDaaS) solutions that improve the sign-in experience, enhance security, and simplify identity management.

Identity Workforce connects Tyler back-office applications with your organizations identity provider (IdP) such as Microsoft Entra ID, Google Cloud Identity, and Okta Workforce Identity Cloud, aligning with your overall identity and access management (IAM) strategy. Federation with your IdP provides end-users with seamless, single sign-on across Tyler and organizational applications, while centralizing credential management policies such as password requirements and the use of multifactor authentication for enhanced identity verification.

Identity Community is Tyler's secure authentication service to access public-facing self-service applications, such as those used by vendors, businesses, and residents. One account provides community members with single sign-on to Tyler applications, including across multiple jurisdictions that also use Tyler applications.

Application Authorization

Tyler applications utilize comprehensive role-based access control (RBAC), also known as role-based security, to manage end-user access. Roles can be customized to offer flexible access control through user-friendly, integrated applications that require minimal technical expertise.

Following the NIST model for RBAC, access can be granted across applications, processes, records, and fields. Role permissions can span multiple modules within an application suite, simplifying administration for users with varied responsibilities. In cases where overlapping or conflicting permissions arise, the system grants the highest priority or least restrictive access to the user.

Additionally, Tyler applications feature detailed security profile reporting and auditing capabilities. Security reports provide both summary and detailed views of permissions assigned to roles and user accounts, giving administrators clear visibility into access levels across the system. Comprehensive auditing tracks all changes made to roles and user accounts, ensuring transparency and accountability within the access control framework.

Physical Controls

Data Center Controls

AWS's data centers are state of the art, using innovative architectural and engineering approaches. Amazon has many years of experience in designing, constructing, and operating large-scale data centers. This experience has been applied to the AWS Cloud. The following subsections address some frequently asked questions about data center security.

Physical and Environmental Security – AWS data centers are housed in nondescript facilities for anonymity. Physical access is strictly controlled at both the perimeter and at building ingress points by professional security staff using video surveillance, intrusion detection systems, and other electronic means. Authorized staff must pass two-factor authentication a minimum of two times to access data center floors. All visitors and contractors are required to present identification and are signed in and continually escorted by authorized staff. AWS only provides data center access and information to employees and contractors who have a legitimate business need for such privileges. When an employee no longer has a business need for these privileges, his or her access is immediately revoked, even if they continue to be an employee of Amazon or AWS. All physical access to data centers by AWS employees is logged and audited.

Fire Detection and Suppression – Automatic fire detection and suppression equipment has been installed to reduce risk. The fire detection system utilizes smoke detection sensors in all data center environments, mechanical and electrical infrastructure spaces, chiller rooms and generator equipment rooms. These areas are protected by either wet-pipe, double-interlocked pre-action, or gaseous sprinkler systems.

Power – The data center electrical power systems are designed to be fully redundant and maintainable without impact to operations 24 hours a day and seven days a week. Uninterruptible power supply (UPS) units provide backup power in the event of an electrical failure for critical and essential loads in the facility. Data centers use generators to provide backup power for the entire facility.

Climate and Temperature – Climate control is required to maintain a constant operating temperature for servers and other hardware, which prevents overheating and reduces the possibility of service outages. Data centers are conditioned to maintain atmospheric conditions at optimal levels. Personnel and systems monitor and control temperature and humidity at appropriate levels.

Physical Plant Management – AWS monitors electrical, mechanical, and life support systems and equipment so that any issues are immediately identified. Preventative maintenance is performed to maintain the continued operability of equipment.

Storage Device Decommissioning – As part of AWS's storage decommissioning process, when a storage device has reached the end of its useful life, AWS procedures include a decommissioning process that is designed to prevent customer data from being exposed to unauthorized individuals. AWS uses the techniques detailed in National Institute of Standards and Technology (NIST) 800-88 (Guidelines for Media Sanitization) as part of the decommissioning process.

For more details on AWS Data Center controls, visit: https://aws.amazon.com/compliance/data-center/controls/.

Tyler Office Access

Access to Tyler offices and facilities requires a key card. Key cards are issued to active employees and authorized vendors. Upon notice of termination, facility access is removed. A visitor log is maintained to track visitors' access to the facility.

Confidential Destruction

Waste from Tyler offices containing confidential data is placed in locked shredding bins and destroyed by a third-party company.

XIII. SECURITY QUESTIONS

Proposer to respond to the following questions related to system security and access controls.

i. Is Active Directory integration and/or single sign-on supported? Please provide applicable diagrams and/or details to substantiate the level of integration and compliance with published internet standards (i.e., LDAP and DNS).

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Additionally, Tyler applications feature detailed security profile reporting and auditing capabilities. Security reports provide both summary and detailed views of permissions assigned to roles and user accounts, giving administrators clear visibility into access levels across the system. Comprehensive auditing tracks all changes made to roles and user accounts, ensuring transparency and accountability within the access control framework.

ii. Proposer shall detail the ability of the proposed system(s) to integrate with Active Directory Domain Services implemented in accordance with published internet standards such as Lightweight Directory Access Protocol (LDAP) and Domain Name System (DNS). If such integration is not offered, Proposer shall explain the identify management solution that is provided.

Please refer to response above.

iii. Describe how the SaaS application/service provides two-way user and group synchronization with Active Directory (AD). (e.g., As users and groups are added to and removed from AD, these changes are reflected in the SaaS applications). Would the City AD be able to push, and the SaaS applications able to receive, user profiles and groups?

Microsoft Active Directory (AD) is one of several supported identity providers for back-office application authentication. Enterprise ERP and Enterprise Asset Management also include the following advanced synchronization capabilities with Active Directory over LDAPS, and the ability to import and export accounts.

Application Account and Role LDAPS Synchronization

- Back-office application user accounts and security roles can be synchronized with AD accounts and security groups for automated account management. The following processes can be scheduled or run on-demand.
- Create application accounts. New application accounts can be created when a new Active Directory account is added or added to a specific AD security group. This includes common account attributes such as name, employee number, phone number, email address, supervisor, and department code.
- Update application account access. Application roles can be added to or removed from the application account based on AD security group mappings defined by the client.
- Disable application accounts. Application accounts can be disabled when disabled in Active Directory or removed from specific AD security groups.
- Update account attributes. When user account attributes are changed in Active Directory, the respective attributes for the corresponding application account are updated. Attributes include name, employee number, phone number, email address, supervisor, and department code.
- Integration is based on standard LDAPS configuration to selectively apply rules based on Active Directory / LDAPS attributes such as organizational unit, department, or security groups.

Employee LDAPS Synchronization

Enterprise ERP Employee Master manages employee master records and includes the following integration with Active Directory. The following processes can be scheduled or run on-demand.

- Create Active Directory account based on employee personnel action (e.g., new hire).
- Disable Active Directory account based on employee personnel action (e.g., termination).
- Update employee attributes for accounts that exist in AD and Employee Master. Attributes can be selectively pulled from AD to Employee Master or pushed from Employee Master to AD. Attributes include first name, middle name, last name, department, email address, home phone, work phone, supervisor, and address.

Integration is based on standard LDAPS configuration to selectively apply rules based on Active Directory and Enterprise ERP attributes such as organizational unit, department, location, organization, and/or job class.

User & Employee File Integrations

In addition to LDAPS sync capabilities, user and employee accounts can be imported or exported. File integrations can also be scheduled for unattended processing and flexible file templates to map data in any format. In addition to importing basic user attributes, the user account import can include default role assigned to the user for streamlined access.

iv. When a user is added to AD, are the proposed solutions automatically provisioned and, conversely, when a user is removed from AD, access is automatically revoked?

Yes. Please refer to response above.

v. Are users able to sign on to the Windows network once, and then easily gain access to the proposed applications without having to enter an additional set of credentials?

Yes.

vi. The City has external auditors that may require access, or benefit from having access, to the core ERP system for annual audits. Please describe how access for auditors can be provisioned within the proposed system, particularly for this type of "user" that is not set-up within the City's Active Directory.

These types of "users" need to be configured in an OIDC or SAML compliant IdP. Application access will be driven by the City's configuration of the role assigned via integrated role-based security.

vii. Will Proposer require remote access to the City systems/network to provide support/management of the solution either during implementation or post go-live? If yes, please describe in detail what type of access is required.

Some support calls may require further analysis of your database, setup to diagnose a problem, or to assist you with a question. Leveraging secure, web-based screen-sharing applications – LogMeIn GoToAssist and BeyondTrust Remote Support – enables Tyler Client Support representatives to provide immediate, live support by remotely viewing and sharing your desktop. These tools give Tyler support the ability to rapidly assess the situation, take complete inventory of the context of the problem and quickly formulate a resolution or next course of action.

viii. If any access, remote or physical, is required for accessing the City's systems/network, will Proposer agree to reviewing and having applicable staff consent to follow applicable the City Security Policies?

Yes. Please refer to response above.

ix. Will Proposer staff resources be accessing the City systems/network remotely from outside the United States? If yes, please describe in detail the reasoning and how security will be managed.

No. All of Tyler's support staff is based in the United States.

XIII. SOFTWARE HOSTING QUESTIONS

Proposer to respond to the following questions regarding their software hosting platform proposed for the City.

i. Where are the data center and storage facilities?

Tyler cloud solutions run on Amazon Web Services (AWS), the global leader in public cloud, across multiple Availability Zones. US client data is stored/backed up in multiple AWS US Regions.

ii. What availability and response time do you guarantee?

Tyler Technologies cloud services are warranted to its standard service level agreement (SLA). Tyler's target attainment goal is 100% and the SLA provides a service availability commitment of 99.7% uptime.

If a client is unable to access Tyler applications for any reason, opening a support ticket is all that is required to report, and track downtime counted against Tyler's SLA.

Tyler also commits to a 1-hour recovery point objective (RPO) and 24-hour recovery time objective (RTO) for Tyler cloud solutions.

For more details, refer to the included sample Service Level Agreement.

There are no performance limitations of Tyler solutions and reasonable response times should be expected. Due to a variety of factors that can affect the response time of the system, response times or performance levels for all functions cannot be strictly guaranteed.

Tyler development and cloud operation departments make consistent efforts to monitor and improve system responsiveness based on user feedback, and work to guarantee benchmark performance at optimal levels for a wide range of municipalities and usage patterns large and small. Tyler's experienced professional services team can provide tailored recommendations specific to client business processes to optimize performance and user experience.

In the event of an unplanned outage, notifications would be sent to affected clients with details regarding estimated recovery time. Another notification would be sent when the issue is resolved. Tyler SaaS Support can be contacted for additional updates as needed.

iii. How many instances of unplanned outages have any of your customers experienced within the past five years? Describe the nature of any such outages, including the mitigating steps that have been established to minimize repeat outages. What has been the duration and scope of such unplanned outages?

Tyler has not experienced a data-center outage that has resulted in SLA client relief, exceeding the SLA guarantee, in the last 3 years. Tyler has issued SLA credits to less than .01% of clients. These were based on a variety of factors specific to client's application environments and not related to data-center outages.

iv. What are the standard relief schedules for unplanned system downtime/outages? In how many instances has your firm had to pay client relief for unplanned outages?

Please refer to the response above and sample SLA attached on the following pages for more information regarding relief credits.

SERVICE LEVEL AGREEMENT

I. Agreement Overview

This SLA operates in conjunction with, and does not supersede or replace any part of, the Agreement. It outlines the information technology service levels that we will provide to you to ensure the availability of the application services that you have requested us to provide. All other support services are documented in the Support Call Process. This SLA does not apply to any Third Party SaaS Services. All other support services are documented in the Support Call Process.

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

Actual Attainment: The percentage of time the Tyler Software is available during a calendar month, calculated as follows: (Service Availability – Downtime) ÷ Service Availability.

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

Downtime: Those minutes during Service Availability, as defined below, when all users cannot launch, login, search or save primary data in the Tyler Software. Downtime does not include those instances in which only a Defect is present.

Emergency Maintenance Window: (1) maintenance that is required to patch a critical security vulnerability; (2) maintenance that is required to prevent an imminent outage of Service Availability; or (3) maintenance that is mutually agreed upon in writing by Tyler and the Client.

Planned Downtime: Downtime that occurs during a Standard or Emergency Maintenance window.

Service Availability: The total number of minutes in a calendar month that the Tyler Software is capable of receiving, processing, and responding to requests, excluding Planned Downtime, Client Error Incidents, denial of service attacks and Force Majeure. Service Availability only applies to Tyler Software being used in the live production environment.

Standard Maintenance: Routine maintenance to the Tyler Software and infrastructure. Standard Maintenance is limited to five (5) hours per week.

III. Service Availability

a. Your Responsibilities

Whenever you experience Downtime, you must make a support call according to the procedures outlined in the Support Call Process. You will receive a support case number.

b. Our Responsibilities

When our support team receives a call from you that Downtime has occurred or is occurring, we will work with you to identify the cause of the Downtime (including whether it may be the result of Planned Downtime, a Client Error Incident, denial of service attack or Force Majeure). We will also work with you to resume normal operations.

c. Client Relief

Our targeted Attainment Goal is 100%. You may be entitled to credits as indicated in the Client Relief Schedule found below. Your relief credit is calculated as a percentage of the SaaS Fees paid for the calendar month.

In order to receive relief credits, you must submit a request through one of the channels listed in our Support Call Process within fifteen days (15) of the end of the applicable month. We will respond to your relief request within thirty (30) day(s) of receipt.

The total credits confirmed by us will be applied to the SaaS Fee for the next billing cycle. Issuing of such credit does not relieve us of our obligations under the Agreement to correct the problem which created the service interruption.

Credits are only payable when Actual Attainment results in eligibility for credits in consecutive months and only for such consecutive months.

Client Relief Schedule	
Actual Attainment	**Client Relief**
99.99% - 99.70%	Remedial action will be taken
99.69% - 98.50%	2% of SaaS Fees paid for applicable month
98.49% - 97.50%	4% of SaaS Fees paid for applicable month
97.49% - 96.50%	6% of SaaS Fees paid for applicable month
96.49% - 95.50%	8% of SaaS Fees paid for applicable month
Below 95.50%	10% of SaaS Fees paid for applicable month

* Notwithstanding language in the Agreement to the contrary, Recovery Point Objective is one (1) hour.

IV. Maintenance Notifications

We perform Standard Maintenance during limited windows that are historically known to be reliably low-traffic times. If and when maintenance is predicted to occur during periods of higher traffic, we will provide advance notice of those windows and will coordinate to the greatest extent possible with you.

Not all maintenance activities will cause application unavailability. However, if Tyler anticipates that activities during a Standard or Emergency Maintenance window may make the Tyler Software unavailable, we will provide advance notice, as reasonably practicable, that the Tyler Software will be unavailable during the maintenance window.

v. What is your process for notification of standard maintenance and downtime?

All changes to the hosted infrastructure flow through our change management procedure and require planning and approval. Patching of the infrastructure follows Tyler's patch policy.

Tyler performs standard maintenance during limited windows that are historically known to be reliably low-traffic times. If maintenance is predicted to occur during periods of higher traffic, Tyler will provide the advance notice of those windows and will coordinate to the greatest extent possible. Not all maintenance activities will cause application unavailability. However, if Tyler anticipates that activities during a Standard or Emergency Maintenance window may make the Tyler Software unavailable, we will provide advance notice, as reasonably practicable that the Tyler Software will be unavailable during the maintenance window. Refer to the Tyler SaaS SLA for more information.

vi. What data security and system redundancy capabilities are available at Proposer's data center and storage facilities?

Business Continuity

Tyler solutions run on AWS state of the art data centers using innovative architectural and engineering approaches. Amazon has many years of experience in designing, constructing, and operating large-scale data centers. This experience has been applied to the AWS Cloud.

AWS builds to guard against outages and incidents, and accounts for them in the design of their services; so, when disruptions do occur, their impact on customers and the continuity of services is as minimal as possible. AWS data centers operate in alignment with Tier III+ guidelines. More information regarding Uptime Institute guidelines employed can be found at: https://aws.amazon.com/compliance/uptimeinstitute/

As part of Tyler's defined business continuity plan, applications and data are replicated across multiple Availability Zones ensuring high availability. Availability Zones consist of one or more discrete data centers, each with redundant power, networking, and connectivity, and housed in separate facilities. They are connected to each other with fast, private fiber-optic networking, providing automatic fail-over for minimal disruption.

Tyler employs a FIPS-compliant enterprise backup solution certified for CJIS and GovCloud use. Data transfer and storage is encrypted as defined in FIPS140-2 and FIPS140-3 standards. Client production data is retained as defined by application-specific retention policies. Data restoration requests must be submitted through the standard support ticketing process by client approved personnel only.

Tyler Technologies cloud services are warranted to its standard service level agreement (SLA). Tyler's target attainment goal is 100% and the SLA provides a service availability commitment of 99.7% uptime. Tyler's business continuity plan is tested at least annually. Further information regarding Tyler's business continuity plan can be found in Tyler's most recent Type 2 Service Organization Controls No. 2 (SOC 2) report.

vii. Will data be encrypted at rest, and in transit? Please explain any applicable protocols.

Transport Layer Security (TLS) encryption protects communication with Tyler applications, including end-user access through TLS-protected HTTPS. This widely adopted protocol secures sensitive data by preventing reading or modifying information transferred.

Tyler solutions run on AWS storage services, including Elastic Block Store (EBS) and Amazon Simple Storage Service (S3). The use of server-side encryption with AWS Key Management Service (AWS KMS) keys is used to encrypt at-rest data. This encryption is known as SSE-KMS. SSE-KMS uses one of the strongest block ciphers available to encrypt your data, 256-bit Advanced Encryption Standard (AES-256).

Tyler employs a FIPS-compliant enterprise backup solution certified for CJIS and GovCloud use. Data transfer and storage is encrypted as defined in FIPS140-2 and FIPS140-3 standards over private connections within the AWS network.

viii. Provide relevant documentation related to any recent certifications pertaining to the Proposer's hosting technical and operation capabilities or that of their subcontracted provider for these services.

To maintain the highest levels of security assurance, Tyler undergoes annual audits, including Service Organization Controls (SOC) 1 Type 2 and SOC 2 Type 2 assessments conducted by an independent firm. Tyler Technologies also completes an annual Payment Card Industry (PCI) Data Security Standards (DSS) assessment using a PCI Security Standards Council (SSC) Qualified Security Assessor, ensuring that we meet stringent security requirements for handling payment data.

To learn more about Tyler's industry and regulatory compliance, including how to obtain a copy of Tyler's SOC reports, visit: https://www.tylertech.com/about-us/security-compliance/compliance. All Tyler applications run on AWS. To learn more about AWS security controls and compliance, visit: http://aws.amazon.com/security.

ix. Provide detailed information on the way(s) in which the City will access the software if deployed in a SaaS or hosted environment. Such information should include how the software is accessed when on or off the City network, as well as any additional hardware/software that may be required for accessing the software.

Tyler's modern, web-based platform agnostic cloud applications are accessible from virtually any device, anywhere. Tyler also provides native mobile apps on iOS and Android for targeted processes and end-user experiences. This includes Tyler's Workforce Mobile platform for organizational users and tasks, and My Civic customizable mobile app platform built to connect government departments with residents, visitors, and business owners.

Restrictions:

Tyler's SaaS operations can define IP address whitelist at the clients request to limit access to hosted solutions. Geofencing is also supported with Tyler's Time and Attendance solutions.

Please refer to Tyler's System Specifications document attached for any requirements.

x. **How is data stored? Would the City data be physically or logically segmented from other client data?**

Tyler multi-tenant applications and single-tenant datasets allow multiple organizations to use the software securely and independently within a shared environment. Customer data is logically separated by tenant, and access is scoped to the authenticated user's tenant and role for each web request, ensuring each client's information is isolated and secure.

xi. **Please describe the database storage capacity of the proposed solution. Are there limits on the amount of data that can be stored in the proposed solution? If applicable, what tiers of storage are offered in the hosted/SaaS environment?**

Tyler's standard SaaS service includes unlimited data storage for all applications except Content Manager. Content Management storage is limited to 1TB and is typically enough for any client using the Core Edition. Data storage is monitored by Tyler staff and clients are notified as they approach or go over the storage limit Application functionality is not impacted when going over this limit and clients are provided with the opportunity to purge data to get below the limit instead of adding storage.

TCM Storage Requirements

Storage requirements vary on several factors including amount of Tyler application modules used and legacy system data converted. Storage requirements included in server specifications provides estimated requirements for 5-7 years of Tyler application data and content stored in Tyler Content Management.

Most data storage is utilized by Content Management. The table below provides estimates of document/content storage by client category size. These figures are only estimates; actual storage requirements will vary depending on client use, including such variables as image resolution and type. Therefore, we encourage clients to plan liberally for future storage requirements.

Disk usage estimates assume the following individual file size:

Customer Class	Reports Pgs./Year	Forms/Year	Scanned Docs/Year	Est. Storage/Year
Small	30,000	50,000	4,000	6 GB
Medium	300,000	100,000	20,000	30 GB
Large	1,000,000	400,000	200,000	225 GB

Indexed reports: 20 KB each

Form output (e.g Checks, Purchase Orders): 20 KB each

Scanned images: 1 MB each

Color scanning: Images will require significantly more storage as color scans can be up to 10MB per page.

xii. What disaster recovery services are provided under your standard hosting agreement? If not standard, is there a separate agreement/cost associated with disaster recovery?

As part of Tyler's defined business continuity plan, applications and data are replicated across multiple Availability Zones ensuring high availability. Availability Zones consist of one or more discrete data centers, each with redundant power, networking, and connectivity, and housed in separate facilities. They are connected to each other with fast, private fiber-optic networking, providing automatic fail-over for minimal disruption. Tyler employs a FIPS-compliant enterprise backup solution certified for CJIS and GovCloud use. Data transfer and storage is encrypted as defined in FIPS140-2 and FIPS140-3 standards over private connections within the AWS network.

Backups are retained as defined by application-specific retention policies. Data restoration requests must be submitted through the standard supporExt ticketing process by client approved personnel only.

Exhibit to Tab 2

Tyler's System Specifications

Please see the following pages for Tyler's System Specifications.

Tyler System Specifications

Tyler software-as-a-service (SaaS) solutions are subscription-based cloud applications running on AWS, the world's most comprehensive and broadly adopted cloud platform. Applications are available securely from any internet connection, anywhere, anytime. Tyler Technologies manages all client hosting operations, including application upgrades and platform administration, providing clients with a single point of contact for all software and hosting needs.

Tyler Technologies applications are designed to operate on systems that meet specific requirements. Systems that do not meet the required specifications may not provide reliable or adequate performance, and Tyler cannot guarantee acceptable results.

Network Requirements

Bandwidth Requirements

Bandwidth usage can vary depending on application user type and daily functions; however, Tyler recommends 30 Kbps per concurrent user session for bandwidth utilization estimates

Application Authentication

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Email Server Integration

An SMTP / IMAP email server is required for sending application notifications.

The following advanced scheduling functionality is supported with Microsoft Exchange only.

- Appointment creation on records directly from select Enterprise applications.

End-User Requirements

Microsoft Windows Workstation Requirements

Component	Requirement [1]
Workstation	Microsoft Windows Certified PC (Nationally recognized brand)
Processor	Intel Core i3 1.8 GHz minimum; Intel Core i3 2.5 GHz+ recommended
Operating System	Windows 10 or 11 (64-bit)
Memory	6GB RAM minimum; 12GB recommended
Disk Space	500 MB
Screen Resolution	General: 1280 x 800 minimum, 1920 x 1080 recommended Enterprise Permitting & Licensing: 1680 x 1050 minimum, 1920 x 1080 recommended; eReviews: 2560 x 1600
Productivity Software	Microsoft Office 2013, 2016, 2019 Microsoft Office 365 (requires desktop client)

[1] Meeting the minimum PC requirements will ensure the Tyler applications will operate but will not guarantee performance. All performance and benchmark testing are done with PC's that meet (or exceed) the recommended hardware configuration.

Browser Compatibility

Browser [1]	Application Support
Google Chrome	Recommended.
Microsoft Edge	Supported.
Mozilla Firefox	Supported with Enterprise ERP, Enterprise Permitting & Licensing, and all Community Access solutions.

[1] Tyler only actively validates the latest version.

Apple macOS Workstation Requirements

Component	Requirement [1]
Operating System	macOS 10.15 or later
Processor	Intel Core i3 1.8 GHz minimum; Intel Core i3 2.5 GHz+ recommended
Memory	6GB RAM minimum; 12GB recommended
Disk Space	500 MB
Screen Resolution	General: 1280 x 800 minimum, 1920 x 1080 recommended Enterprise Permitting & Licensing: 1680 x 1050 minimum, 1920 x 1080 recommended, 2560 x 1600 for eReviews
Productivity Software	Microsoft Office for Mac 2019, 2021, or Microsoft 365 (requires desktop client)

[1] Meeting the minimum PC requirements will ensure the Tyler applications will operate but will not guarantee performance. All performance and benchmark testing are done with PC's that meet (or exceed) the recommended hardware configuration.

Browser Compatibility

Browser	Application Support
Apple Safari 12	Supported with Time & Attendance, Enterprise ERP, Enterprise Permitting & Licensing, and Access applications.

Mozilla Firefox (latest version)	Supported with Enterprise ERP, Enterprise Permitting & Licensing, and all Access applications.

macOS Limitations

Some Tyler applications or select application functionality are not supported on macOS. This functionality can be obtained using alternative solutions such as RDS to a Windows environment or "Windows on Mac" virtualization solutions such as Parallels Desktop for Mac and VMware Fusion.

Enterprise Permitting & Licensing

Enterprise Permitting & Licensing is fully supported on macOS except for eReviews.

Enterprise ERP / Enterprise Asset Management

Enterprise ERP and Enterprise Asset Management are fully supported on macOS with the following exceptions:

- One of many reporting resources included with several Tyler solutions are OLAP cubes. Microsoft Office for Mac does not support connections to SQL OLAP cubes.
- Microsoft SQL Server Reporting Services reports cannot be created or modified.

Tyler Content Manager

Advanced Tyler Content Manager functionality such as batch document scanning is not supported on macOS.

Mobile Device Support

Tyler offers many mobile options to access select Tyler applications and functions from a mobile and/or touch-enabled device.

Application	Any Device	Android	iOS	Windows
Tyler Application Suites	Web App	Web App	Web App	Web App
Code Enforcement Mobile	--	--	App	--
Employee, Resident, & Vendor Access	Mobile Web	Mobile Web	Mobile Web	Mobile Web
Field Inspector Mobile	--	--	App	App
Field Sheet Mobile	--	App	App	App
Field Surveyor Mobile	--	App	App	--
Inspections Mobile [†]	--	--	App	App
Enterprise Service Request Access & My Civic	Mobile Web	App	App	Mobile Web
Time & Attendance Mobile	Mobile Web	Mobile Web	Mobile Web	Mobile Web
Workflow Mobile	Email	App	App	App

App: Native mobile app available for download from respective app store.

Mobile Web: Mobile optimized or responsive web site. Not all devices validated.

Web App: HTML applications only. Not all devices validated. Not all web applications optimized for mobile devices / smaller screens. Some applications may require remote access configuration by client.

Email: Enterprise ERP and Enterprise Asset Management Workflow can send emails with actionable links to process workflow from any device.

[†]: iOS recommended for broader feature set. Contact sales or implementation representative for more details.

Peripherals

Printers

Most application output can be printed to any printer accessible from an end-user's device. Tyler recommends laser printers for universal compatibility for all applications. Workgroup class laser printers are required for select print jobs.

Printer Type	Reports	Forms	Additional Notes
HP or HP Compatible Laser Printer	Yes	Yes	PCL 5 or above

Forms Output Management Printer Requirements

Tyler's Forms output management solution merges your application data with electronic form design templates. The results can be printed to your existing network printers, regardless of where the hardware is physically located in addition to automatically emailing, faxing, and archiving this output to Content Manager. Forms offers several libraries of form templates that are tailored to work specifically with your Tyler applications.

The following technical specifications must be met for all printers used with Forms.

- PCL 5e/6 Personality or Language Installed
- Automatic duplexing included and enabled
- Minimum memory - 1024MB
- Minimum of 80 internal TrueType scalable fonts
- Minimum of 2 full input trays (manual feed tray not usable)
- Accommodates letter and legal-size paper stock
- Printers must have the latest firmware updates installed

Check Printers

The following technical specifications must also be met for check printing with Forms Output Management.

- HP brand black/white laser jet networked printer with static IP address
- High speed USB port
- 80 HP font set
- MICR toner cartridge

Note: Tyler does not support HP printers that have been modified with TROY brand or any other 3rd party MICR security features for check printing.

Other (Non-Check) Forms Printers

Some non-check form designs require duplexing capabilities.

Enterprise ERP is designed for and guaranteed to work with approved HP black and white laser jet printers meeting the minimum requirements. For non-check forms, Tyler will make every effort to print to other networked printers if they meet the technical requirements. While Tyler routinely and successfully prints other forms to many brands of laser printers, if we are unable to print to a printer on your site, clients may be required to provide an alternate printer.

Scanners

Tyler solutions support two methods of scanning documents. Documents can be scanned to a file system (e.g., network share), then batch imported. Any scanner capable of scanning to a file system can be used with this method.

Tyler solutions also support direct scanning using a scanner attached to a workstation. This method should be supported with TWAIN compliant scanners. When choosing a scanner, please confirm that it has TWAIN drivers available from the manufacturer's website for your operating system.

Time Collection Devices for Time & Attendance (Time Clocks)

Collecting time entries is a key component to the system and incorporating the ability to manage time around specific criteria and policies for departments that are in operation seasonally, Monday through Friday or 24x7/365 is the key for a client-wide enterprise system.

Time & Attendance online devices can be configured to identify the employee by reading Proximity, Magnetic Stripe, Barcode and/or Biometric (fingerprints). They are equipped with a keypad so simple entry of a badge number is also an option for identification. They require an electrical outlet (POE is also an option) and Ethernet connection (to be provided by the customer). Devices allow employees to clock in/out, salaried check-in (attendance), quick punch, view hours, view benefit accruals, approve timesheet, request time off and some job costing.

Time & Attendance also supports two-factor authentication technology. When enabled the user will be required to provide two different types of authentication to log into the device. These can be any combination of keypad, biometric, or badge swipe entry.

Time & Attendance also supports an off-line clock that can be used in remote locations where internet and/or network connectivity is not an option. These devices will capture employee in/out times and store the entries until it is connected to the network so all entries can be passed to Time & Attendance Software and populate the appropriate employee timesheet.

For clients currently utilizing proximity, magnetic stripe, or barcode badge(s), we recommend a sample badge be supplied to Tyler for testing to confirm compatibility. If clients are interested in purchasing new badges to use with the time collection devices, Tyler recommends one of the following badge types:

- Proximity – HID 26 bit
- Magnetic Stripe – Track 1 or 2
- Barcode – 3of 9, code 39

Clients may purchase badges directly from a vendor of their choice. For pricing and product information, we recommend the following source: IDWholesaler: www.idwholesaler.com

Fingerprint readers or keypad code entry devices are also supported and can eliminate the need for a badge. Fingerprint readers add an additional layer of accountability and can be an ideal way to ensure employee time entry and eliminate buddy punching.

Cashiering

Rev.20210629

Details on supported hardware for Tyler's Cashiering point-of-sale solution, visit:
https://tylernow.atlassian.net/wiki/spaces/KA/pages/633635005/Supported+Cashiering+Hardware
Ref: SaaS

Tab 3 Implementation Methodology, Key Personnel, Training Plan, and Testing and Quality Assurance Plan

I. PROJECT APPROACH

ix. Proposer to provide a description of the proposed approach for providing the Scope described in the RFP, including a comprehensive description of the proposed implementation methodology for the Project. The description should include how the Proposer has developed this methodology to both incorporate lessons learned from experiences as well as to meet the needs described in the RFP.

Implementation Methodology

At Tyler, successful implementations are more than an objective—they're an expectation. To consistently carry out implementations that are on time, within budget, and capable of meeting the unique needs of the public sector, Tyler utilizes a proven implementation process built on three foundations:

- Decades of Experience
- In-House Expertise
- A Globally Recognized Project Management Approach

Industry Experience

Having completed over 45,000 installations for more than 13,000 local governments, Tyler continues to lead the industry in successful public sector implementations. By pairing a deep understanding of your specific needs and processes with our decades of industry expertise, Tyler will provide the City with the tools and resources you need for a successful go live. Tyler will work with the City to ensure that your organization is well-prepared for future technology developments and releases.

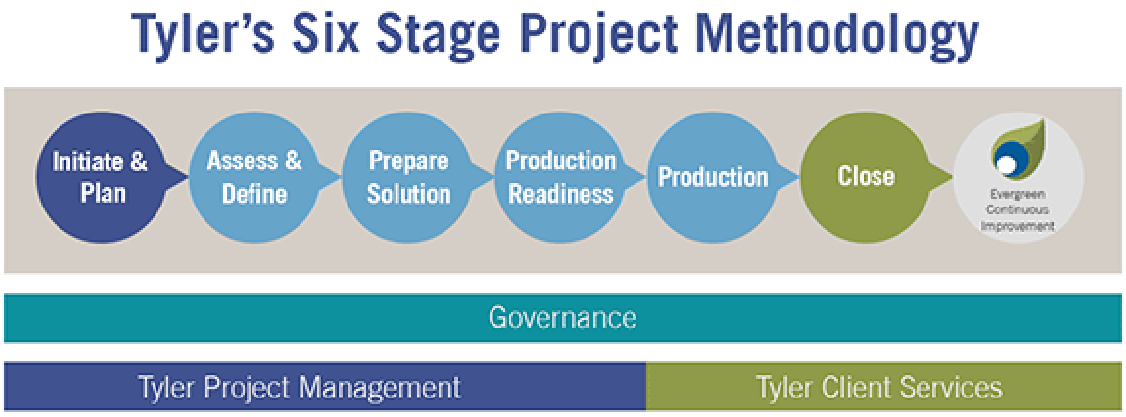
In House-Expertise

As a Tyler client, you will receive ongoing support from Tyler's in-house professionals. No one knows our software better than we do, which is exactly why we continue to perform our own implementations.

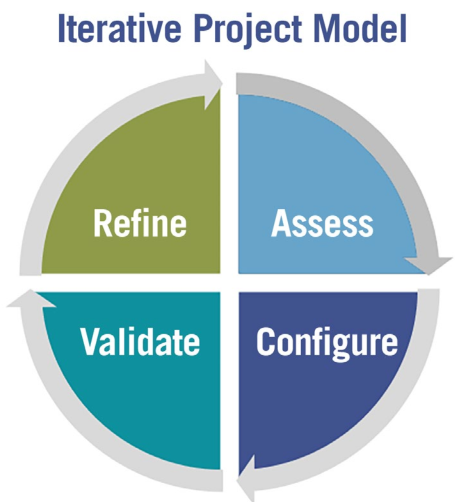
A Globally Recognized Project Management Approach

While each project is unique, all Tyler implementations follow the same six-stage methodology. All six stages are comprised of multiple work packages—groups of related tasks required to meet individual deliverables. To ensure seamless execution, every work package includes a narrative description, defined objectives, tasks, inputs, outputs/deliverables, assumptions, and a responsibility matrix.

Stage Acceptance Control Points are applied at every phase to ensure alignment with scope, budget, timeline, and quality standards. This structured, systematic approach allows Tyler to reduce variability, mitigate risks, and tailor solutions to your organization's unique needs.



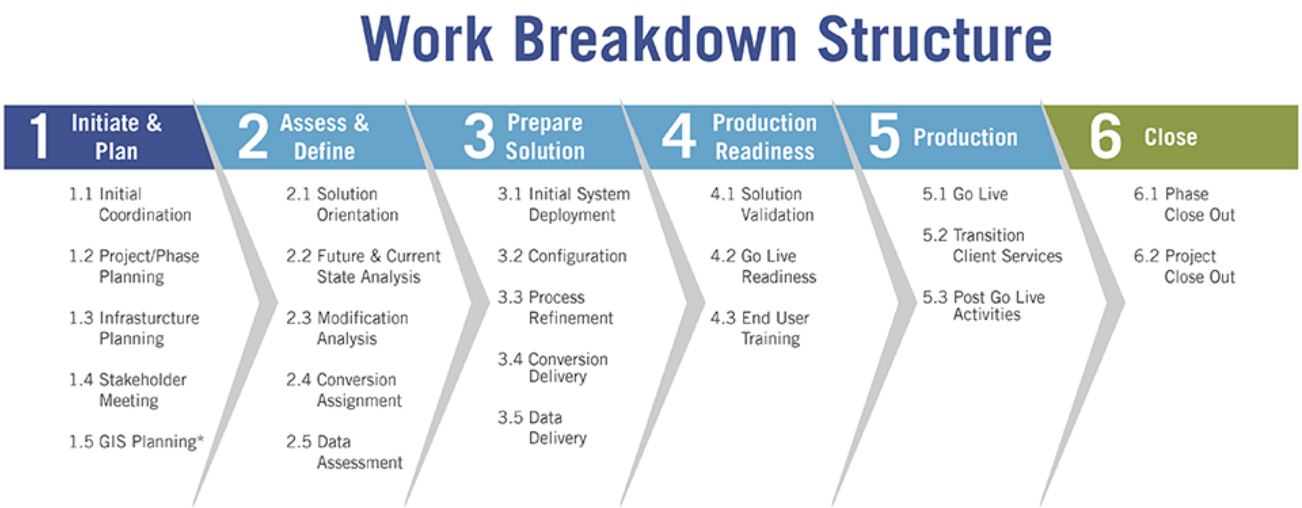
The methodology adapts to both single-phase and multiple-phase projects. To achieve Project success, it is imperative that both clients and Tyler commit to including the necessary leadership and governance. During each stage of the Project, it is expected that clients and Tyler Project teams work collaboratively to complete tasks. An underlying principle of Tyler's Implementation process is to employ an iterative model where client business processes are assessed, configured, validated, and refined cyclically in line with the project budget. This approach is used in multiple stages and work packages as illustrated in the graphic below.



The delivery approach is systematic, which reduces variability and mitigates risks to ensure Project success. As illustrated, some stages, along with work packages and tasks, are intended to be overlapping by nature to complete the Project efficiently and effectively.

Work Breakdown Structure

The Work Breakdown Structure (WBS) is a hierarchical representation of a Project or Phase broken down into smaller, more manageable components. The top-level components are called "Stages" and the second level components are called "Work Packages". The work packages, shown below each stage, contain the high-level work to be done. The detailed Project Schedule, developed during Project/Phase Planning and finalized during subsequent stages, lists the tasks to be completed within each work package. Each stage ends with a "Control Point", confirming the work performed during that stage of the Project has been accepted by the city.

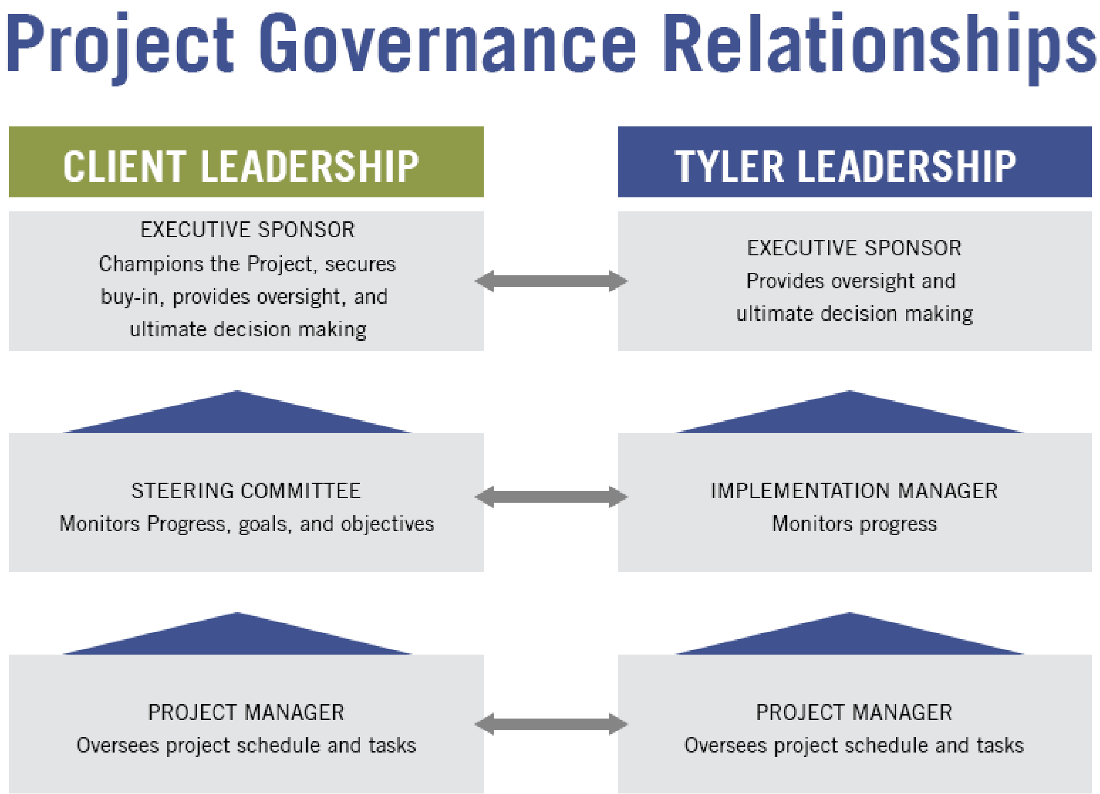


Project Governance

Project governance is the management framework within which Project decisions are made. The role of Project governance is to provide a decision-making approach that is logical, robust, and repeatable. This allows organizations to have a structured approach for conducting its daily business in addition to project related activities.

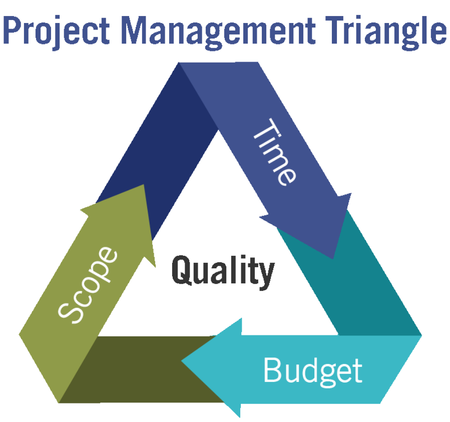
Project governance defines the structure for escalation of issues and risks, Change Control review and authority, and Organizational Change Management activities. Further refinement of the governance structure, related processes, and specific roles and responsibilities occurs during the Initiate & Plan Stage.

The chart below illustrates an overall team perspective where Tyler and the City collaborate to resolve Project challenges according to defined escalation paths. If project managers do not possess authority to determine a solution, resolve an issue, or mitigate a risk, Tyler implementation management and the City Steering Committee become the escalation points to triage responses prior to escalation to the City and Tyler executive sponsors. As part of the escalation process, each Project governance tier presents recommendations and supporting information to facilitate knowledge transfer and issue resolution. The City and Tyler executive sponsors serve as the final escalation point.



Project Management

At Tyler, we have been perfecting our project governance approach for over 35 years. Our seasoned implementation staff each possess their own unique qualifications and knowledge base. Throughout the project, the City will be supported by Project Managers (PMs) assigned to each phase.



Project Communication

During implementation, each Tyler client is provided with a project portal. This site will allow you to plan, store, and access pertinent documentation and information related to your implementation project—all from a central location. The site will be jointly maintained by both the City and Tyler for up to a year after go-live.

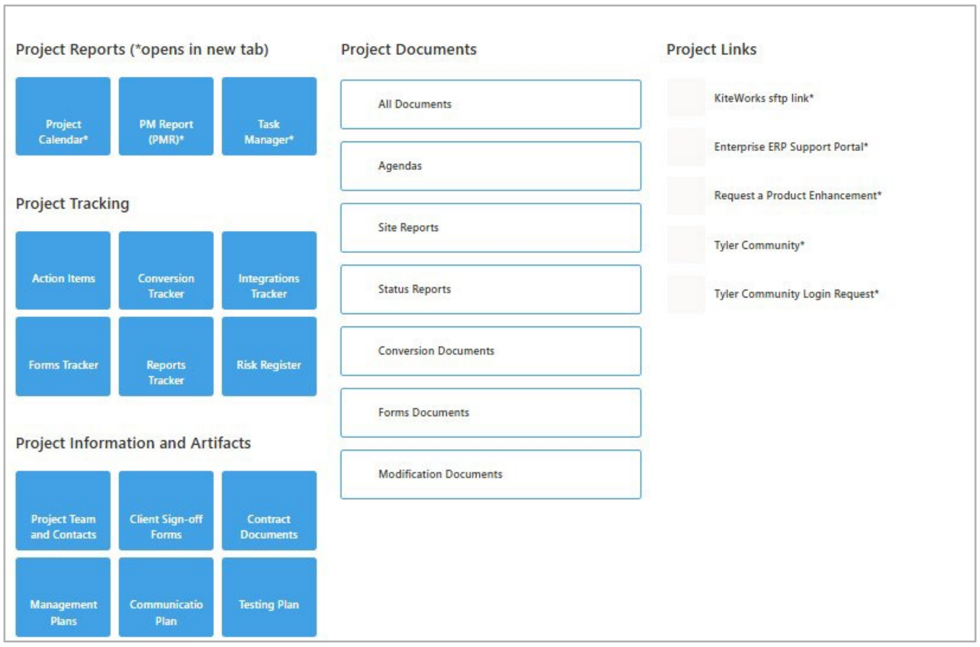
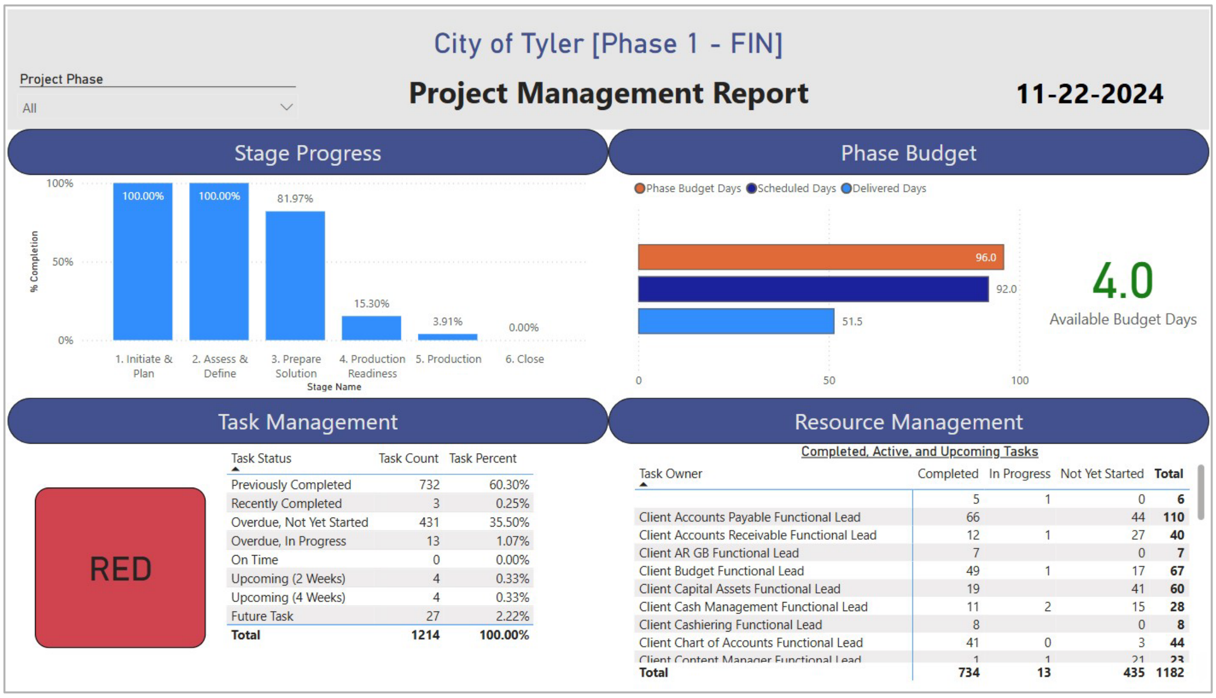


Figure 1. Easily access important information project information and documents from your centralized Project Portal (Confidential and Proprietary).



Drilldown into your Project Portal to gather information about your project's progress (Confidential and Proprietary).

Management and Scope

As individual project deliverables are met, your implementation team will generate detailed reports. These reports will contain analyses of staff participation, information about material absorption, and an assessment of completed tasks. Tyler Project Managers will evaluate and measure these report results and communicate all gaps and adjustments. Should issues arise during the project, several escalation paths can be laid out according to the communication plan.

i. **Based on information provided in this RFP and experience in working with other localities, what is the Proposer's perspective on the most significant risks to this Project, and how do you plan to mitigate these risks?**

As with any major project, there are risks both large and small inherent to implementing a new software system. That is why you need experts to guide you through the process from start to finish. Tyler has been delivering software solutions to the public sector since 1966. Our vast experience and adherence to the industry-leading Project Management Institute (PMI) approach to project management give Tyler the knowledge to measure risk and to implement procedures which mitigate and minimize risk to our clients.

During the planning stage of the project potential risks and mitigation techniques are discussed to limit impact in a successful project. The largest project risks inherent with a solution implementation of this size are in the adoption of change and the follow through on meeting your stated goals.

In every project, there are people and departments that are resistant to the change required to fully utilize a new solution. It is important that these individuals and groups be identified early in the project, and a communication and coaching plan be put in place to minimize their impact on the project and the intended results. Stakeholders can assist by:

- communicating management's commitment to the project
- establishing clear internal expectations for the staff
- supporting change management efforts
- enforcing changed business practices
- holding resources accountable for completion of tasks necessary for project deadlines

Implementing a new software solution is a commitment that requires full buy-in from all levels and properly allocated resources for both time and effort. Ensuring that tasks are monitored and prioritized accordingly helps ensure a successful, on-time project completion.

The best way to minimize any risk and maximize the benefits of a Tyler implementation is to communicate and document decisions as thoroughly as possible during the planning stage of the project. A risk management plan, communication management plan, change management plan, and risk register will all be part of the overall project plan. These documents will provide a list of the potential project risks, identify ways to mitigate the risk that each brings and describe what to do in the case of a risk impacting the project and how to compensate for that change. Communication and planning can help to prepare for risks and minimize the impact they have on the overall implementation.

ii. With what frequency will Proposer's Project Team staff be on-site at the City during implementation? Will staff be on-site for full or partial weeks? Has this approach been standard for other implementations?

Frequency Onsite

Tyler's training approach and methodology believe in the value of individual interaction with our training professionals. To ensure that this interaction is possible, training classes should be limited to between 12 attendees. Certain subject areas and topics allow for much larger training classes.

During a typical implementation Tyler conduct roughly 25% of all project days on-site in your facilities. A typical day of training is from 9:00 to 4:30 (or 8:30 to 4:00), allowing for a break for lunch and short breaks in the morning and afternoon as needed. We've found that allowing users time to attend to their daily job functions before and after classes or sessions allows for more productivity during the session. It also allows the Tyler implementation staff time to prepare upon arrival and follow-up afterward. The start and stop times for the training will be discussed and agreed upon by project management during the planning portion of the project and will be published as standard session times throughout the project.

iii. Describe in detail the approach to developing interfaces/integrations/data exchanges. What is the division of responsibility between the City and Proposer project teams? What technical skills are required of the City staff for this work?

Integrations & Interfaces

Tyler solutions offer a variety of methods of interfacing with external third-party systems, including file-based import and exports and real-time web service integration through plug-and-play App Connectors, and API Toolkits and Connectors.

Tyler Integrated Solutions

Local government continues to recognize the value of integrated software systems. Breaking down data silos, sharing critical organizational data, and automating workflows are just a few of the reasons why thousands of local government clients invest in Tyler's comprehensive integrated application ecosystem. Additionally, the benefits of single-vendor software solutions extend to shared user experiences, streamlined business processes, and minimizes the need to create and maintain integrations across disparate systems across varying update schedules.

Plug-and-Play Application Support

Tyler solutions include a library of prebuilt integrations for a variety of third-party applications. These integrations are fully maintained by Tyler, eliminating the time and effort needed to build and manage complex connections in-house. Setting up these integrations is straightforward, with only a few key fields needed to configure and activate them.

Productivity Software Support

Application data can be downloaded to a variety of formats including PDF, XLS, DOC, XML, and CSV. Any productivity suite capable of opening these file types can be used, such as Microsoft Office and Google Workspace. Data can also be uploaded to the system in these formats through the integrated import applications.

Output includes hyperlinks to the corresponding application record for easy access. Most output can also be automatically archived to Content Manager for quick retrieval at any time. Some applications also include mail merge support, allowing users to easily create and maintain form templates for completely customized presentation of application data. Any SMTP/IMAP server can be used to send email notifications, such as Microsoft Exchange and Gmail.

API Catalog

API (Application Programming Interface) Toolkits and API Connectors add value to your organization by enabling you to create your own integrations to share data between Tyler and non-Tyler applications.

API Toolkits contain all exposed resources (or endpoints) available in a specific Tyler application module such as Enterprise ERP General Ledger, Accounts Receivable, or Enterprise Asset Management. API Connectors contain a subset or cross-section of API Toolkit resources with the purpose of facilitating a specific type of integration such as third-party cashiering, IVR, or applicant tracking systems.

The API Developer Portal is a powerful RESTful API gateway that makes accessing Tyler application data and processes through Toolkits and Connectors easy and intuitive. The Portal conforms to OpenAPI 3.0 and is secured with OAuth 2.0 through Tyler Identity. API resources include example calls and produce properly formatted commands, allowing you to easily exercise them against your data.

The API Developer Portal features include:

- Simplified, structured API documentation
- Industry standard OpenAPI 3.0 interface
- Authentication using OAuth 2.0 standard, offering multiple login flows to suit different app implementation scenarios.
- Data models and examples for each resource
- Produces HTTP URI and CURL commands to exercise resources from within the documentation and return data
- Real-time validation
- Standard HTTP status codes
- Documentation to aid in identifying and understanding normal resources used to complete a given integration.

SnapLogic Integration Platform as a Service

Tyler has partnered with SnapLogic, one of the leading Integration Platform as a Service (iPaaS) solutions in the market. SnapLogic's platform for Generative Integration enables organizations to realize enterprise-wide automation by connecting Tyler solutions with their entire ecosystem of applications, databases, big data, machines and devices, APIs, and more with pre-built, intelligent connectors called Snaps.

SnapLogic’s robust catalog of over 800 Snaps, coupled with an intuitive no and low code visual interface designer, help integrators, with or without coding skills, easily connect these endpoints to automate business processes and deliver the insights your organization needs.

In addition to managing the full extract, transform, and load (ETL) integration lifecycle, SnapLogic includes a comprehensive execution manager to monitor, provide alerts, and analyze metrics for your integrations. SnapLogic can easily be configured for secure bi-directional interfacing of cloud and on-premises solutions.

File-based Interfaces

When integrating with applications that rely on file-based transfers, Tyler solutions include native file interface applications designed for end users. Unlike systems that require a database administrator to import or export data with their system, users can easily import or export data through point-and-click user interface. User-defined templates specify the data layout for a specific system, so users can quickly choose the appropriate template at the time of import/export. Templates for commonly used third-party systems are also included out of the box. File-based interfaces can be scheduled for one-time or recurring, automated processing.

Data transfers can be configured with Workflow automated notifications or approval requests before data updates a record. Workflow business rules can be set on a variety of data conditions specific to the imported data. This includes if data causes an account to go over budget, is over a certain dollar amount, or is related to a specific segment of your general ledger. Only after all workflow rules have been approved does the import update production data. Depending on the process, imports can also be rejected at the item or file level; rejected imports can be resubmitted at any time.

a. Following go-live of the software, what is the role of the Proposer in supporting the ongoing maintenance of developed interfaces/integrations/data exchanges?

Tyler provides front-line support for select interfaces to third-party products. It is typically the customers responsibility to facilitate communication between Tyler and the third-party vendor. Interface support depends on the customer maintaining an active support agreement with the identified third-party system as well as a current version actively supported by the manufacturer/developer of the product installed.

iv. Describe in detail the approach to configuration and set-up activities. Will the Proposer team complete the majority of the configuration based upon information gathered from the City subject matter experts, or will the City be expected to perform much of the configuration?

Tyler's philosophy on implementing a new ERP system for the Town is that of empowering personnel to understand and utilize the new solution from day one. Our methodology allows for a "show, tell, do" method by which Tyler's implementation consultants show city staff how the system operates as compared to their legacy system, jointly works with staff to tell them what is needed to setup and configure the new solution, and then jointly does the setup to meet future state processes within the Enterprise ERP solution.

Tyler's implementation consultants will do as much configuration in the new system as needed to ensure the project stays on schedule; however, it is expected that city staff participate in this activity, so they are able to support the solution post-live. Traditionally, the work split is around 30% Tyler and 70% client.

v. Describe any additional assumptions made in the Proposal, not already identified in detail. These should include any assumptions related to the current the City technical environment, staffing, project management approach, and the City resources available during implementation and support phases.

General Assumptions

Tyler's experience in working with public sector clients has enabled us to limit the assumptions we make in our proposals. Most details of the actual project will be worked out during contract and statement of work negotiations should Tyler be selected.

There are several assumptions which, when acknowledged and adhered to, will support a successful implementation. Below are general assumptions which should be considered throughout the overall implementation process:

Project Assumptions

The Town project team will complete their necessary assignments in a mutually agreed upon timeframe to meet the scheduled go-live date, as outlined in the finalized project schedule. Sessions will be scheduled and conducted at a mutually agreeable time.

Any additional services, software modules, and modifications will be considered a change to the project and will require a change request form. Implementation of new software may require changes to existing processes, both business, and technical, requiring the Town to make process changes.

The Town is responsible for defining, documenting, and implementing their policies that result from any business process changes.

Resources and Scheduling Assumptions

Town resources will participate in scheduled activities as assigned in the Project Schedule. The Town team will complete prerequisites prior to applicable scheduled activities. Failure to do so may affect the schedule.

Tyler and the Town will provide resources to support the efforts to complete the project as scheduled and within the constraints of the project budget. Abbreviated timelines and overlapped phases require sufficient resources to complete all required work as scheduled.

The Town makes timely project related decisions to achieve scheduled due dates on tasks and prepare for subsequent training sessions. Failure to do so may affect the schedule, as each analysis and implementation session is dependent on the decisions made in prior sessions. The Town will respond to information requests in a comprehensive and timely manner, in accordance with the project schedule.

The Town will provide adequate meeting space or facilities, including appropriate system connectivity, to the project teams including Tyler team members. For on-site visits, Tyler will identify a travel schedule that balances the needs of the project and the employee.

Data Conversion Responsibility Assumptions

Data will be converted as provided and Tyler will not create data that does not exist. The Town is responsible for the quality of legacy data and for cleaning or scrubbing erroneous legacy data.

All in-scope source data is in data extract(s). Each legacy system data file submitted for conversion includes all associated records in a single approved file layout.

The client will provide the legacy system data extract in the same format for each iteration unless changes are mutually agreed upon in advance. If not, negative impacts to the schedule, budget and resource availability may occur and/or data in the new system may be incorrect.

The Town Project Team is responsible for reviewing the converted data and reporting issues during each iteration, with assistance from Tyler. The Town is responsible for providing or entering test data (e.g., data for training, testing interfaces, etc.)

Facilities Assumptions

The Town will provide dedicated space for Tyler staff to work with Town resources for both on-site and remote sessions. If phases overlap, the Town will provide multiple training facilities to allow for independent sessions scheduling without conflict. The Town will provide staff with a location to practice what they have learned without distraction.

II. GO-LIVE AND ONGOING SUPPORT

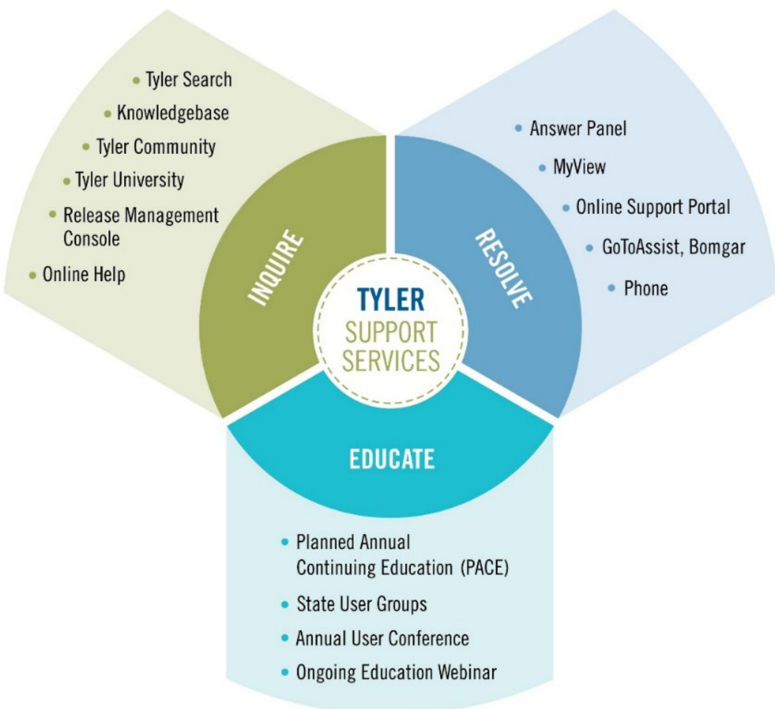
x. Proposer to describe what level of pre- and post-go-live support is available under the proposed fee structure. If varying levels of support are available, this section of the RFP response should clarify these potential support services and highlight the level of support that has been proposed. Proposer shall use Attachment C, Cost Worksheets, to clearly identify the varying fees based on the varying levels of support that are available.

Tyler Technical Support

Our mission is to deliver superior service by providing a timely response, issue resolution and operational support, resulting in a high-level of client satisfaction. Unlike some companies who outsource their application support to a third party, Tyler offers a complete solution of customer support services provided by our in-house experts.

Transparency is important, that's why every support incident is logged into Tyler's Customer Relationship Management System and given a unique incident number. This system tracks the history of each incident, and each incident is assigned a priority number, which corresponds to your needs and deadlines. Clients can track the progress of these incidents online using Tyler's support portal.

Tyler provides online and continuing education resources for our clients, including but not limited to the following resources.



- *Tyler Search* – an online query tool that provides answers for your questions by culling through all Tyler's online resources using Knowledge Centered Service
- *Tyler Knowledgebase*- a documentation library in a single, easily accessible location
- *Tyler Community* – Tyler's online forum available 24/7
- *Tyler Coach –* Tyler's e-learning solution to enhance support and training of your employees using your data
- *Tyler Release Management Console*- Shows all release version information, with a summary of each release and associated enhancements, open, closed and non-critical issues
- *Online Help*- context sensitive field help and procedural information to assist your team in completing program tasks
- *Answer Panel*- As you begin entering your case details, Tyler Search presents results in the panel that matches your question. Answers provided are the most relevant to your question, regardless of the source of the information.
- *MyView*- MyView is a screen capture tool to give Support more information to assist clients with a case. The recording is linked to the case and visible in the Online Support Incidents portal.
- *Online Support Portal*- log or manage incidents and attach documentation and screenshots
- *GoToAssist & Bomgar*- remote assistance from Support used to connect to your desktop
- *Phone*- Tyler provides a dedicated 800 number that places no limits on who from your team may contact Support, or the number of calls placed
- *State User Groups* – forums organized by Tyler staff and attended by existing clients to get the latest information on Tyler products
- *Annual Conference* – Tyler Connect features online courses taught by Tyler subject matter experts hosted in a different city each year

Incident Tracking

Tyler records all your contacts and incidents in a customer relationship management system. This system tracks the history of each incident, including the contact, time, priority level, case description, correspondence, attached files, support recommendations, your feedback, and the resolution. The priority is assigned to each case as it is logged based upon the initial information provided and can be modified.

*Please see Tyler's Terms & Conditions for additional details.

Software Updates & Maintenance

Tyler deploys industry leading technology and features that are continually enhanced through a process of perpetual upgrades as part of our Evergreen Philosophy. This includes a continuous stream of significant, yet manageable updates deployed over the life of the application with minimal disruption to our clients.

Tyler application upgrades are released quarterly. Software corrections, known as cumulative updates, are made available for download between quarterly releases. All releases are cumulative allowing clients to upgrade to the latest application version directly.

Go-Live Support

Tyler believes that a smooth transition from implementation to the production environment is critical to the success of our project and our clients. To ensure that your team is as supported during this critical time, resources from the Tyler project team will provide guidance and assistance as needed. To assist with identified critical processing that occurs during the first 30 days of production, Tyler project team resources will work with the city for the first go-live week to manage issues and actions. After this period, the work is scheduled as needed. During the initiate and plan stage of the project, a decision will be made about the number of project days that will be set aside for go live and post go live activities. We are committed to ensuring that you are successful in production with Enterprise ERP and are always willing to assist at our standard billable rate should your team request additional service days.

Transition to Support

At the beginning of the production readiness stage of the project, approximately 30 to 60 days prior to go live, your team is introduced to Tyler client services. This milestone assistance process aids in transition from implementation activities to client services and processing in the production environment. During the transition call to client services, clients learn about the tools and processes available to them. This service is intended to facilitate a smooth handover from implementation, helping your resources become self-sufficient.

The milestone assistance process ensures that clients are supported during major events (i.e., milestones) in production processing. These activities are ones that are done on an annual basis. This may be the first time your project team is running these processes outside of implementation.

On-Going Support

Tyler conducts complete training during your software implementation; however, we know that ongoing training is important to learn about and implement future functionality, train new users, and refresh the knowledge of existing users. Tyler's implementation department can be contracted to provide additional training at any time. This is often done by clients who are upgrading, who would like assistance in adopting new features and processes.

Tyler offers many additional tools and services designed to assist to maintain resource knowledge and train new users. Tyler Technical Support provides the opportunity to get specific questions answered and to understand the impact of changes on the system. The KnowledgeBase provides documentation on all aspects including technical installation guides, how to documents, release notes for new versions of the system, and process documentation. Tyler also offers a variety of ways for our clients to interact and collaborate including Tyler Community, local user groups and an annual user conference.

Online Education Classes

At Tyler Technologies, we know high-quality training means a satisfied client. We are committed to offering a variety of training and continuing education opportunities to meet your needs.

From beginner to advanced, we have the classes you want with tips and tricks, in-depth product training and key information to help you better serve your citizens. All classes are taught live, by Tyler staff, via GoToWebinar, from one hour to half-day sessions and never two at a time. A full listing of classes offered for each solution is kept up to date on Tyler Community for easy reference.

Online Education Webinars

Upcoming and Recorded Sessions

Register for an upcoming training on the Munis Online Webinar Calendar | Webinar Registration Instructions

Upcoming Sessions

General Webinars	Date
Still Connected: Free Munis Virtual Classes	2020
Still Connected: Access Empowering Classes On Demand	2020
2020 Munis Client Webinar Series	2020

Tyler Coach

Tyler incorporates computer-based training into our Training and Knowledge Transfer. Tyler Coach delivers prerequisite and baseline information to all project participants. This approach allows Tyler's implementation consultants to focus on more complex subjects and to focus on ensuring that all participants are moving along at the same pace. Tyler Coach is included for all clients at no additional charge.

Tyler Coach is a supplement to Tyler's preferred teaching method of in-person classroom training. They are not meant to replace any portion of the training that is conducted by Tyler's resources.

i. What are the standard hours that support is offered, and through what means (telephone, web ticket submission, etc.)? Are afterhours and weekend support offered, and if so, is this part of the standard support offering or part of a different tier/offering?

Focused by Application

Regardless of how your team contact us, we are here to help. Tyler Technical Support is divided into application specific teams to enable product specialization and provide timely resolution of support incidents. This application specific approach allows our Technical Support Representatives to focus on a small group of applications offering a high level of product expertise to our clients. Customer support's goal is to return all requests for Support within one business hour.

SUPPORT TEAM	STANDARD DAYS	STANDARD HOURS
Enterprise ERP Financials	Monday – Friday	8:00 AM – 9:00 PM EST
Enterprise ERP Payroll/HR	Monday – Friday	8:00 AM – 9:00 PM EST
Federal and State Reporting	Monday – Friday	8:00 AM – 6:00 PM EST
Enterprise ERP Revenue & Collections	Monday – Friday	8:00 AM – 6:00 PM EST
Enterprise ERP Tax Billing & Collections	Monday – Friday	8:00 AM – 6:00 PM EST
Enterprise ERP Utility Billing & Collections	Monday – Friday	8:00 AM – 8:00 PM EST
Enterprise Forms, Content Manager & Reporting Services	Monday – Friday	8:00 AM – 9:00 PM EST
System Management Services	Monday – Friday	8:00 AM – 9:00 PM EST
Systems Management SaaS**	Monday – Friday	8:00 AM – 8:00 PM EST
Support resources are available 8:00 AM – 5:00 PM across four standard time zones (EST, CST, MST, and PST) and staffing is consistent to support the volume of cases throughout the business day.		

**Systems Management Services are available one Saturday per month for upgrades.*
***On-call service after hours*

ii. Describe the support that is offered to assist in potential situations where the City is unable to conduct certain mission-critical processes, such as processing payroll, due to emergency situations.

Emergency Situations

If a client is experiencing a severe work stoppage that requires immediate resolution, the client can log a critical case through the portal or can call Tyler's toll-free number (1.800.772.2260). If all technicians are on the line assisting other clients, clients can press 0 to be redirected to the operator to page the team. Once a Support Technician works on your critical case, they will troubleshoot the issue and pull in additional resources as needed until the case is resolved.

iii. Is product support offered by Proposer, through the software developer/provider, or sub-contracted?

Sub-Contracted Support

Product support is offered exclusively by Tyler and its employees.

iv. Are there optional, "enhanced" support tiers or offerings above and beyond what has been proposed?

Enhanced Support Tiers

Tyler Technologies provides all customers with equal and comprehensive support. As a Tyler client, you'll have comprehensive, 360-degree accessibility with our in-house client services. Tyler is proposing our standard, complete application support which includes, unlimited 800-number for all users, unlimited web support, access to client resources, knowledge articles, Tyler Community, Tyler Coach, and online webinar trainings. Our objective is to be responsive to the needs of all customers by providing excellent product support.

v. How often are releases provided, how is advance notification provided to customers of upcoming releases, and what is the process to test each release? Would the City be able to test releases in a test environment prior to pushing updates to a live environment?

Tyler delivers industry-leading technology and features as a standard part of your software subscription. Tyler's release policy is designed to balance clients' need for flexibility and stability, while meeting the demands for strategic product enhancements.

New features and updates are delivered through the following release types:

Core Application Feature Releases: Core application Feature Releases are delivered quarterly and include new features and functionality and bundled Service Updates. Feature releases are made available in a test environment at least 5 weeks prior to delivery to production.

Core Application Service Updates: Core application Service Updates delivered in between Feature Releases to deliver critical application, security, or compliance updates.

Ancillary Application Updates: Ancillary applications follow a continuous update cycle, delivering timely fixes and enhancements every two weeks.

vi. Does the system have the ability to roll back updates should challenges or bugs be encountered?

Roll Back Updates

Select application updates can be rolled back. All other upgrades would require restore from backup.

vii. Are there future costs associated with upgrade processes? For example, costs associated with purchasing licensing for upgrades, professional services costs associated with implementing upgrades, etc.? Proposer to describe the frequency of upgrades and any price ranges for anticipated upgrades.

Software Updates & Maintenance

Tyler deploys industry leading technology and features that are continually enhanced through a process of perpetual upgrades as part of our Evergreen Philosophy. This includes a continuous stream of significant, yet manageable updates deployed over the life of the application with minimal disruption to our clients.

Tyler application upgrades are released quarterly. Software corrections, known as cumulative updates, are made available for download between quarterly releases. All releases are cumulative allowing clients to upgrade to the latest application version directly.

viii. What is the role of the City in providing ongoing support and maintenance of the system proposed? How many FTE are typically required to support the system on the client-side, and what tasks are entailed?

FTEs Required for Ongoing Support and Maintenance

Tyler provides fully scalable solutions to meet the requirements of all organizations, regardless of size, and can grow to meet increasing demands. Application and system administration can also be tailored to clients of any size and available technical resources. Many factors should be considered to determine the technical staffing needed for Tyler applications, such as business policies, application setup, upgrade frequency, Tyler assistive services, and application hosting. It is very common clients utilize existing resources for Tyler administration; however, rarely is dedicated staffing required.

Many application administration tasks can optionally be decentralized to application subject matter experts, such as security administration, workflow design, and application customization. Tyler also offers services to assist clients with server administration tasks or offload them entirely. Tyler client's control when and how often application updates are applied regardless of how they're hosted, allowing those with adequate resources to take them more frequently.

Tyler Software as a Service (SaaS) manages all applications in data centers hosted exclusively by Tyler. Tyler SaaS offloads server, operating system, and database administration to Tyler resources entirely, leaving occasional network and end-user device administration to client resources. Tyler SaaS clients with decentralized application administration typically require less than .5 technical FTE.

III. STATUS REPORTING

Proposer to detail their approach to providing status reports throughout the course of the Project. This section should include an example of the recurring status report and identify the expected delivery mechanism that will be used to provide the report to the City.

Your Tyler project manager (PM) will conduct remote, bi-weekly status report meetings between the Tyler and city project teams. Additionally, your Tyler implementation consultants (ICs) will provide site reports for each week they are working with your site. These will be uploaded to your client portal and emailed out to your site PM.

IV. RESOURCE HOURS

xi. Proposer to provide a breakdown of the anticipated resource levels for the City Implementation Project Team and the Proposer Implementation Project Team based on typical project role. This section should include any comments related to phase-specific involvement, and other assumptions should be noted here.

Project Resources

Tyler groups your team and Tyler resources based on their functional role within the project. This allows for easier staffing and communication within and between project teams. Please reference the project resource roles graphic below for a summary of responsibilities for each role. Our project approach is based on our experience and knowledge from working exclusively with public sector clients.

CLIENT ROLES

- **Executive Sponsor**
  Champions the projects, secures buy-in
- **Steering Committee**
  Monitors progress, goals, and objectives
- **Project Manager**
  Oversees project schedule and tasks
- **Change Management Lead**
  Prepares users for change
- **Technical Lead**
  Security, permissions, workflow
- **Functional Leads**
  Assigned for each functional area
- **Power Users**
  Subject matter experts, core users, super users
- **Conversion Lead**
  Oversees data conversion
- **End Users**
  Receive training for daily job functions

TYLER ROLES

- **Executive Sponsor**
  Provides oversight and audit
- **Implementation Manager**
  Monitors progress
- **Project Manager**
  Oversees project schedule and tasks
- **Change Management Consultant***
  Helps navigate change
- **Implementation Consultant**
  Functional experts assigned by phase
- **Technical Services**
  Supports clients' technical needs
- **Data Experts**
  Convert client data
- **Sales**
  Supports transition to implementation, provides pricing

*If Change Management Services are proposed

Project Staffing Levels

The below chart shows the estimated full-time employees (FTEs) associated with each role. Within each phase time will vary from one stage of the project to another (e.g. functional leads are more involved in the early analysis and planning, whereas power users are more involved later in the project).

The below hours assume 30% Tyler/ 70% District work effort. The below hours assume SaaS, include project management hours, technical lead(s) conversions, and indirect project hours. Please also see the assumptions section within this proposal for additional details on the overall assumptions Tyler makes regarding our project approach.

Your Project Team Hours

Superior, WI Project Team	% Full Time Employment	
	Phase 1	Phase 2
Project Manager	0.50	0.50
Technical Lead*	0.11	0.11
Functional Leads	0.36	0.26
Power Users	0.46	0.34
Conversion Lead**	0.15	0.12

*Assumes SaaS/TSM
** Will vary site by site due to conversion volume

Tyler Hours

Tyler Project Team	% Full Time Employment	
	Phase 1	Phase 2
Project Manager	0.13	0.13
Technical Services*	0.11	0.11
Implementation Consultant	0.37	0.28
Data Expert	0.07	0.06

V. IMPLEMENTATION PLAN

Proposer to provide their overall objectives and approach to the City's implementation. Discuss timing as being chronological, in parallel, etc., for all of the modules proposed.

Please reference Tyler's implementation methodology provided at the beginning of tab 3. Tyler has proposed a phased implementation approach. The project schedule can be found in tab 4. A Sample Implementation Plan has been provided as an exhibit to tab 3.

Proposer shall submit a Sample Implementation Plan as an Exhibit to Tab 3.

Exhibit submitted Yes X No

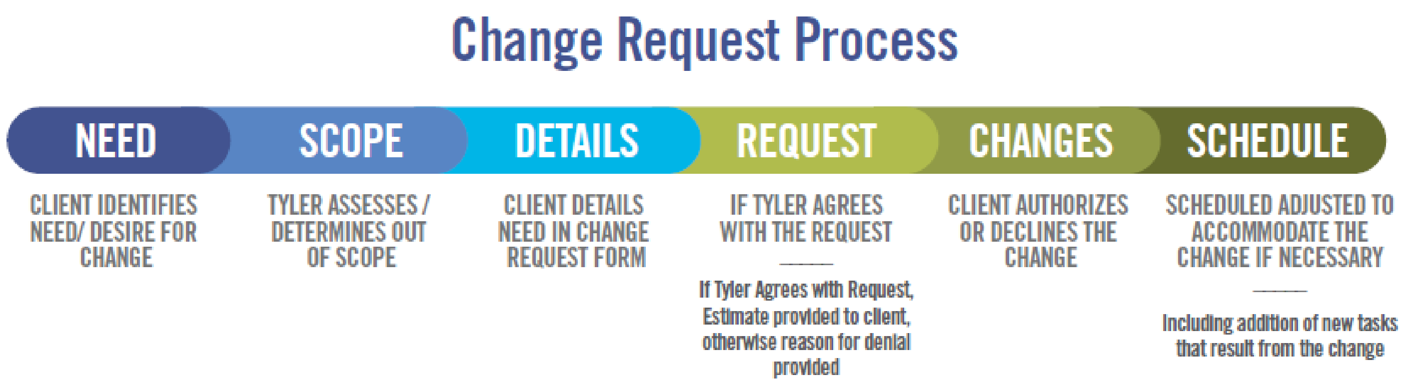
VI. PROJECT MANAGEMENT PROCESS

Proposer to provide their overall approach for managing the City's Project, including the following areas:

- Scope Management, Schedule Management, Risk Management, Quality Management, Communication Management, Organizational Change Management, System Interface Plan, Resource Management Plan.

Scope Management

A pillar of any successful project is the ability to properly manage scope while allowing the appropriate level of flexibility to incorporate approved changes. Changes in scope, schedule, and/or cost of this project may occur because of new constraints or opportunities discovered. The change will be brought to the attention of the Steering Committee, and an assessment of the change will occur using the below process.



The change request will include the nature of the change, a good faith estimate of the additional costs or associated savings, and a timetable for implementing the change. Additionally, the change request will note the effect on and/or risk to the schedule, resource needs, or resource responsibilities. Any changes to the project scope, budget, or timeline must be documented and approved in writing using a change request form.

Schedule Management

During the planning stage of the project, a custom project plan will be created by the project teams that will serve as a working document throughout the entire project. These teams will meet regularly throughout the project to foster communication and ensure that all tasks are on schedule. In addition, periodic reviews and project meetings will be scheduled regularly where changes in scope, project length, or cost will be discussed.

Any change to the project plan, will be agreed to by the two project teams. The original project plan, as well as any subsequent versions of the document will be posted on the project portal and available to all project participants. This open access to project documents helps to ensure good communication among all project stakeholders.

Risk Management

An integral part of the custom project plan is a sub-plan for the identification, mitigation, and documentation of all project risks. A risk register is created during the initial project planning sessions and is updated throughout the project. The Tyler sample implementation plan attached to this response has an example of the risk register. This document, along with all other project documentation will be stored on the project portal for reference, review, and revision throughout the project.

Quality Management

Each custom project management plan deliverable includes a quality management plan. The purpose of the quality management plan is to define the responsibilities, activities, and metrics used in measuring and ensuring quality throughout the project. As with all projects, quality crosses various layers of work; implementation, processes, deliverables, software, and management. All layers require scrutiny and continuous adjustment in order to ensure project success, more commonly known as: plan, do, check, act.

Quality Approach

The project quality approach for this project involves stakeholders and all other project team members beginning at the inception of project stages. This allows the team to focus on items related to quality in the initial stages so that specific quality activities and standards are incorporated right from the start. The project will also use status reports as a tool to communicate any quality risks or issues that arise.

Quality Metrics

The project team must agree on the metrics by which quality will be measured. For instance, if a process can be achieved in the software "out of the box," but requires a process change that users are resisting because it represents change, the project team should agree to assign a metric of "Pass." Likewise, if a core software process required for production processing cannot be completed successfully in a test scenario, there are no viable work-arounds available, the project team should agree to assign a metric of "Fail," and submit it for re-testing.

Control Points

Quality assurance is focused on the project's processes and, when executed properly, provides confidence that quality requirements can be fulfilled. The iterative process for providing quality assurance will include review and completion of the following for each phase of the project. Below are the control points requiring acceptance before moving to the next implementation stage.

Control Point 1: Initiate & Plan Stage Acceptance

Acceptance criteria for this stage includes completion of a project management plan and initial project schedule. All stage deliverables accepted, project governance is defined, the project portal is available, and the stakeholder meeting has concluded.

Control Point 2: Assess & Define Stage Acceptance

Acceptance criteria for this Stage includes documentation of future state decisions, the solution orientation is completed, and conversion data extracts are received by Tyler. If applicable, data conversion plans have been built.

Control Point 3: Prepare Solution Stage Acceptance

Acceptance criteria for this Stage includes installation of software, delivery of an installation checklist/system document, review of conversions, completed modifications and revised configuration for modifications where applicable. The solution has been configured and the solution validation test plan has been reviewed and updated if needed.

Control Point 4: Production Readiness Stage Acceptance

Acceptance criteria for this stage is a solution validation test report, an update go-live action plan and checklist, and end user training, culminating in a go-live planning session.

Control Point 5: Production Stage Acceptance

Acceptance criteria for this stage is converted data is available in production environment. Go-live activities have been defined in the go-live action plan completed. A client services support document is provided.

Control Point 6: Close Stage Acceptance

Acceptance criteria for this stage includes the posting of the project report that includes a completed report indicating all project deliverables and milestones have been completed.

Acceptance Process

The coordination of gaining client feedback and approval on project deliverables will be critical to the success of the project. The following process will be used for accepting deliverables and control points:

The City shall have five business days from the date of delivery, or as otherwise mutually agreed upon by the parties in writing, to accept each deliverable or control point. If the City does not provide acceptance or acknowledgement within five business days, or the otherwise agreed upon timeframe, not to be unreasonably withheld, Tyler deems the deliverable or control point as accepted.

If the City does not agree the deliverable or control point meets requirements, the City shall notify Tyler PMs, in writing, with reasoning within five business days, or the otherwise agreed-upon timeframe, not to be unreasonably withheld, of receipt of the deliverable.

Tyler shall address any deficiencies and redeliver the deliverable or control point. The City shall then have two business days from receipt of the redelivered deliverable or control point to accept or again submit written notification of reasons for rejecting the milestone. If City does not provide acceptance within two business days, or the otherwise agreed upon timeframe, not to be unreasonably withheld, Tyler deems the deliverable or control point as accepted.

The delivery approach is systematic, which reduces variability and mitigates risks to ensure project success.

Quality Control

Quality control is focused on the project's product as opposed to its processes. It involves listing all of the expected deliverables, testing activities, acceptance criteria, and quality control owners. This list may include items that extend beyond Tyler's involvement, but should be maintained as one, cohesive quality control checklist. The checklist is a document that will likely change over the life of the project as lessons learned influence future quality planning.

Communication Management

Tyler understands that current, accurate information that is easily accessible is a key component in an any successful project. As part of implementation, each new Tyler client will be provided a project portal. The purpose of this portal is to furnish the project teams with a central location to plan, store, and access pertinent documentation and information relating to your implementation project. The Tyler implementation portal site will ensure that all project stakeholders have an easy-to-use tool that will provide an integrated location to inquire, review, and update all project information.

It is Tyler's goal to have the site available for introduction during the project manager's (PM) stakeholder meeting. At this meeting, the PM will provide an overview of the portal and its available tools.

This portal will be jointly maintained by both project teams for the duration of the implementation. Once the client has gone live, the site will be maintained by Tyler's assigned client services manager for the first year of live processing.

Organizational Change Management

Unless otherwise contracted by Tyler, the City is responsible for managing organizational change. Impacted client resources will need consistent coaching and reassurance from their leadership team to embrace and accept the changes being imposed by the move to new software. An important part of change is ensuring that impacted client resources understand the value of the change, and why they are being asked to change.

System Interface Plan

Please see Tyler's response above regarding our interface management methodology in Tab 3, titled "Approach to Interface/Integration Development"

Resource Management Plan

Tyler will provide the City with a project management plan as one of the deliverables of the initate and plan phase of the project. The project management plan includes a resource management plan. The purpose of the resource management plan is to identify and define the necessary roles and positions needed to support the project successfully, as well as other types of needed project resources such as training facilities, meeting space, offices, and equipment. Knowing when, and for how long, each resource is needed is critical to planning and controlling project costs, staff backfill requirements, and everyday project management logistics.

Tyler will thoroughly identify physical resource requirements by completing an analysis of the facilities, specifically training facilities available to ensure maximum success of training sessions. The review of facilities will ensure that conference rooms or open meeting spaces are free of interruptions to accommodate all users comfortably and there is space for attendees to take notes and organize documents. Tyler will also require that training rooms be outfitted with or include an internet connection, projector and screen, a white board/smart board or flip chart, a networked working Tyler printer, ideally one computer per user being trained and a trainer computer, and speaker phone for use during sessions. A facility resource matrix will be completed as part of the resource plan deliverables to ensure that the above-named items are available.

A human resources requirements matrix will also be completed identifying project needs for subject matter experts and associated people for the project. This will address all roles required to complete the project successfully and when these roles will need to be filled and for what duration. The desired skills for these positions will be listed. The actual skills of those filling the role will be assessed and a strategy for developing the needed skills will be created.

VII. ORGANIZATIONAL CHART

i. The City anticipates that any staff assigned to the Project will remain assigned to the Project, unless the City deems the services to not meet expectations at which point the Contractor and the City will work together to remedy such non-conforming services. Proposer to identify the approach to assignment and (as necessary) replacement/removal of vendor staff during the implementation process.

Tyler personnel will provide implementation services in accord with industry standards. In the event Tyler personnel provide services that do not meet such warranty as reasonably determined by the City, Tyler will be given a reasonable opportunity to correct the deficiency. In the event the deficiency persists, the City may require the removal of personnel in question and a timely replacement.

Below are the steps to be taken:

- Escalate to the implementation manager who will discuss the issues with the project manager (PM) and determine a path for resolving any issues.
- Allow for an adjustment period predetermined by the City and Tyler
- Schedule a check in call once the adjustment period is done

Determine if the client is satisfied with the adjustment and if not, the implementation manager will assign a new PM
In the case a new PM is assigned there will be a transition period which will consist of the following:

- New PM sits in on the next status meeting as an observer
- Internal meeting between PM's to transition open items, review project plan and get the new PM up to date on the status of the project.
- New PM leads the 2nd status meeting after assignment with old PM in attendance to fill in any blanks if needed

District is then considered fully transitioned to the new PM who will own all PM responsibilities moving forward

ii. Proposer to submit as an Exhibit to Tab 3, an Organizational Chart including subcontractors and reporting structure of the entire team.

xii. Exhibit submitted Yes X No

VIII. PROJECT TEAM RESUMES (PROPOSER)

i. As an Exhibit to Tab 3, resumes shall be provided for the implementation team, as well as additional personnel involved in the proposed project governance structure, including any partners/subcontractors. Resumes shall be specific to the actual personnel to be assigned to this Project for all primary roles (e.g., Project Manager, Conversion Lead). Resumes to include listing of past software implementation projects and certifications held for each team member.

xiii. Exhibit submitted Yes X No

Tyler Resources

Tyler actively seeks the best talent to help us implement our solutions for our clients. Our staff consists of seasoned professionals with unique and proprietary skills, and years of industry experience, who are focused on specific products and in dedicated regions.

Assembling a quality project team that suits for project needs is important. We appreciate your patience as we plan to allocate resources for your project phases. Upon award of contract, Tyler assigns a project manager and quality project team to ensure your implementation success. Tyler staff perform services in a professional, workman-like manner, consistent with industry standards.

The resumes presented in this proposal reflect the caliber and experience that Tyler will assign to this project. Due to the variable duration of selection and contract processes, it is difficult for us to predict resources that would be available at project commencement.

Sample Resumes

Please reference attached Resumes as an Exhibit to Tab 3 – Sample Resumes

ii. Summary of Project Team: Proposer shall complete the table on the following page listing a summary of the Project Team Members including any partners/subcontractors.

Table 3-01: Proposer Project Team Members

Proposer Project Team Members							
Name	**Title**	**Role on Proposed Project Team (e.g., PM)**	**Years of Relevant Experienc e**	**Years with firm**	**Number of implementations completed within past five years**	**Identify Scope of Services/Tasks this individual will be working on for the City**	**Relevant certifications (PMP, etc.)**
Corey B.	**Project Manager**	**PM**	8	8	10+	**All aspects of project management**	
Sarah O.	**Project Manager**	**PM**	10+	6	10+	**All aspects of project management**	
Scott W.	**Implementation Consultant**	**IC**	**15+**	**15+**	**10+**	**Analysis, Consulting, Configuration, Training, Data Conversion Assistance**	
Sarah H.	**Implementation Consultant**	**IC**	**3**	**3**	**5+**	**Analysis, Consulting, Configuration, Training, Data Conversion Assistance**	Society for Human Resource Management Certified Professional (SHRM-CP)
Troy H.	**Implementation Consultant**	**IC**	**5**	**5**	**10+**	**Analysis, Consulting, Configuration, Training, Data Conversion Assistance**	

IX. PROPOSED TRAINING APPROACH/STRATEGY

i. Proposer to describe the proposed approach to training users of the system, including the frequency of training, timing in the overall sequence of the implementation, as well as training resources/materials that will be provided to trainees.

Tyler Training Plan

Everyone's learning style is different. That's why Tyler offers several training formats to accommodate our diverse clients' needs. Training by Tyler staff provides hands-on learning in your own labs. Your resources receive consultative knowledge transfer sessions that are a combination of lecture and hands-on education, using your organization's own data.

A mutually developed education plan lays out the process of transferring knowledge between you and Tyler.

The purpose of the education plan is to:

- Communicate the process to stakeholders and functional leaders
- Answer specific questions (where classrooms will be established, what database environment will be utilized, etc.)
- Establish action items and link project personnel as owners
- Define measurement criteria to ensure the plan has been successfully followed

Your organization is set up for success with Tyler's train the trainer approach to training and education plan developed over years of industry experience.

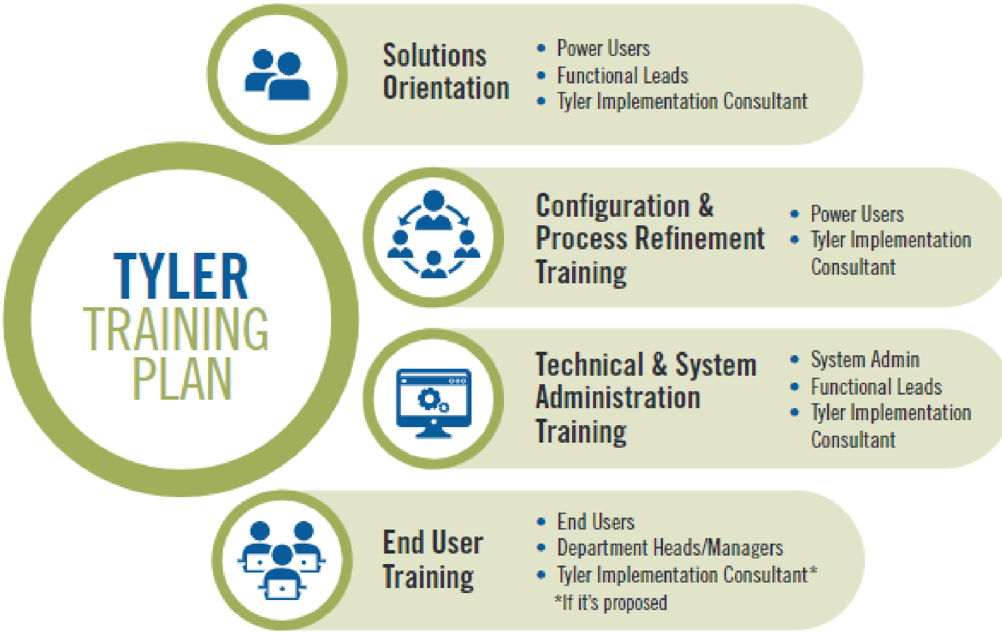
Scheduling and Attendance

Tyler prefers a classroom and curriculum approach for training to ensure knowledge transfer, comprehension, and retention. A successful user training session is in a classroom environment with a computer for each user, whiteboard, printer in the room or nearby, and one computer connected to a projector.

Class size should be limited to twelve (12) users in attendance to the training is critical to gain hands-on experience with the system.

Responsibilities

Tyler knows the value of being prepared for the use of our software in production. Our goal is to partner with you and lend our expertise based on experience, to allow your resources to be successful at go-live.



Both teams collaborate on all aspects of training, discussed, and documented during the planning stage of the project. The expectation is for Tyler to provide one or more occurrence of each scheduled training. You will be responsible for the logistics of the training by completing such tasks as scheduling resources and ensuring facilities are available. These sessions are to be attended by your key staff members (i.e. functional leads and power users) so that they can then disseminate the information they learn to others in your organization if or when necessary.

Training Description

Tyler has a longstanding track record delivering virtual implementation services. Tyler's standard approach, under normal circumstances, is to conduct roughly 25% of all project days on-site in your facilities.

A typical day of training is from 9:00 to 4:30 (or 8:30 to 4:00), allowing for a break for lunch and short breaks in the morning and afternoon as needed. We've found that allowing users time to return to their daily responsibilities before and after classes or sessions allows for more productivity during the session. It also allows the Tyler Implementation staff time to prepare upon arrival and follow-up afterward. The start and stop times for the training will be discussed and agreed upon by Project Management during the planning portion of the project and will be published as standard session times throughout the project.

Training classes should be limited to between 12 attendees. Certain subject areas and topics allow for much larger training classes.

ii. Proposer to provide their approach to the training plan and what makes their training plan successful and effective for system implementations. Include your approach to when and why you choose to use on-site training versus a webinar or a train-the-trainer format.

The joint project team will work to develop an Education and Training Plan during the creation of the Management Plan at the onset of the project. At this time, the determination as to the overall method of training will be identified and detailed.

Tyler's strategic implementation methodology relies on conventional, instructor-led classroom training for overall effectiveness in the training curriculum to a variety of user groups. This traditional-styled training can be supplemented with remote training conducted via webinar (e.g., GoToMeeting, Teams, etc.) and has shown successes in past implementations for all product modules. To ensure successful remote training activities, Tyler recommends:

- Establishing the proper expectation at the beginning of the session, including breaks, lunch, how to ask questions, circumstances when they may need to share their screen, etc. If predefined, this information should be included on all Agendas.
- Keeping a positive tone! Whoever is leading the class will control the attitude of the session.
- Ninety minutes is the longest a session should go without taking a break. This is the point where we find people lose focus.
- Users really need longer breaks, especially on full day sessions.
- Leverage the chat window in the sessions by having attendees answer questions with it to help keep them engaged.
- Have the participants share their screen and "drive" more during the session.
- Trainers should reference process manuals, handouts, etc.
- Trainers should abstain from flipping between screens during sessions, as it is more pronounced on a remote session.
- 50/10 Sessions: 50 minutes work followed by a 10-minute break.
- Summarizing daily goals achieved, activities completed, and review of needed inputs for the near future sessions.

The Tyler Education and Content Development Team has established Ongoing Education courses for Tyler Resources for Microsoft Teams and continue to add content. This content will help ensure that all Tyler Resources are equipped with the proper level of Teams expertise so the tool itself is not a distraction in any sessions.

The Tyler Project Manager will be prepared to work with the Authority Project Manager proactively to develop a Remote Training & Analysis Plan that can quickly be deployed, should it be necessary.

iii. Proposer to detail the knowledge transfer strategy proposed to prepare the City staff to maintain the system after it is placed into production.

Knowledge Transfer Approach

During implementation of our products, Tyler's goal is to educate your resources so that they are self-sufficient users of the solution. Tyler uses a train-the-trainer model to transfer knowledge. Tyler's project team will provide comprehensive training to your team, which includes the project manager (PM), functional leads, and power users. Tyler provides one occurrence, or more, of each scheduled training or implementation topic. The first time focuses on the process steps, while the second time, the training is more advanced. Sessions for each topic will also cover configuration for functional leads and power users, so that future changes can be easily made.

Ensuring comprehension of daily job functions is essential to a successful go-live and product adoption. The goal of our train-the-trainer approach is to expose the most sophisticated users to the system first, so system configuration, converted data, and new procedures are thoroughly vetted by your team before being introduced to end users. During training, Tyler implementation consultants (ICs) measure knowledge transfers through assessments and lead mini parallel processes and validations.

iv. Proposer to detail the approach to conducting training using webinar (e.g., GoToMeeting, Zoom, Teams, Skype), including how Proposer staff will monitor staff comprehension and, if applicable, provide assistance to trainees on navigation through the system.

Tyler has a long-standing track record of delivering trainings virtually. Tyler utilizes Teams for our meetings. Tyler has developed a series of internal Tyler staff trainings to fully leverage the functions and features of Teams to ensure that staff comprehension is being monitored and to assist trainees navigating through the system. Among some of the methods being utilized, implementation consultants (ICs) regularly assign roles at the outset of classes to attendees to scribe, serve as timekeepers, track questions etc. Additionally, there are designated activities within sessions to help make sure the clients are engaging and getting the experience in the system needed for successful knowledge transfer. Each participant will be expected to have a computer and be able to complete certain components of the designated activities before moving forward. The ICs will be able to track participant's completion of activities. Following completion, ICs will explain the different components of the activities in real time. Tyler is encouraging the use of Microsoft Whiteboard with Teams to help ICs better explain key concepts and work out certain aspects of setup with participants.

ICs also review the agenda at the start of each session and outline objectives. ICs are encouraged to ask participants to review key take-aways from the prior lessons, review outstanding items and completed items from the last session, and solicit from participants what they are most excited and nervous about during training. Tyler ICs regularly check-in with participants throughout the day with small quizzes, questions, review of notes and lessons learned from each section of the day. ICs also regularly switch off 'drivers' for the session to have each trainee take a turn at navigating through the system on screen. At the end of the day, time is provided to review key objectives, learnings and take aways from the day. Participants are given time with ICs for the last 15 to 30 minutes of the session to receive additional assistance or help.

v. **Proposer to identify the requested analysis/training room environment requirements and any other requirements related to the training facility/room/equipment. Requirements may include any presentation equipment, whiteboards, seating style, number of computers, printers, and other amenities needed to support on-site implementation activities.**

Below is a list of the recommended setup for a training room:

Number of workstations	Based on number of training participants (Tyler limits class size to 12 users for Tyler conducted trainings)
Number of desks	Based on number of workstations
Number and size of dedicated rooms for the project	Ideally 2 rooms, one for training and one for conference calls and meetings
Parking	Tyler resources will need parking when they are on-site
Telephones	A telephone with conference call (speaker phone) capabilities is needed in each room
Network accessibility needs	Internet access for Tyler resources is needed throughout the project, as well as connectivity for all workstations
White boards	A white board or similar resource is needed for all training sessions
Flip charts	A white board or similar resource is needed for all training sessions
Power requirements	Tyler resources will require power
Other resource needs	A projector and screen are needed for the training room, to allow for projection of the training material during training sessions
For Remote Training	Laptop or computer per resource, webcams per resource, high-speed internet access and access to phone and headphones for strong quality audio.

X. TRAINING PLAN AND RESOURCE HOURS

Proposer to provide a detailed training plan and resource hours allocated for the City's project, including description of the type of delivery mechanisms (e.g., in-person/live training, recorded videos, scenario-based) that would be used to support the delivery of the training.

Training Plan Legend

Legend	
User Types	Core Project Team, End Users, Technology Users, Other (please describe)
Training Model	Train-the-Trainer, Respondent-Provided Training, Other (please describe)
Class Format	On-Site Classroom, Webinar/Video Conference, Web Training Service, Other (please describe)

Training Plan

Training topic/course	**Functional module covered** (please specify per proposed module, such as benefits, payroll, etc.)	**Type of County users to attend**	**General summary of number of sessions offered of this course**	**Maximum class size**	**Format for the class**	**Training data that will be used for this topic/course (live, sandbox, etc.)**
Solution Orientation	Financials & Human Resource Management	Functional Leads & SMEs	1	12	Classroom/Webinar	Implementation
Current/Future State Analysis	Financials & Human Resource Management	Functional Leads & SMEs	1	12	Classroom/Webinar	Implementation
Configuration & Process Training	Financials & Human Resource Management	SMEs	2-3	12	Classroom/Webinar	Train
Process Review Training	Financials & Human Resource Management	SMEs	2-3	12	Classroom/Webinar	Train

Proposer to submit as an Exhibit a Sample Training Plan and insert in Tab 3.

Exhibit submitted Yes X No

XI. TRAINING COORDINATION

Proposer to detail the roles and responsibilities for the training effort.

Respondent to detail the roles and responsibilities for the training effort, including but not limited to:

Training Roles and Responsibilities

Role/Responsibility	Identify if Role/Responsibility is County/Respondent (including any Subcontractors)/Shared
Training Coordination/Scheduling	Shared
Training Curriculum/Material Development	Proposer
Training Instruction/Delivery	Proposer
Other:	

XII. SYSTEM DOCUMENTATION

Proposer to provide a detailed description of system documentation and resources that will be included as part of the implementation including, but not limited to, detailed system user manuals, "Quick Reference" guides, etc. as available. Proposer to itemize optional items on Attachment C.

System Documentation

Type of Documentation	Included in Scope of Proposal to the County?	Description/Explanation/Optional
Quick Reference Guides	Included	Developed by Tyler staff during implementation
Online Support	Included	Post-live support provided by Tyler Support Team
Help Desk Support	Included	Post-live support provided by Tyler Support Team
User Group Community Resources	Included	Tyler Community available to all of Tyler's user base
Annual User Conferences	Available at Cost	Tyler Connect occurs annual at a cost per attendee basis
Videos	Included	Tyler Community and help articles published by Tyler Support Team available to Tyler users
Custom User Guides/Manuals	Included	Tyler's Implementation Consultants will develop custom documentation tailored to the specific business definitions established by the District during the implementation

Type of Documentation	Included in Scope of Proposal to the County?	Description/Explanation/Optional
Other:		

XIII. APPROACH TO TESTING AND QUALITY ASSURANCE

Describe your standard approach to testing and quality assurance.

Solution Validation

Making sure your new system works the way you need it to is paramount to the success of the implementation. Tyler's quality management and validation plan addresses both the project and the product, while ensuring project objectives are met. The project teams validate the solution throughout the life of the project to expose issues that would normally only be revealed in a production environment. A comprehensive validation plan is set in place and may include system infrastructure audits, conversions, and modification delivery.

A controlled environment is created for high-level product modification validation, import and export interface, functional flow, and reliability.

The goal of validation is for end users to gain extensive product experience, develop a high level of confidence in Tyler's products, and understand their specific functions within the solution.

Expected benefits from the completion of validation also include:

- The infrastructure of hardware and network design is thoroughly vetted
- Modifications are delivered and fully integrated into the solution
- A managed issues list is fully quantified

Issue tracking, resolution accountability, and completed issue resolution are necessary in a successfully completed project. The validation phase is a shared responsibility and must be recognized as such.

Quality Assurance

The Tyler Quality Assurance (QA) team rigorously tests each product release using a broad range of testing methodologies. Their goal is to continue to help our clients maintain one of the lowest downtime averages in the industry. Each testing cycle builds upon the last one and increases the scope and depth of coverage. The team incorporates both manual and automated tests throughout the testing phases, and results are formally documented. Automation allows tests to be run more frequently throughout the product lifecycle to ensure consistent quality and stability. Automation also frees up our team to delve into robust testing of more complex scenarios.

Testing Cycles

The QA team goes through a multitude of testing cycles for each release. Daily Functional / Smoke testing ensures key, critical functions within each of our products perform as expected. These tests are automatically scheduled and executed daily. Unit testing focuses on testing each individual change made to the products. Our team ensures the quality of a specific update, as well as testing how that change integrates with other parts of the product, called Product Integration testing. Regression testing ensures individual changes made to our products have not negatively impacted surrounding functionality. Process testing involves testing critical processes within each product to ensure functionality from beginning to end, as expected. Product Automated testing performs hundreds of regression tests against specific products. This testing ensures that newly introduced features or functions have not negatively affected existing functionality. Product Integration Automated testing ensures the integration points between our products work as expected. Finally, Release/Deployment testing ensures that our products can be installed, upgraded, and deployed using one common platform.

XIV. SAMPLE PLAN

Submit a Sample Testing and Quality Assurance Plan that would be very similar to the plan utilized for the City's Project. Proposer to submit as an Exhibit a Sample Plan in Tab 3.

Exhibit submitted Yes X No

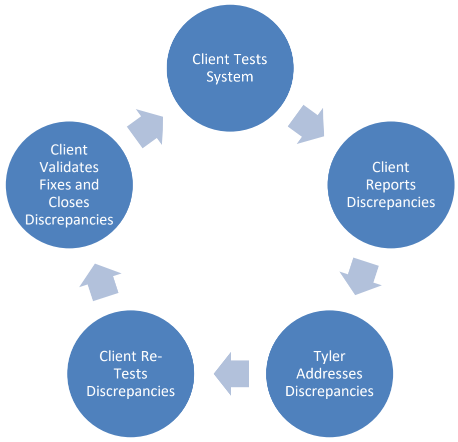
XV. PLAN DETAILS

Awarded Proposer will be responsible to provide a Testing and Quality Assurance Plan that describes all phases of testing that may be used: unit, system, interface, integration, regression, parallel, and user acceptance testing (UAT). It is the City's expectation that the Testing and Quality Assurance Plan govern all phases of the Project and that the Proposer will also provide assistance during each testing phase involving the City users. The Awarded Proposer will develop the initial UAT plan, provide templates and guidance for developing test scripts, and will provide onsite support during UAT. The Awarded Proposer will also provide a plan for stress testing the system, which will occur during or after UAT. Proposer to confirm their proposal includes providing the services identified in this Section (Item XV Plan Details) and provide any additional services that are also provided as part of your Testing and Quality Assurance Plan not listed.

User Acceptance Testing

User Acceptance Testing is an iterative process, where chosen power users perform end-to-end system testing and report discrepancies in expected system functionality. Tyler will address reported discrepancies. This includes, but is not limited to, fixing the discrepancy, postponing as a post-Production Cutover improvement, determining the discrepancy is not in scope, or closing the discrepancy because it deviates from the agreed upon requirements defined during the Assess and Define stage. Once discrepancies are addressed, power users will re-test to validate the fix and close the discrepancy.

All discrepancies must be entered in advance of the close of the UAT stage to allow sufficient time for Tyler to address noted discrepancies and testers to re-test, validate, and close discrepancies. Your Tyler project manager will work with you to determine the appropriate cut off for initial testing efforts.



Acceptability

Acceptability is defined as the software's ability to perform day-to-day operations without complete hindrance of one's job responsibilities. Acceptance testers must be able to distinguish between a legitimate need for configuration or functionality change and changes that are subject to one's own interpretation and/or subjective opinion (i.e. a feature enhancement).

Common Misconceptions

The system will be 100% perfect prior to UAT

- Finding configuration discrepancies is a normal part of the process and should be expected, as it helps ensure the product is ready for production and in line with project definitions.

The system will be 100% perfect after UAT

- Tyler utilizes a continuous improvement approach, which focuses on maximizing your performance over time. UAT during implementation is a validation of the system's acceptability based on decisions made during Assess & Define. Throughout the life of your relationship with Tyler, you and your team will have the opportunity to continue improving efficiency and productivity through our EverGuide approach.

Identifying Power Users for Testing

User Acceptance Testing is designed for your Power Users and project decision makers. It is not designed for all end-users to participate. It is recommended that you have at least 2 users from each functional area involved in testing.

Additionally, some qualities to look for when identifying testing resource(s) are as follows:

- Knowledgeable about a specific function of your business unit (reporting, legacy system, business process, etc.)
- Proficient with everyday technology
- Represents a business unit or department using the application being tested
- Has adequate time to test. A user who is unable to properly dedicate the time and attention to testing due to other responsibilities may not be an appropriate candidate for this group.

Responsibilities

The following outlines specific responsibilities of the client project team:

- Identify functional leads and power users to perform scenario processing.
- Identify and communicate to select functional leads and power users the assigned testing scenarios to be executed with assistance from Tyler implementation staff.
- With assistance from Tyler implementation staff, review and prioritize discrepancies that result from completed testing scenarios.
- Submit all items first to the client project manager. The project manager will then ensure the reported item is valid prior to submitting to Tyler. This may require input from a functional lead or power user.
- Document any issues or discrepancies found related to the product area tested. Tyler recommends limiting the number of resources posting items to the issues list to minimize duplication of issues and prevent changes being requested which are not consistent with agreed upon definitions. Ensure all reports of issues are submitted in a complete and timely manner.
- Ensure testing data and testing database maintain their integrity during the testing phase by limiting access and coordinating load and refresh processes.
- Monitor the quality and timeliness of the overall testing effort.
    - Facilitate testing completion by maintaining momentum during process. Check that tests are completed in the order necessary to thoroughly sign-off on process.
    - Review scenario processes and modify as necessary to align with any changes to policies and procedures.
    - Work with Tyler project team to oversee all functions of the testing process.

The following outlines specific responsibilities of the Tyler Team:

- Provide baseline testing steps
- Work with your project team to determine which processes, interfaces, and modifications need to be tested.
- Collaborate with your project team to develop a baseline scenario that details the procedures for testing data integrity across application processes.
- Assist your team in addressing reported issues/concerns.
- Provide training to your staff on tracking issues as required by Tyler.
- Support the testing plan developed for your site.

XVI. LEVELS OF SUPPORT

What levels of support will be provided by the Proposer during the City testing phases (e.g., parallel and UAT)? Will Proposer resources be onsite during certain testing phases? Are varying service levels offered for testing support?

Support During Testing

During the Final Testing and Training stage of the project, Tyler and the Authority will review the final Cutover plan. A critical Project success factor is the Authority understanding the importance of Final Testing and Training and dedicating the resources required for testing and training efforts to ensure a successful Production Cutover. Tyler provides a sample Test Plan script for users to follow to ensure proper Validation of the system and may be customized by the Authority to meet specific processing needs. The Authority performs User Acceptance Testing to verify software readiness for day-to-day business processing. If the Authority wants Tyler to assist in performing testing activities and support, the Authority could leverage additional work hours to assist with testing should you choose to exercise the work split option within your investment summary.

XVII. PARALLEL TESTING

Describe the proposed approach to payroll parallel testing, including the number of anticipated parallel tests which would be performed for payroll processes.

Parallel Testing

Payroll Parallel testing is a key component to the Human Capital Management Project Plan. At least three full Payroll parallels will be scheduled with the goal being that the results of each parallel get incrementally better from the previous one. The parallels are performed by both Tyler and the Authority as parallels also serve another purpose other than validating employee pay. That is, they provide training on how to process payroll in Tyler Munis. After the third full parallel, the Authority should be able to conduct their own parallels and incorporate a parallel into User Acceptance Testing. However, there will be an option to run additional payroll parallels with Tyler's on-going assistance. Those decisions would be made as part of the Initiate & Plan stage of the phase.

Exhibits to Tab 3

Sample Implementation Plan

Please see the following pages for Tyler's Sample Implementation Plan.

Project Management Plan

Tyler Technologies

Table of Contents

Introduction

All successful implementations require strategic planning, performed at various stages throughout the project lifecycle. This Implementation Management Plan is a compilation of what Tyler considers to be some of the most important management plans needed during implementation. Please make sure to add the City's Change Management Plan to the Project SharePoint, as well as any other relevant management plans that may have been developed.

One of the biggest challenges faced with Management Plans is actually putting them to use. Too often, the burdens of day-to-day project activities seem to outweigh the importance of having a plan in place; especially one that is clearly communicated, carefully followed, and revised as needed. Tyler's implementation methodology carefully establishes a formal placeholder for planning sessions at the onset of each phase and requires acceptance of the Management Plan as a deliverable.

Scope Management Plan

Purpose

The focus of the Scope Management Plan is on managing the scope of the project as it is defined at the onset of the project/phase and determining when changes are to be considered, how requests are to be processed through the organization, and who is involved in authorizing the change to scope.

This plan documents the scope management approach, roles and responsibilities as they pertain to scope change control. Any project communication which pertains to the project's scope should adhere to the Scope Management Plan.

Scope Management Approach

It is important to clearly define the approach to managing the project's scope. This section provides a summary of the Scope Management Plan and addresses the following:

- Authorities and responsibilities for scope management
- Scope change process (who initiates, who authorizes, etc.)

Scope management will be the responsibility of both the City and Tyler Project Managers. The scope for this project is defined by the Statement of Work and the Agreement.

Scope Roles and Responsibilities

In order to successfully manage a project's scope, it is important to clearly define all roles and responsibilities for scope management. This section defines all of the project roles of those who are involved in managing the scope of the project. It should state who is responsible for scope management and who is responsible for accepting the deliverables of the project as defined by the project's scope. Any other roles in scope management should also be stated in this section.

The Project Managers, Sponsor and project team will all play key roles in managing the scope of this project. As such, the Project Sponsor, Project Managers, and team members must be aware of their responsibilities in order to ensure that work performed on the project is within the established scope throughout the entire duration of the project. The table below defines the roles and responsibilities for scope management.

Name	Role	Organization	Responsibility
	Project Manager	City	Evaluate Change Request, Prepare Change Request Form
	Project Manager	Tyler	Prepare response to Change Request Form, Evaluate impact to schedule, budget
	Steering Committee	City	Evaluate the recommendations from the Project Team, weigh the benefits vs. cost of budget/timeline impact, make decisions on scope changes
	Project Sponsor	City	

Project Scope Statement

The scope for this project is defined by the Statement of Work and the Agreement.

Scope Verification

As the project progresses, the City Project Manager will verify project deliverables and control points against the Project Scope Statement. Once the City Manager verifies that they meet the requirements, the City Project Manager complete the acceptance of the deliverable/Control Point. This will ensure that project work remains within the scope of the project on a consistent basis throughout the life of the project.

Scope Control

The Project Managers and the project team will work together to control of the scope of project. The project team will ensure that they perform only the work described in the project scope statement. The Project Manager will oversee the project team and the progression of the project to ensure that this scope control process is followed and progress is reported through Project Scope measurements tools as defined above in the project scope statement.

Scope Change

If a change to project scope is needed, the process for recommending and estimating changes to the scope of the project must be carried out. Any City project team member or Sponsor can request changes to the project scope. All change requests must be submitted to the City Project Manager in the form of a project change request document. The City Project Manager will then review the suggested change to the scope of the project. The City Project Manager will then either reject the change request if it does not apply to the intent of the project, or convene a Change Control meeting with the project team and Steering Committee to review the change request further and determine if the City is ready to submit a change request to Tyler to gather cost and schedule information, so a full impact assessment of the change can be performed.

Upon receipt of a change request document, Tyler Project Manager will review the request with the appropriate Tyler resources to determine if the scope change can be accomplished and/or meets the products' requirements, depending on whether the change is one requiring implementation services or product change. If Tyler decides to move forward with the scope change, the Tyler Project Manager will prepare a Project Change Request form, including any budgetary or schedule impacts, and a description of the services and/or product change. The Change Request Form will be provided to the City Project Manager for review with the project team and Steering Committee.

If the City Project Manager and Steering Committee approve the Scope Change Form, the Tyler Project Manager will determine if further action is required before proceeding with the scope change. The City and Tyler Project Managers will update all project documents and communicate the scope change to all project team members' stakeholders.

Communication Plan

Purpose

The purpose of the Communication Plan is to detail how communications will be managed throughout the project life cycle. The plan will include all planned and periodic communications occurring between the project stakeholders, scheduled written and oral communication, the frequency of the scheduled communications and the responsible person(s) for providing the information. A routine communication plan will aid all Project team members, of both the City and Tyler, in understanding the goals, objectives, current status and health of the Project.

Communications Planning

Communication Planning determines the information and communications needs of the project. Here we will identify who needs what information, when they will need it, how it will be given to them, and by whom. Identifying the informational needs of the stakeholders and determining a suitable means of meeting those needs is an important factor for project success. In addition to documenting the approach to communications identification and analysis, the plan should cover who is responsible for managing communications, how communications will be tracked throughout the project lifecycle, and how mitigation and contingency plans are developed and implemented.

Information Distribution

Throughout the project, this plan will be maintained to ensure that necessary information is made available to project stakeholders in a timely manner. This plan will impact the following members:

Members	Inform	Involve	Invoke Action	Gain Buy-In
Project Team	√	√	√	
User Group	√	√		√
Stakeholder Group	√	√		√
External / Public Audience	√			√

Roles and Responsibilities

In order to successfully manage project communication, it is important to clearly define all roles and responsibilities for communication management. This section should define the communication role of the Project Manager, Project Team, Stakeholders and other key persons who are involved in the project. It should state who is responsible for each communication. The participants and stakeholders involved in managing project communications are defined in the Communication Matrix. In some cases, one individual may perform multiple roles in the process. At a minimum, we recommend the items in the Sample Communication Matrix be assigned and implemented.

If your division uses the Client SharePoint Site for the matrix below, please delete it from this document and refer to the CSP to update the details of this information.

Sample Communication Plan Matrix

Message	Objective/ goal	Target Audience	Owner(s)	Frequency	Medium or method	Timing	Notes
Stakeholder Meeting	Reasons for upgrade; WIIFM; overall project timeline; who to contact with questions, high level scope outline	Functional Leaders, Project Team, Stakeholders	Client PM, Tyler PM	Start of overall project	Group presentation	Early in Phase 1	Cover: What, Why, When, Who, Where Do we need anything from end users yet?
Project Planning Meetings	Roles and responsibilities will be outlined as well as Implementation Management Plans and initial schedule development.	Client Project Manager, Phase Functional Leaders	Tyler PM, Client PM	Start of overall project	Presentation and Planning Document	Early in Phase 1	Bring blackout dates to meeting
Executive Mandate	Organization will understand the purpose and importance of the project as well as the level of commitment required to make it successful.	Entire Organization	Client Executive Officer	Start of overall project	Email	Early in Phase 1	Recognize challenges and emphasize long term value
Executive Project Status Updates	Provide overall project direction and status.	Client Management; Sponsors	Client PM	Quarterly at Steering Committee meeting	Status Reports, Budget Reports	Start in Phase 1	

Message	Objective/ goal	Target Audience	Owner(s)	Frequency	Medium or method	Timing	Notes
Client Project Team Meetings	Provide key project participants with detailed information regarding project task status, schedules, progress, and budget.	Functional Leaders, Project Team	Client PM	Weekly	Status Reports, In Person Meetings	TBD	
Tyler Status Meetings	Provide effective and timely communication to the Client PM on the status of the Tyler Project at a detailed level. The goal is to keep the project team abreast of the current project status, project issues, upcoming events, and project milestones at a detailed level. Delivery point will be to Client PM for distribution to the Project Team.	Tyler PM and Client PM	Tyler PM	Bi-Weekly until 90 days from LIVE, then Weekly	Status Report	TBD	Review schedule, issues and actions, deliverables
Project Plan	Communicate clearly defined tasks, milestones, schedules and dependencies.	Client Project Manager, Functional Leaders, Project Team	Tyler PM	Evolving	SharePoint	Updated weekly	

Message	Objective/ goal	Target Audience	Owner(s)	Frequency	Medium or method	Timing	Notes
Project Sign-Offs	Provide clear acceptance and authorization to proceed to next step in implementation.	Client Project Manager, Functional Leaders, Project Team, Tyler PM	Tyler PM	Evolving	Hardcopy, or Electronic Approval		
Project Web Space	Provide information and support for the project goals to the community and organization	Functional Leaders, Project Team, Organization, Community	Client PM	Evolving	Client Intranet and Website		
FAQ Document	Answer frequently asked questions about the project and its benefits	Organization	Client PM	Evolving	TBD		
Project Change Request Form	Provide clear description about requested changes to project scope, budgetary or schedule impacts, and a description of the services and/or product change.	Organization	Tyler PM, Client PM	Evolving	SharePoint	As requester	Agreement to proceed with changes may result in a contract amendment.

Resource Management Plan

Purpose

The purpose of the Resource Management Plan is to identify and define the necessary roles and positions needed to support the project successfully, as well as other types of needed project resources such as training facilities, meeting space, offices, and equipment. Knowing when, and for how long, each resource is needed is critical to planning and controlling project costs, staff backfill requirements, and everyday project management logistics.

Physical Resource Requirements

- Analysis Facility
  - Conference Room or open meeting space free of interruptions to accommodate all users comfortably
  - Space for attendees to take notes and organize documents
  - Internet connection
  - Projector and screen
  - White board/smart board or flip chart
  - Speaker phone

- Training Facility – Functional Leads, Power Users and End Users
  - Training environment free of interruptions
  - Space for trainees to take notes and organize documents
  - Internet connection
  - Access to the Tyler system
  - Projector and screen
  - A working networked Tyler printer
  - Speakerphone
  - White board/smart board or flip chart
  - Ideally one computer per user being trained and a trainer computer

Facility Resource Matrix

	Analysis 1	Analysis 2	Training 1	Training 2
Room name/number				
Exact location				
Purpose (analysis, training, decentralized training, backup)				
Number of computers				

Is there a separate station for the instructor?				
Total capacity				
Networked printer available?				
Is there access to the Tyler system? Or estimated date for access.				
Number of internet connections (or note if wireless)				
Speakerphone?				
Whiteboard or flipchart?				
First date available				
End date available				
Is room dedicated to project? If not, who reserves it?				
Is there a permanent projector & screen? If not, who reserves them?				
Is the room locked? If so, who will have access?				
Other room considerations				

Human Resources Requirements Matrix

ID	Role	When needed?	Desired Skill Level				Actual Skill Level				Skill Development Strategy
			A	B	C	D	A	B	C	D	
01	Project Manager	Project Initiation through Project Closure	X								

A=proficient, B = well experienced, C = experienced, D = basic

Quality Management Plan

Purpose

The purpose of the quality management plan is to define the responsibilities, activities, and metrics used in measuring and ensuring quality throughout the project. As with all projects, quality crosses various layers of work; implementation, processes, deliverables, software, and management. All layers require scrutiny and continuous adjustment in order to ensure project success, more commonly known as: Plan, Do, Check, Act.

Quality Approach

The project quality approach for this project involves stakeholders and all other project team members beginning at the inception of project stages. This allows the team to focus on items related to quality in the initial stages so that specific quality activities and standards are incorporated right from the start. The project will also use status reports as a tool to communicate any quality risks or issues that arise.

Quality Planning

Identify Quality Metrics

The Project Team must agree on the metrics by which quality will be measured. For instance, if a process can be achieved in the software "out of the box," but requires a process change that users are resisting because it represents change, the Project Team should agree to assign a metric of "Pass." Likewise, if a core software process required for production processing cannot be completed successfully in a test scenario, there are no viable work-arounds available, the Project Team should agree to assign a metric of "Fail," and submit it for re-testing.

Establish Quality Control Checklist

The quality management plan identifies the quality control checklist that will be used throughout the project. A baseline quality control checklist has been attached as a starting point for the project but may be modified or added to as needed.

Issue Resolution

The Client Project Manager will schedule separate meetings, as needed, to discuss project process improvements and determine corrective actions. The results of the meeting activities are then documented and acted on, where possible, so that future project phases are improved by incorporating lessons learned. This approach minimizes issues at the end of the project and facilitates a successful Go-live. These meetings should be addressed as part of the Schedule Management Plan.

Quality Assurance

Quality assurance is focused on the project's processes and, when executed properly, provides confidence that quality requirements can be fulfilled. The iterative process for providing quality assurance will include review and completion of the following for each phase of the project:

- Control Point 1: Initiate & Plan Stage Acceptance
- Control Point 2: Assess & Define Stage Acceptance
- Control Point 3: Prepare Solution Stage Acceptance
- Control Point 4: Production Readiness Stage Acceptance
- Control Point 5: Production Stage Acceptance
- Control Point 6: Close Stage Acceptance

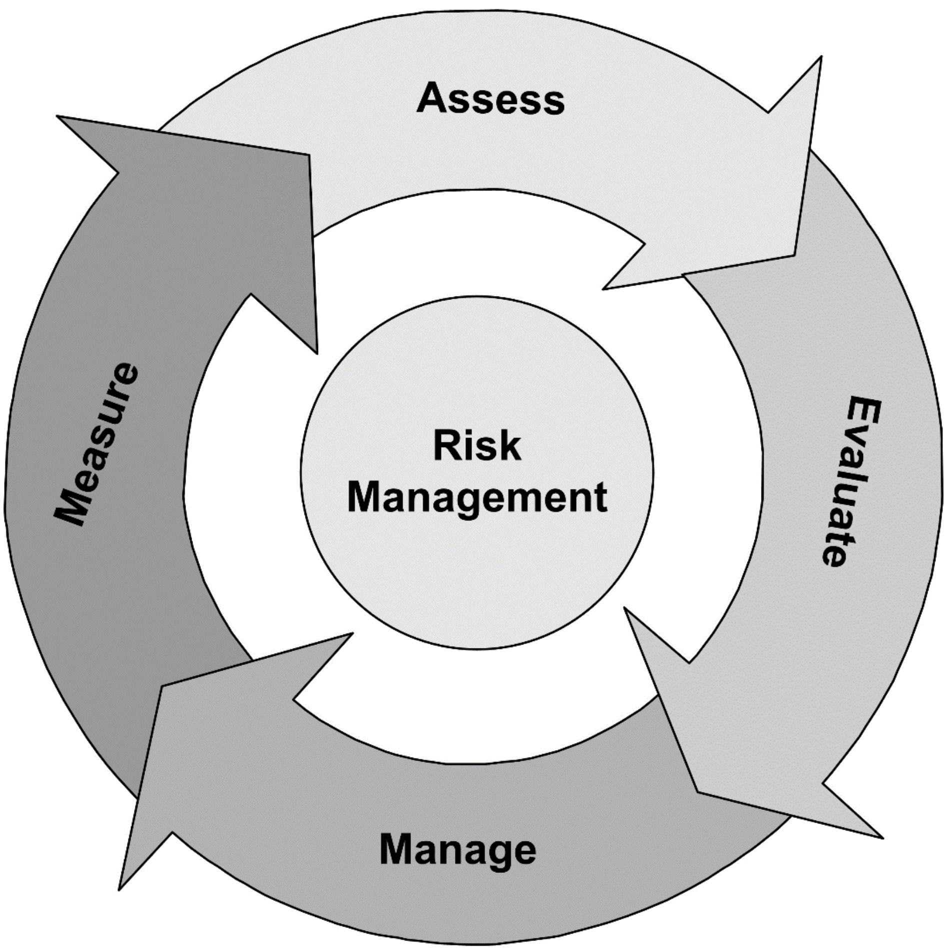
Quality Control

Quality control is focused on the project's product as opposed to its processes. It involves listing all of the expected deliverables, testing activities, acceptance criteria, and quality control owners. This list may include items that extend beyond Tyler's involvement, but should be maintained as one, cohesive quality control checklist. The checklist is a document that will likely change over the life of the project as lessons learned influence future quality planning.

Risk Management Plan

Purpose

A Risk Management Plan defines methods and procedures for assessing and dealing with internal or external threats that could potentially undermine the implementation. The following diagram illustrates the key elements of a comprehensive risk management plan and the lifecycle of how risk can be defined and managed during the project.



Risk Assessment Procedures

The risk assessment process should identify the likelihood of all potential risks and the impact on the organization if that threat occurred.

The following tables should be customized for this project, based on the organizational structure and complexity of the City.

Process	Owner	Time Estimate
A meeting with Functional Leads and other identified team members will be held to identify risks using a SWOT analysis.	Tyler PM City PM	1 hour session
The Risk Register is updated with the identified risks, and other required information.	City PM enters City risks; Tyler PM enters Tyler risks, collaborates with City PM	1 hour effort
E-mail: At the end of each of the above activities, the Project Team and other City attendees will be asked to e-mail the City PM with any additional opportunities or risks that occur to them after the session. City PM will update the Risk Register with the identified risks.	Stakeholders City PM	1 hour for responses 1 hour documentation

Risk Management Procedures

Process	**Owner**	**Time Estimate**
Risks with scores higher than 14 will be assigned to the Project Team, Power Users, and Executive Sponsor/Management if necessary. Each risk owner will be assigned to develop strategies avoid, if possible, or mitigate/transfer the risk, or to increase the chance for an opportunity. Risk owners are given 1 week to complete.	Project Team City Executive Sponsor (if needed), Tyler Executive Management (if needed)	4 hours
The Project Team will discuss the risk response strategies and agree on the response to be taken should a risk trigger occur, or if it's about to occur. These responses should be documented in the risk register.	Project Team	2 hours

Risk Measuring and Control Procedures

Process	Owner	Time Estimate
Monitoring: Risk owners are responsible for monitoring their risks and notifying the appropriate PM via e-mail when a trigger occurs and that the response plan has been initiated.	Risk Owners	4 hours
New Risk Identification: Any stakeholder can identify additional risks. The stakeholder should notify the PM of the new risk (or possible risk) via e-mail.	Stakeholders	1 hour
Audits: The PM will be responsible for overseeing risk activities and ensuring the risk register is updated.	City PM Tyler PM	2 hours per month
Review: The project team will review the project's high priority risks biweekly and all risks monthly.	Project Team Tyler PM City PM	1 hour per month
Reporting: Risks will be reported in two ways. First, the Tyler PM and City PM maintain a Risk Register in a central location accessible by both parties. The Risk Register will contain a list of risks identified for the project, the priority of the risk, the risk owner, and a current status of any active risks. Second, the status report will contain a summary of the high priority risks and any new risks identified and added to the Risk Register.	City PM Tyler PM Tyler PM	1 hour per month

Risk Register

The project's risk register will be created and maintained during the risk management process and will become part of the Implementation Management Plan. All identified risks should be entered in the register.

Entered in the risk register during or after Risk Assessment[1]:

- Risk ID – A unique identifier for the risk. To be used when referring to risks in meetings and communications.
- Title – A description of the risk.
- Description of Impact on Project if Risk Occurs – If the risk occurs, will it impact scope, schedule, cost, user satisfaction, etc.?
- Possible Triggers – Listing of the triggers of the risk.
- Date Reported – The date the risk was identified.
- Status – Identifies whether the risk is a priority, on the watch list, or closed (see risk response section below).
- Probability – The likelihood that the risk will occur. See the Risk Evaluation section below for possible values.

[1] Exact headings may vary.

- Impact – The effect on project objects if the risk event occurs.
- Risk Score – Reflects the severity of the risks effect on objectives. The risk score is determined by multiplying the risk probability and risk impact values. The intent is to assign a relative value to the impact on project objectives if the risk in question should occur.

Entered in the risk register during or after Risk Management Planning:

- Current Owner – Person(s) responsible for the risk if it should occur.
- Response Strategy – The strategy that is most likely to be effective.
- Risk Response Plan – Specific actions to enhance opportunities and reduce threats to the project's objectives based on the most likely strategy.

Risk Assessment

For the purpose of this Implementation Management Plan, Tyler has selected the SWOT Analysis risk assessment technique. While there are other options available, and the City may augment their Risk Analysis using other techniques, the following outline will be used for the Tyler Implementation.

SWOT Analysis

A SWOT Analysis is a strategic planning tool used to evaluate the Strengths, Weaknesses, Opportunities, and Threats involved in a project or in a business venture. Strengths and weaknesses are internal to an organization. Opportunities and threats originate from outside the organization.

SWOT analysis, usually performed early in the project development process, helps organizations evaluate the environmental factors and internal situations facing a project. Strengths and weaknesses are attributes that measure your internal capability.

Opportunities and threats refer to how the external environment affects your team/business/group. Ideally a cross-functional team or a task force that represents a broad range of perspectives should carry out SWOT analyses.

SWOT Analysis Template

Project Name:
Prepared by:
Date:
Project Manager:
SWOT Analysis Facilitator:
SWOT Analysis Participants:

SWOT Analysis Recorder:
Date of SWOT Analysis:
Project Strengths: (What potential strengths exist about the project, the project team, the sponsor, the organization structure, the client, the project schedule, the project budget, the product of the project, and so on?) 1. 2. 3. 4.
Project Weaknesses: (What potential weaknesses exist about the project, the project team, the sponsor, the organization structure, the client, the project schedule, the project budget, the product of the project, and so on?) 1. 2. 3. 4.
Project Opportunities: (What potential opportunities exist in regard to achieving the project requirements, the product requirements, the project schedule, the project resources, the project quality, and so on?) 1. 2. 3. 4.
Project Threats: (What potential threats exist in regard to achieving the project requirements, the product requirements, the project schedule, the project resources, the project quality, and so on?) 1. 2. 3. 4.

Risk Evaluation

Each identified risk should be assigned a probability score and an impact score and these should be recorded on the risk register. The scores may change over the course of the project, so should be reviewed and updated regularly. For instance, a risk may have a low impact at the start of the project, but may have a high impact as the project progresses.

Likelihood or Probability of each risk

5	Very likely to occur
4	Probably will occur
3	May occur
2	Unlikely to occur
1	Very unlikely to occur

Potential Impact of each risk on the project

5	Event poses very high cost, schedule, or other failure
4	Event poses major cost, schedule, or other increases
3	Event poses moderate increases, but requirements may still be met
2	Event poses small increases, but requirements may still be met
1	Event has little impact on the project

Probability and Impact Matrix

After determining risk scores for each risk's probability and impact, use the following scale to determine the risk priority. Risks with ratings (Risk rating = probability score x impact score) of 10 or higher should be evaluated and reviewed regularly, and should appear on the status reports. Medium and Low risks should be monitored and scores should be re-evaluated throughout the project, as impact and probability change.

		Impact				
		1	2	3	4	5
Probability	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5

After determining the risk ratings for each identified risk, the Risk Register should be updated to reflect the appropriate status for each risk. At this time, each risk will have a status of either "Watch List" for risk scores less than 10, or "Priority" for risk scores of 10 or higher.

Risk Management Planning

Management of risk should be planned for all high priority risks (risk score of 10 or greater) to plan for what will need to happen if the risk is triggered. Risks will be assigned risk owners who will be responsible for watching the risks and implementing these responses if the causes that trigger the risks have occurred, or are about to occur. The risk owners should also identify secondary risks that occur as a result of implementing the risk response, or risks that remain after the response has been implemented.

The following strategies will be used for determining the appropriate response for each risk or opportunity and should be recorded for each high priority risk, along with the chosen response for the risk.

- Threats:
  - *Avoid* – Risk avoidance entails changing the Project Plan to eliminate the risk or condition or to protect the project objectives from its impact.
  - *Transfer* – Risk transference is seeking to shift the consequence of a risk to a third party together with ownership of the response. Transferring the risk simply gives another party responsibility for its management; it does not eliminate it.
  - *Mitigate* – Risk mitigation seeks to reduce the probability and/or consequences of an adverse risk event to an acceptable threshold. Taking early action to reduce the probability of a risk's occurring or its impact on the project is more effective than trying to repair the consequences after it occurs.
  - *Accept* – This technique indicates that the project team has decided not to change the Project Plan to deal with a risk or is unable to identify any other suitable response strategy.
- Opportunities:
  - *Exploit* – Exploitation entails taking actions to ensure that the opportunity will occur and that the project will benefit from it.
  - *Share* – Sharing the opportunity is seeking to shift the consequence of a risk to a third party in order to gain benefit for the project. Transferring the risk simply gives another party responsibility for its management; it does not eliminate it.
  - *Enhance* – Enhancing seeks to increase the probability and/or impact of an opportunity. Taking early action to increase the probability of an opportunity occurring or its impact on the project is more effective than taking no proactive action, yet hoping that it might occur.
  - *Accept* – This technique indicates that the project team has decided not to change the Project Plan to deal with an opportunity or is unable to identify any other suitable response strategy.

The Risk Register should be updated upon completion of risk management planning. If the risk plan is to mitigate, the original probability and impact scores should be updated to reflect the current status, as the scores will likely be lower than before risk management planning. Risk Owners should be assigned to all risks at this time.

The Project Plan should be updated to incorporate any activities associated with risk response plans that will be implemented. Risk response activities that will be implemented only if a risk trigger has occurred or is about to occur should not be entered into the Project Plan at this time.

Risk Measuring and Control

Risks must be continuously measured, monitored and controlled throughout the project. Newly identified risks should be added to the risk registers and the steps performed earlier in the process (risk assessment and risk management planning) should be performed. In addition, identified risks should be monitored and updated, as probability and impact change throughout a project. Risks may also no longer pose a threat or opportunity and may be closed.

Risk Owners should review their assigned risks regularly to determine if a trigger is about to occur, or if it has occurred, so they can implement the risk response plan.

Regular updates to the Risk Register and the Project Plan are necessary throughout this process.

There are many different tools that can be used to create a risk register including MS Word, MS Excel, SharePoint, OneNote etc. Make sure the register is updated frequently and includes the elements discussed earlier in this document and outlined in the sample below.

Sample Risk Register:

Project Documents
- Agendas
- Status Reports
- Implementation Site Reports
- Conversion Documents
- Tyler Forms
- Process Documentation

Project Planning
- Master Project Calendar
- Master Project Plan
- Master Issues & Actions
- Communication Plan
- Testing Plan
- Risk Register

ID	Title	Description of Impact	Possible Triggers	Date Reported	Status	Category	Probability	Impact	Risk Score (Prob x Impact)	Current Owner	Strategy	Response Plan	Plan Type	Issue/Action?
70	Weather/Travel delays cause a planned session to be delayed or cancelled.	If the day is critical, the schedule can be impacted. Scope is unlikely to be impacted.	Mother Nature	8/14/2015	New	Training	3=May occur	2-Event poses small increases, but requirements may still be met	6 = Watch list	Tyler and Client Project Managers	Accept	Sessions can be conducted remotely. Additional days may need to be built into schedule.	Risk	No
71	Employee Turnover NEW	Key employees retiring or leaving current position. Can impact schedule and budget depending on timing.	Retirement; change aversion	8/20/2015	Priority-Risk	Personnel	3=May occur	5=Event poses very high cost, schedule, or other failure	15 = Priority	Client PM and Dept heads	Mitigate	Will have discussions with key employees entering retirement age to determine their plans. Will adjust key project representatives as needed.	Risk	No

Add new item

Quality Control Checklist

ID	TYPE	TITLE	SCOPE	ACCEPTANCE	ACCEPTED			REVIEWER	DATE	COMMENTS
				CRITERIA	Yes	No	N/A			
1	D	Project Management Plan	The Project Management Plan addresses how communication, quality control, risks/issues, resources and schedules, and software upgrades (if applicable) will be managed throughout the lifecycle of the Project.	Review and acknowledge receipt of Project Management Plan						
2	D	Initial Project Schedule	Task list, assignments and due dates	Acceptance of schedule based on resource availability and Project budget and goals						
3	CP	Hardware Installed (if applicable)								
4	CP	System infrastructure audit complete and verified	Client complete the system infrastructure audit, ensuring vital system infrastructure information is available to the Tyler implementation team, and verifies all hardware compatibility with Tyler solutions	N/A			x			

ID	TYPE	TITLE	SCOPE	ACCEPTANCE	ACCEPTED			REVIEWER	DATE	COMMENTS
				CRITERIA	Yes	No	N/A			
5	CP	Stakeholder Presentation complete	Client stakeholders join Tyler Project Management to communicate successful Project criteria, Project goals, Deliverables, a high-level milestone schedule, and roles and responsibilities of Project participants	N/A			x			
6	D	Completed analysis Questionnaire (Design Document)	Provide comprehensive answers to all questions on Questionnaire(s)	Acceptance of completed Questionnaire based on thoroughness of capturing business practices to be achieved through Tyler solution.						
7	D	Data conversion summary and specification documents	Data conversion approach defined, data extract strategy, conversion and reconciliation strategy	Data conversion document(s) delivered to the Client, reflecting complete and accurate conversion decisions						
8	D	Modification specification documents, if contracted	Design solution for Modification	Client accepts Custom Specification Document(s) and agrees that the proposed solution meets their requirements						
9	D	Completed Forms options and/or packages	Complete Forms package(s) included in agreement and identify Reporting needs	Identify Forms choices and receive supporting documentation						

ID	TYPE	TITLE	SCOPE	ACCEPTANCE	ACCEPTED			REVIEWER	DATE	COMMENTS
				CRITERIA	Yes	No	N/A			
10	D	Installation checklist	Tyler will conduct an initial coordination call, perform an installation of the software included in the Agreement, conduct follow up to ensure all tasks are complete, and complete server system administration training	Tyler software is successfully installed and available to authorized users, Client team members are trained on applicable system administration tasks						
11	CP	Tyler software is Installed	Purchased software and required peripheral software is installed	Installation completes successfully and applications can be opened						
12	CP	Solution Orientation is complete	Solution Orientation provided, including the use of eLearning, videos, documentation, and/or walkthroughs	Basic understanding of system functionality						
13	CP	Current/Future state analysis completed	Evaluate current state processes, options within the new software, pros and cons of each option based on current or desired state	Questionnaires delivered and reviewed						
14	CP	Data conversion mapping and extractions completed and provided to Tyler					x			
15	CP	Standard Interface Planning	Define/confirm which Interfaces are needed (if not outlined in the Agreement). Tyler will provide a file layout for each Standard Interface				x			

ID	TYPE	TITLE	SCOPE	ACCEPTANCE CRITERIA	ACCEPTED			REVIEWER	DATE	COMMENTS
					Yes	No	N/A			
16	CP	Modification Analysis & Specification, if contracted	Tyler staff conducts additional analysis and develops specifications	Specifications meet Client requirements						
17	D	Initial data conversion	Data conversion program complete; deliver converted data for review	Initial error log available for review						
18	D	Data conversion verification document	Provide self-guided instructions to verify specific data components in Tyler system	Client acknowledges data conversion delivery; Client completes data issues log.						
19	D	Installation of Modifications on the Client's server(s)	Program for Modification is complete and available in Tyler software	Client acknowledges Delivery of Modification(s) meeting objectives described in the Client-signed specification						
20	D	Standard Forms & Reports Delivered	Installation of all Standard Forms & Reports included in the Agreement	Client acknowledges that Standard Forms & Reports available in Tyler software for testing						
22	CP	Application configuration completed	Review of primary configuration areas	Configuration complete and ready for testing						
23	CP	Data conversions (except final pass) delivered	Subsequent passes of data conversions delivered and validated	Conversions are validated and ready for final pass						
24	CP	Standard Interface training provided	Use of standard interface tools is trained	Users have tools and have been trained						

ID	TYPE	TITLE	SCOPE	ACCEPTANCE	ACCEPTED			REVIEWER	DATE	COMMENTS
				CRITERIA	Yes	No	N/A			
25	D	Go-live checklist	Dates for final conversion, date(s) to cease system processing in Legacy System, date(s) for first processing in Tyler system, contingency plan for processing	Client acknowledges the checklist delivery including definition of all pre-production tasks, assignment of owners and establishment of due dates						
26	D	User Acceptance Test Plan	Testing steps for Standard business processes	Client acknowledges that Testing steps have been provided for Standard business processes						
27	CP	Modification(s) tested and accepted, if applicable	Client performs test of modification	Modification performs as outlined in specification						
28	CP	Standard 3rd party Data Exchange programs tested and accepted	Client performs test of 3rd party data exchange	3rd party data exchanges perform as expected						
29	CP	Standard Forms & Reports tested and accepted	Client performs test of Forms & Reports	Forms & Reports perform as expected						
30	CP	Solution Validation completed	Client performs Solution Validation using provided scripts or customized scripts	Client to determine						
31	CP	End User training completed	End User Training performed according to scope	End Users trained						
32	D	Final data conversion, if applicable	Final passes of all conversions completed in this Phase	Client acknowledges that data is available in production environment						

ID	TYPE	TITLE	SCOPE	ACCEPTANCE CRITERIA	ACCEPTED			REVIEWER	DATE	COMMENTS
					Yes	No	N/A			
33	D	Client Services transition documents	Define support strategy for day-to-day processing, conference call with Client project manager(s) and Tyler Support team, define roles and responsibilities, define methods for contacting Support	Client acknowledges receipt of tools to contact Support and understands proper support procedures.						
34	CP	Final data conversion(s) delivered	Client provides final data extract and Reports from the Legacy System for data conversion and Tyler executes final data conversion, Client reviews final pass	Final pass is free of errors, or meets an acceptable level of error that may be fixed manually in Production						
35	CP	Transition to Tyler Client Services is completed	Tyler project manager(s) introduce the Client to the Tyler Support team	Call is completed						
36	CP	Post-live services have been scheduled, if applicable	Prior to scheduling services, the Tyler project manager(s) collaborate with Client project manager(s) to identify needs	Remaining services scheduled						

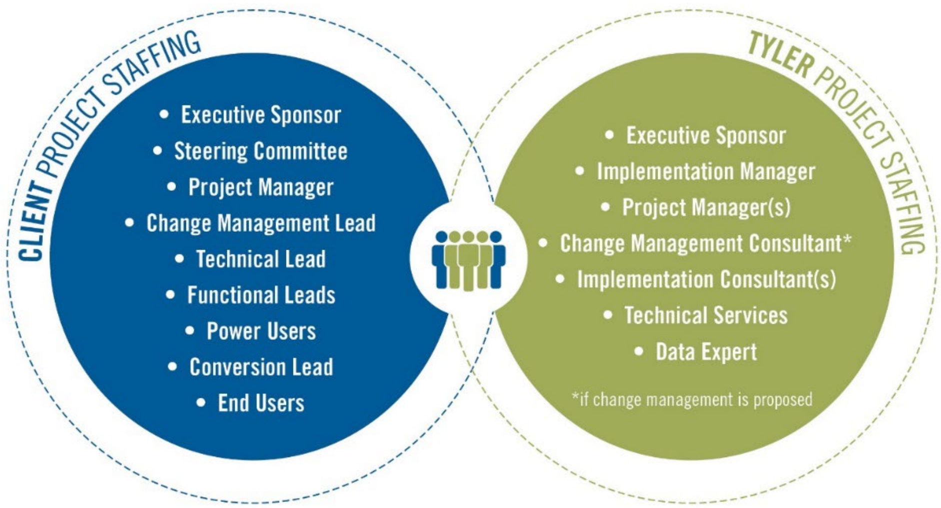
D – Deliverable CP – Control Point

Sample Organization Chart

Please see the following pages for Tyler's Sample Organization Chart.

Project Organizational Chart

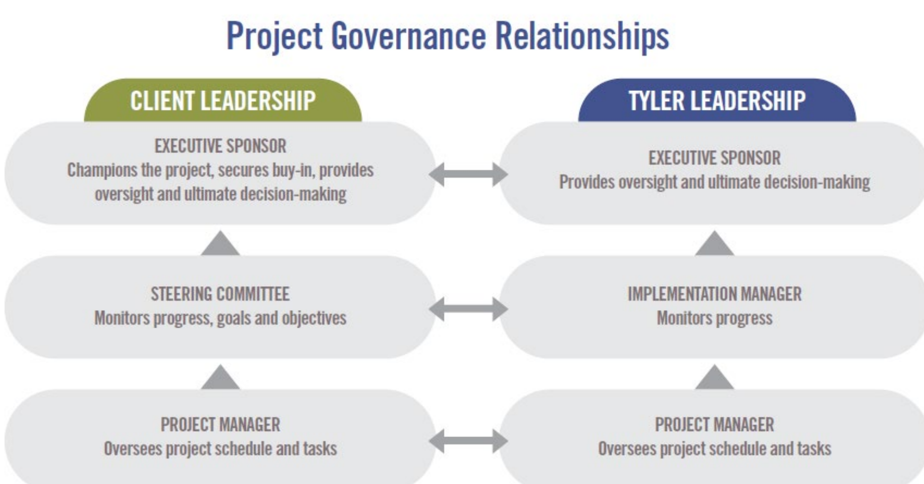
Every implementation project is comprised of both client resources and Tyler resources working together at varying levels of involvement to ensure a successful implementation. The chart below outlines each of those resource groups. Please keep in mind that some resources in your organizations may fall into multiple groups.



Project Governance

Communication and transparency are essential to any successful implementation. Tyler and City resources collaborate to determine core business needs, objectives and priorities. Project teams work together to navigate challenges as they arise according to the escalation paths outlined in the organization charts.

The chart below illustrates an overall team perspective where Tyler and the City collaborate to resolve project challenges according to defined escalation paths. If project managers do not possess authority to determine a solution, resolve an issue, or mitigate a risk, Tyler implementation management and the City steering committee become the escalation points to triage responses prior to escalation to the City and Tyler executive sponsors. As part of the escalation process, each project governance tier presents recommendations and supporting information to facilitate knowledge transfer and issue resolution. The City and Tyler executive sponsors serve as the final escalation point.



Sample Resumes

Please see the following pages for Tyler's Sample Resumes.

Name	Corey B.
Title	Project Manager
Education	University of Maryland University College BS Human Resorces
Office Location	ME
Tenure	8 years
Previous Experience	Tyler Technologies - Sr. Implementation Consultant Tyler Technologies - Implementation Consultant
Reference Projects	Peoria, IL Newton, MA Stafford County Public Schools, VA Berkeley County School District, SC Dekalb County School District, GA Jefferson County, WI

Name	Sarah O.
Title	Project Manager
Education	University of Southern Maine, Muskie School of Public Service Master's Degree in Public Policy and Management
Office Location	Palm Harbor FL
Tenure	6 years
Previous Experience	Coastal Counties Workforce, Inc - Program Manager JP Thornton's, LLC - General Manager
Reference Projects	Bergen County Utilities Authority, NJ Otsego County, NY Central Bucks School District, PA Pittsburgh Public Schools, PA Essex County, NY

Name	Scott W.	
Title	Implementation Consultant	
Education	University of Southern Maine BS Business Administration	
Office Location	Falmouth ME	
Tenure	17 years	
Previous Experience	Tyler Technologies - Senior Implementation Consultant Tyler Technologies - Business Analayst	
Reference Projects	Braintree, MA Painesville, OH Gahanna, OH Meriden, CT Garden City, KS	Portland, ME Memphis Area Transit Authority, TN Vicksburg Warren School District, MS Mayfield Heights, OH West Shore Educational Service District, MI

Name	Sarah H.
Title	Implementation Consultant
Education	University of Kentucky Bachelor of Science in Accounting
Office Location	Frankfort KY
Tenure	3 years
Previous Experience	Big Ass Fans - Payroll Specialist Revere Packaging Human Resources Generalist
Reference Projects	

Name	Troy H.	
Title	Implementation Consultant	
Education	Northern Kentucky University Bachelors of Fine Arts	
Office Location	Cincinnati OH	
Tenure	5 years	
Previous Experience	Cincinnati Bell Telephone - Business Internet Product Manager ITT Technical Institute - Adj Professor	
Reference Projects	Rocky River, OH Delaware, OH Gorham School District, ME Gorham, ME Gratiot-Isabella Regional Education Service District (RESD), MI	Blue Ash, OH Zeeland Public Schools, MI Meredith, NH New London, CT Solon, OH

Sample Testing and Quality Assurance Plan

Please see the following pages for Tyler's Sample Testing and Quality Assurance Plan.

Status	Module	Test Case ID	Test Process	Secondary Module	Scenarios to test	Test Owner	Test Status
1	Accounts Payable		Invoice Entry - Full PO/Contract Liquidation		Fully liquidate a PO/contract that includes vendors with different statuses		Not Tested
1	Accounts Payable		Invoice Entry - Full PO/Contract Liquidation		Fully liquidate a PO/contract that includes one time payments		Not Tested
1	Accounts Payable		Invoice Entry - Full PO/Contract Liquidation		Fully liquidate a PO/contract that includes different payment methods		Not Tested
1	Accounts Payable		Invoice Entry - Partial PO/Contract Liquidation		Partially liquidate a PO/contract that includes vendors with different statuses		Not Tested
1	Accounts Payable		Invoice Entry - Partial PO/Contract Liquidation		Partially liquidate a PO/contract that includes one time payments		Not Tested
1	Accounts Payable		Invoice Entry - Partial PO/Contract Liquidation		Partially liquidate a PO/contract that includes different payment methods		Not Tested
1	Accounts Payable		Invoice Entry - No PO/Contract Liquidation		No liquidation of a PO/contract that includes vendors with different statuses		Not Tested
1	Accounts Payable		Invoice Entry - No PO/Contract Liquidation		No liquidation of a PO/contract that includes one time payments		Not Tested
1	Accounts Payable		Invoice Entry - No PO/Contract Liquidation		No liquidation of a PO/contract that includes different payment methods		Not Tested
1	Accounts Payable		Importing Invoices		Importing direct disbursement invoices		Not Tested
1	Accounts Payable		Importing Invoices		Importing one time pay invoices		Not Tested
1	Accounts Payable		Request for Check		RFC using sales taxes		Not Tested
1	Accounts Payable		Request for Check		RFC using vendors with different statuses		Not Tested
1	Accounts Payable		Request for Check		RFC using one time vendors		Not Tested
1	Accounts Payable		Request for Check		RFC using different payment methods		Not Tested
1	Accounts Payable		Recurring Invoices		Generating recurring invoices with updated amounts		Not Tested
1	Accounts Payable		Invoice Approvals		Approve invoices		Not Tested
1	Accounts Payable		Invoice Posting		Post invoice batch		Not Tested
1	Accounts Payable		Invoice Posting		Post warrant		Not Tested
1	Accounts Payable		Invoice Posting		Post invoice batch containing unapproved invoices		Not Tested
1	Accounts Payable		Invoice Posting		Review Journal after posting invoice batch		Not Tested

1	Accounts Payable		Invoice Posting		Review effects of invoice posting via the Account Inquiry program			Not Tested
1	Accounts Payable		AP Payment Manager		Process Direct Invoice			Not Tested
1	Accounts Payable		AP Payment Manager		Process Invoice from PO			Not Tested
1	Accounts Payable		AP Payment Manager		Process invoice from Contract			Not Tested
1	Accounts Payable		Select Items to Be Paid		Select Items to be paid with different cash accounts			Not Tested
1	Accounts Payable		Select Items to Be Paid		Select Items to be paid without warrant numbers			Not Tested
1	Accounts Payable		Print Checks		Print checks with different cash accounts			Not Tested
1	Accounts Payable		Print Checks		Print checks for EFT's			Not Tested
1	Accounts Payable		Print Checks		Rerun the printed checks			Not Tested
1	Accounts Payable		Cash Disbursements Journal		Post the cash disbursements journal for printed checks from different cash accounts separately			Not Tested
1	Accounts Payable		Cash Disbursements Journal		Post the cash disbursements journal for multiple cash accounts in one journal post			Not Tested
1	Accounts Payable		Cash Disbursements Journal		Review the cash disbursements journal posts			Not Tested
1	Accounts Payable		Cash Disbursements Journal		Review the cash disbursements journal posts in the Account Inquiry program			Not Tested
1	Accounts Payable		EFT Processing		Process EFT's with different cash accounts using the EFT Processing program			Not Tested
1	Accounts Payable		Positive Pay file		Generate a positive pay file for different cash accounts			Not Tested
1	Accounts Payable		Positive Pay file		Schedule positive pay file generation to auto-run			Not Tested
1	Accounts Payable		Modify Invoices		Modify invoices by updating amounts			Not Tested
1	Accounts Payable		Modify Invoices		Modify invoices by updating vendors			Not Tested
1	Accounts Payable		Modify Invoices		Modify invoices by voiding the invoice			Not Tested
1	Accounts Payable		Void Checks		Void single check			Not Tested
1	Accounts Payable		Void Checks		Void multiple checks			Not Tested
1	Accounts Payable		Retainage Processing					Not Tested
1	Accounts Payable		Purchase Card Import		Perform purchase card imports			Not Tested
1	Accounts Payable		Purchase Card Statement Processing		Create invoice for bank			Not Tested
1	Accounts Payable		Purchase Card Statement Processing		Review the journal once invoice posted			Not Tested

1	Accounts Receivable		Payment against a General Billing Invoice		Process a partial payment for a general billing invoice		Not Tested
1	Accounts Receivable		Miscellaneous Cash Payment		process Miscellaneous cash receipts with different payment methods		Not Tested
1	Accounts Receivable		Miscellaneous Cash Payment		process Miscellaneous cash receipts with different GL accounts		Not Tested
1	Accounts Receivable		Payment reversal		Perform a payment reversal for a NSF		Not Tested
1	Accounts Receivable		Payment reversal		Perform a payment reversal for a Clerk error		Not Tested
1	Accounts Receivable		Post payments		Post unreleased batch		Not Tested
1	Accounts Receivable		Post payments		Perform error checking		Not Tested
1	Accounts Receivable		Post payments		Post multiple payment entry batches		Not Tested
1	Accounts Receivable		NSF Processing		Process a payment reversal for a AR receipt		Not Tested
1	Accounts Receivable		NSF Processing		Apply NSF fees to AR invoices		Not Tested
1	Accounts Receivable		Refund Processing		Deposit refunds for AR invoices		Not Tested
1	Accounts Receivable		Lockbox Processing		Perform lockbox processing using different formats		Not Tested
1	Accounts Receivable		Lockbox Processing		Perform lockbox processing using scan lines		Not Tested
1	Budget		Define/Start Budget Projection		Define/Start Budget Projection through import		Not Tested
1	Budget		Central Budget Entry		Perform budget entry for expense account		Not Tested
1	Budget		Central Budget Entry		Perform budget entry for revenue		Not Tested
1	Budget		Central Budget Entry		Perform budget entry for control account		Not Tested
1	Budget		Central Budget Entry		Perform budget entry using budget roll-up codes		Not Tested
1	Budget		Next Year Budget Entry		Perform budget entry for expense account		Not Tested
1	Budget		Next Year Budget Entry		Perform budget entry for revenue		Not Tested
1	Budget		Next Year Budget Entry		Perform budget entry for control account		Not Tested
1	Budget		Next Year Budget Entry		Perform budget entry using budget roll-up codes		Not Tested
1	Budget		Roll/Factor/Merge Projection		Perform a standard budget roll		Not Tested
1	Budget		Roll/Factor/Merge Projection		Merge two budget projections		Not Tested
1	Budget		Next Year Budget Detail Approval		Approve Next Year Budget Detail Approval		Not Tested

1	Budget		Next Year Budget Detail Approval		Reject Next Year Budget Detail Approval		Not Tested
1	Budget		Next Year Budget Detail Approval		Modify Next Year Budget Detail Approval		Not Tested
1	Budget		Monthly Budget Amounts		Create monthly budget amounts splitting by amount		Not Tested
1	Budget		Monthly Budget Amounts		Create monthly budget amounts splitting by percent		Not Tested
1	Budget		Budget Scenarios		Edit different budget scenario projections		Not Tested
1	Budget		Budget Scenarios		Add inflation increase for budget scenarios		Not Tested
1	Budget		Budget Transfer and Amendment		Process expense to expense budget transfer		Not Tested
1	Budget		Budget Transfer and Amendment		Process revenue to revenue budget transfer		Not Tested
1	Budget		Budget Transfer and Amendment		Process one sided budget transfer		Not Tested
1	Capital Assets		Asset Work File		Import asset work file from AP		Not Tested
1	Capital Assets		Asset Work File		Import asset work file from PO		Not Tested
1	Capital Assets		Asset Work File		Import asset work file from PL		Not Tested
1	Capital Assets		New Assets		Create CIP new assets		Not Tested
1	Capital Assets		New Assets		Create Governmental new assets		Not Tested
1	Capital Assets		New Assets		Create proprietary new assets		Not Tested
1	Capital Assets		New Assets		Create subsidiary new assets		Not Tested
1	Capital Assets		Post Asset		Post assets to the GL		Not Tested
1	Capital Assets		Post Asset		Post assets to CIP		Not Tested
1	Capital Assets		Improve Asset		Improve asset by increasing values		Not Tested
1	Capital Assets		Adjustment		Perform assets value adjustments		Not Tested
1	Capital Assets		Adjustment		Perform assets department adjustments		Not Tested
1	Capital Assets		Adjustment		Perform assets location adjustments		Not Tested
1	Capital Assets		Transfer Asset		Transfer assets to a new department		Not Tested
1	Capital Assets		Transfer Asset		Transfer assets to different accounts		Not Tested
1	Capital Assets		Dispose Asset		Dispose assets with sale price		Not Tested
1	Capital Assets		Dispose Asset		Dispose assets with disposal reversal		Not Tested
1	Capital Assets		Retire Asset		Retire assets with sale price		Not Tested
1	Capital Assets		Retire Asset		Retire assets with disposal reversal		Not Tested
1	Capital Assets		Depreciate Asset		Depreciate individual asset		Not Tested

1	Capital Assets		Depreciate Asset		Depreciate group asset		Not Tested
1	Cash Management		Check Reconciliation		Perform check reconciliation using file import		Not Tested
1	Cash Management		Check Reconciliation		Perform check reconciliation manually		Not Tested
1	Cash Management		Check Reconciliation		Perform check reconciliation using mass clearing		Not Tested
1	Cash Management		Adjustments/Deposits Reconciliation		Mass create Adjustments/Deposits Reconciliation		Not Tested
1	Cash Management		Adjustments/Deposits Reconciliation		Mass assign clearing dates for Adjustments/Deposits Reconciliation		Not Tested
1	Cash Management		Adjustments/Deposits Reconciliation		Assign individual clearing dates for Adjustments/Deposits Reconciliation		Not Tested
1	Cash Management		Adjustments/Deposits Reconciliation		Assign individual clearing dates for Adjustments/Deposits Reconciliation		Not Tested
1	Cash Management		Bank Reconciliation		Perform bank reconciliation for different bank accounts		Not Tested
1	Cash Management		Bank Reconciliation		Perform bank reconciliation with AP activity		Not Tested
1	Cash Management		Bank Reconciliation		Perform bank reconciliation with PR activity		Not Tested
1	Cash Management		Bank Reconciliation		Perform bank reconciliation with deposits		Not Tested
1	Cash Management		Bank Reconciliation		Perform bank reconciliation with adjustments		Not Tested
1	Cash Management		Bank Reconciliation Manager		Auto import BAI using scheduler		Not Tested
1	Cash Management		Bank Reconciliation Manager		Create ZBA transactions		Not Tested
1	Cash Management		Bank Reconciliation Manager		Auto match transactions		Not Tested
1	Cash Management		Bank Reconciliation Manager		Manually match transactions		Not Tested
1	Cash Management		Bank Reconciliation Manager		Use check register to reconcile		Not Tested
1	General Billing		Invoice Entry		Enter AR invoices with different charge codes		Not Tested
1	General Billing		Invoice Entry		Enter AR invoices with different charge methods (unit x quantity vs. flat fee)		Not Tested
1	General Billing		Invoice Entry		Enter AR invoices with credits		Not Tested
1	General Billing		Post Invoice		Change invoice messages when posting AR invoices		Not Tested
1	General Billing		Import Invoice		Import AR invoices while adding customers		Not Tested

1	General Billing		Import Invoice		Import AR invoices with different formats		Not Tested
1	General Billing		Recurring Invoice		Process recurring AR invoices with different charge codes		Not Tested
1	General Billing		Recurring Invoice		Process recurring AR invoices with different charge methods (unit x quantity vs. flat fee)		Not Tested
1	General Billing		Recurring Invoice		Process recurring AR invoices with credits		Not Tested
1	General Billing		Apply Credit		Apply Credit		Not Tested
1	General Billing		Apply Deposit		Apply Deposit		Not Tested
1	General Billing		Print Invoice		individually print AR invoices		Not Tested
1	General Billing		Print Invoice		Mass print AR invoices		Not Tested
1	General Billing		Print Invoice		Print AR invoices utilizing Tyler Forms		Not Tested
1	General Billing		Assess late Fees		Assess late Fees		Not Tested
1	General Billing		Print Statements		Print AR statements with calculated interest		Not Tested
1	General Billing		Print Statements		Print AR statements utilizing Tyler Forms		Not Tested
1	General Billing		Modify Invoices		Modify AR invoices with updated amounts		Not Tested
1	General Billing		Modify Invoices		Modify AR invoices with updated customers		Not Tested
1	General Billing		Modify Invoices		Modify AR invoices to void invoices		Not Tested
1	General Billing		Payment plan processing		Process Payment plans with assessed late fees		Not Tested
1	General Billing		Payment plan processing		Print notices for payment plans		Not Tested
1	General Billing		Loans		Apply different interest rates to loans		Not Tested
1	General Billing		Loans		Apply overpayments to loans		Not Tested
1	General Billing		Interdepartmental billing		Process interdepartmental billing with a single account		Not Tested
1	General Billing		Interdepartmental billing		Process interdepartmental billing with multiple account allocation		Not Tested
1	General Billing		Employee Insurance bills		Apply credits to employee insurance bills		Not Tested
1	General Billing		Employee Insurance bills		Maintain credits to employee insurance bills		Not Tested
1	General Ledger		Add segments		Add fund segments to GL		Not Tested
1	General Ledger		Add segments		Add one off each other segment to GL		Not Tested
1	General Ledger		Add org codes		Add fund org codes to GL		Not Tested
1	General Ledger		Add org codes		Add one off each other org codes to GL		Not Tested

1	General Ledger		Add objects		Add objects to GL		Not Tested
1	General Ledger		Add accounts		Add revenue accounts		Not Tested
1	General Ledger		Add accounts		Add expense accounts		Not Tested
1	General Ledger		Add accounts		Add balance sheet accounts		Not Tested
1	General Ledger		Add accounts		Add contra accounts		Not Tested
1	General Ledger		Update accounts		Update accounts' next year descriptions		Not Tested
1	General Ledger		Update accounts		Update accounts' budgetary flag		Not Tested
1	General Ledger		Update accounts		Update accounts' roll-up codes		Not Tested
1	General Ledger		Journal Entry		Enter Journal entry for interfund transaction		Not Tested
1	General Ledger		Journal Entry		Enter Journal entry for fund to segment balancing		Not Tested
1	General Ledger		Journal Entry		Enter Journal entry for one sided entries		Not Tested
1	General Ledger		Journal Entry		Copy Journal entries		Not Tested
1	General Ledger		Accounting Entries		Enter accounting entries for interfund transactions		Not Tested
1	General Ledger		Accounting Entries		Enter accounting entries for fund to segment balancing		Not Tested
1	General Ledger		Accounting Entries		Enter accounting entries for one sided entries		Not Tested
1	General Ledger		Recurring Journals		Enter Recurring Journals for interfund transactions		Not Tested
1	General Ledger		Recurring Journals		Enter Recurring Journals for fund to segment balancing		Not Tested
1	General Ledger		Recurring Journals		Enter Recurring Journals for one sided entries		Not Tested
1	General Ledger		Import Journals		Enter Import Journals for interfund transactions		Not Tested
1	General Ledger		Import Journals		Enter Import Journals for fund to segment balancing		Not Tested
1	General Ledger		Import Journals		Enter Import Journals for one sided entries		Not Tested
1	General Ledger		Month End Manager		Generate Table validation		Not Tested
1	General Ledger		Month End Manager		Generate a balance sheet report		Not Tested
1	General Ledger		Month End Manager		Generate roll accounting period		Not Tested
1	Project Ledger		Grant Reimbursement		Process grant reimbursement using partial match		Not Tested
1	Project Ledger		Grant Reimbursement		Process grant reimbursement using indirect costs		Not Tested
1	Project Ledger		Transaction entry using PL string		Requisition entry using PL string		Not Tested

1	Project Ledger		Transaction entry using PL string		AP invoice entry using PL string		Not Tested
1	Project Ledger		Transaction entry using PL string		GB invoice entry using PL string		Not Tested
1	Project Ledger		Transaction entry using PL string		Journal entry using PL string		Not Tested
1	Project Ledger		Transaction entry using PL string		Budget transfer and amendment entry using PL string		Not Tested
1	Project Ledger		Project budget package generation		Perform project budget package generation		Not Tested
1	Project Ledger		Project budget package entry		Perform project budget package generation using expense string		Not Tested
1	Project Ledger		Project budget package entry		Perform project budget package generation using funding source string		Not Tested
1	Project Ledger		Project budget package export		Process project budget package export using expense string		Not Tested
1	Project Ledger		Project budget package export		Process project budget package export using funding source string		Not Tested
1	Project Ledger		Project budget package posting		Post project budget package using total package amounts		Not Tested
1	Project Ledger		Project budget package posting		Post project budget package using package detail year only		Not Tested
1	Project Ledger		Project budget package posting		Post project budget package using project amounts only		Not Tested
1	Project Ledger		Overhead allocation		Review overhead allocation at string level		Not Tested
1	Project Ledger		Revenue allocation		Review overhead allocation at project level		Not Tested
1	Project Ledger		Closing projects		Close projects		Not Tested
1	Purchasing		Requisition Entry		REQ entry with commodity codes		Not Tested
1	Purchasing		Requisition Entry		REQ entry with items		Not Tested
1	Purchasing		Requisition Entry		REQ entry with multiple accounts		Not Tested
1	Purchasing		Requisition Entry		REQ entry with multiple lines		Not Tested
1	Purchasing		Requisition Entry		REQ entry with sales/use tax		Not Tested
1	Purchasing		Requisition Entry		REQ entry with eprocurement		Not Tested
1	Purchasing		Requisition Entry		REQ entry to convert to bids		Not Tested
1	Purchasing		Requisitions		Use "Requisitions" program to enter REQ's with commodity codes		Not Tested

1	Purchasing		Requisitions		Use "Requisitions" program to enter REQ's with items		Not Tested
1	Purchasing		Requisitions		Use "Requisitions" program to enter REQ's with multiple accounts		Not Tested
1	Purchasing		Requisitions		Use "Requisitions" program to enter REQ's with multiple lines		Not Tested
1	Purchasing		Requisitions		Use "Requisitions" program to enter REQ's with sales/use tax		Not Tested
1	Purchasing		Requisitions		Use "Requisitions" program to enter REQ's with eprocurement		Not Tested
1	Purchasing		PO Entry		Enter PO with items		Not Tested
1	Purchasing		PO Entry		Enter PO with multiple accounts		Not Tested
1	Purchasing		PO Entry		Enter PO with multiple lines		Not Tested
1	Purchasing		PO Entry		Enter PO with sales/use tax		Not Tested
1	Purchasing		PO Entry		Enter PO with eprocurement		Not Tested
1	Purchasing		PO Entry		Enter PO with commodity codes		Not Tested
1	Purchasing		Vendor Quotes		Enter vendor quotes		Not Tested
1	Purchasing		Requisition Conversion		Convert REQ's using last approver ability		Not Tested
1	Purchasing		Requisition Conversion		Convert REQ's using batch conversion		Not Tested
1	Purchasing		Post PO's		Post PO's		Not Tested
1	Purchasing		Print PO's		Print PO's with Tyler Forms		Not Tested
1	Purchasing		Print PO's		Reprint PO's		Not Tested
1	Purchasing		Print PO's		Print PO's by department		Not Tested
1	Purchasing		PO Change Orders		Enter PO change order changing amounts		Not Tested
1	Purchasing		PO Change Orders		Enter PO change order changing vendors		Not Tested
1	Purchasing		PO Change Orders		Enter PO change order changing accounts		Not Tested
1	Purchasing		PO Receiving		Partially receive PO's		Not Tested
1	Purchasing		PO Receiving		Fully receive PO's		Not Tested
1	Purchasing		PO Receiving		Return items using PO receiving		Not Tested

Sample Training Plan

Please see the following pages for Tyler's Sample Training Plan.

Sample Human Resource Management Training Plan

Training topic/course	Functional Module Covered (please specify per proposed module, such as purchasing, payroll, etc.)	Type of users to attend	General summary of number of sessions offered of this course	Maximum class size	Format for the class	Training data that will be used for this topic/course (live, sandbox, etc.)
Solution Orientation Training	Employee Expense Reimbursement	Functional Leads & SMEs	1	12	Classroom/Webinar	Implementation
Solution Orientation Training	Human Resources	Functional Leads & SMEs	1	12	Classroom/Webinar	Implementation
Solution Orientation Training	Payroll	Functional Leads & SMEs	1	12	Classroom/Webinar	Implementation
Solution Orientation Training	Recruiting	Functional Leads & SMEs	1	12	Classroom/Webinar	Implementation
Solution Orientation Training	Risk Management	Functional Leads & SMEs	1	12	Classroom/Webinar	Implementation
Solution Orientation Training	Security & Workflow	Functional Leads & SMEs	1	12	Classroom/Webinar	Implementation
Current/Future State Analysis	Employee Expense Reimbursement	Functional Leads & SMEs	1	12	Classroom/Webinar	Implementation
Current/Future State Analysis	Human Resources	Functional Leads & SMEs	1	12	Classroom/Webinar	Implementation
Current/Future State Analysis	Payroll	Functional Leads & SMEs	1	12	Classroom/Webinar	Implementation
Current/Future State Analysis	Recruiting	Functional Leads & SMEs	1	12	Classroom/Webinar	Implementation
Current/Future State Analysis	Risk Management	Functional Leads & SMEs	1	12	Classroom/Webinar	Implementation
Current/Future State Analysis	Security & Workflow	Functional Leads & SMEs	1	12	Classroom/Webinar	Implementation
Configuration & Process Training	Employee Expense Reimbursement	SMEs	1	12	Classroom/Webinar	Train
Configuration & Process Training	Human Resources	SMEs	1	12	Classroom/Webinar	Train
Configuration & Process Training	Payroll	SMEs	4	12	Classroom/Webinar	Train
Configuration & Process Training	Employee Self Service	SMEs	2	13	Classroom/Webinar	Train
Configuration & Process Training	Recruiting	SMEs	1	12	Classroom/Webinar	Train
Configuration & Process Training	Risk Management	SMEs	1	12	Classroom/Webinar	Train
Configuration & Process Training	PR/HR Security & Workflow	SMEs	2	12	Classroom/Webinar	Train
Configuration & Process Training	System Administration	SMEs	1	12	Classroom/Webinar	Train

Process Review Training	Employee Expense Reimbursement	SMEs	1	12	Classroom/Webinar	Train
Process Review Training	Human Resources	SMEs	1	12	Classroom/Webinar	Train
Process Review Training	Payroll, including Employee Self Service	SMEs	1	12	Classroom/Webinar	Train
Process Review Training	Recruiting	SMEs	1	12	Classroom/Webinar	Train
Process Review Training	Risk Management	SMEs	1	12	Classroom/Webinar	Train

Tab 4 Project Schedule

I. PROJECT SCHEDULE

i. Proposer shall submit a proposed Project Schedule with the major milestones, activities, and timing of deliverables for the Scope of Work described in the RFP. In addition, the response should reflect Project predecessors, successors, and dependencies.

- The City requests that the sample Project Schedule be in a Gantt chart format.
- The City would expect implementation to begin in October 2025.
- Proposer to submit as an Exhibit, a sample Project Schedule and insert in Tab 4

  Exhibit submitted Yes X No

II. PROJECT DELIVERABLES, MILESTONES, AND PAYMENT APPLICATIONS

i. Proposer to include a list of deliverables and milestones of the Project and should describe exactly how and what will be provided to meet the needs of the City.

A sample list of project deliverables is included in the attached project deliverables document which is representative of the items that will be created during the initiate and plan stage. All project deliverables are custom to the specific project and are a joint effort by both project teams. Please reference the attached Gantt chart, project management plan, and sample project deliverables documents for information regarding the specific project tasks involved in your implementation project.

ii. Proposer to submit their payment schedule, tied to the listed deliverables and milestones for review by the City. This schedule shall be consistent with the terms provided in Cost Narrative below and should not include the dollar amounts for payments, but rather the events that would trigger payments.

Exhibit submitted Yes No X

III. PROJECT SCHEDULE QUESTIONS

Table 4-01: Project Schedule Questions

1. Based on current obligations, what is the earliest you can begin implementation after contract signing?	Tyler will commit to scheduling a planning session no later than 45 days after contract signing.
2. What activities would the Proposer expect to occur within the first 60 days of contract signing?	Project Planning, Solution orientation of the modules purchased, Chart of Accounts analysis, Project Kick-Off/Stakeholder Presentation, Tyler Internal Coordinator.

3. How long does the typical implementation of the product being proposed take for an organization of similar size to the City?	Each implementation timeline is a mutually developed plan according to the specific site requirements. Each client has unique needs and resources available that we consider while conducting project planning and phasing. Tyler modifies our timeline to best fit our clients. The mutually developed project timeline takes your project team resources, district resources, blackout dates, and more into account.
4. What special considerations are there related to the timing of go-live activities? Does it vary based on functionality (e.g., benefits go-live being aligned with open enrollment, payroll with calendar year or quarter)?	It is important that Human Resource Management (HRM) go live at the beginning of a quarter. If a site does not go live at the beginning of a quarter or the start of a new year, an accumulator conversion is needed. The data would need to be provided by pay period or month to input all necessary data into Enterprise ERP.

IV. PROJECTED GO-LIVE DATES

The City anticipates that implementation activities would begin in October 2025. The City would like to target January 2027 as a potential go-live date for financial modules, July 2027 as a go-live date for human resources and payroll modules. The City follows a January 1 – December 31 fiscal year.

Proposers are encouraged propose phasing and timelines that best align with the Proposers implementation approach.

Table 4-02: Projected Go-Live Dates

Phase	Functional Areas	Potential Start Date	Target Go-Live Date
I	Financials	October 2025	October 2026
II	Human Resources Management	January 2026	January 2027
III			

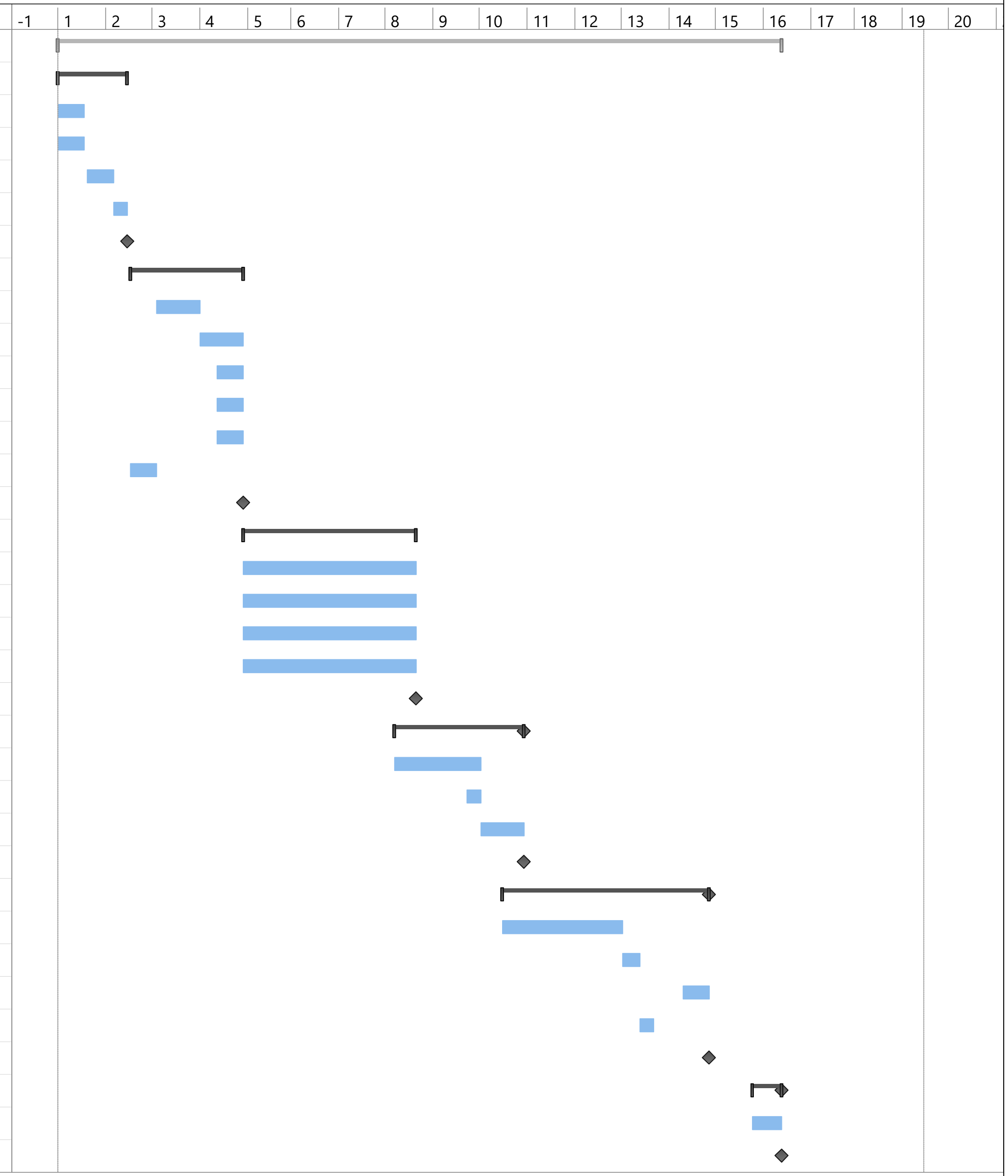
Exhibits to Tab 4

Sample Gantt Chart

Please see the following pages for Tyler's Sample Gantt Chart.

Superior, WI - Sample Gantt Chart

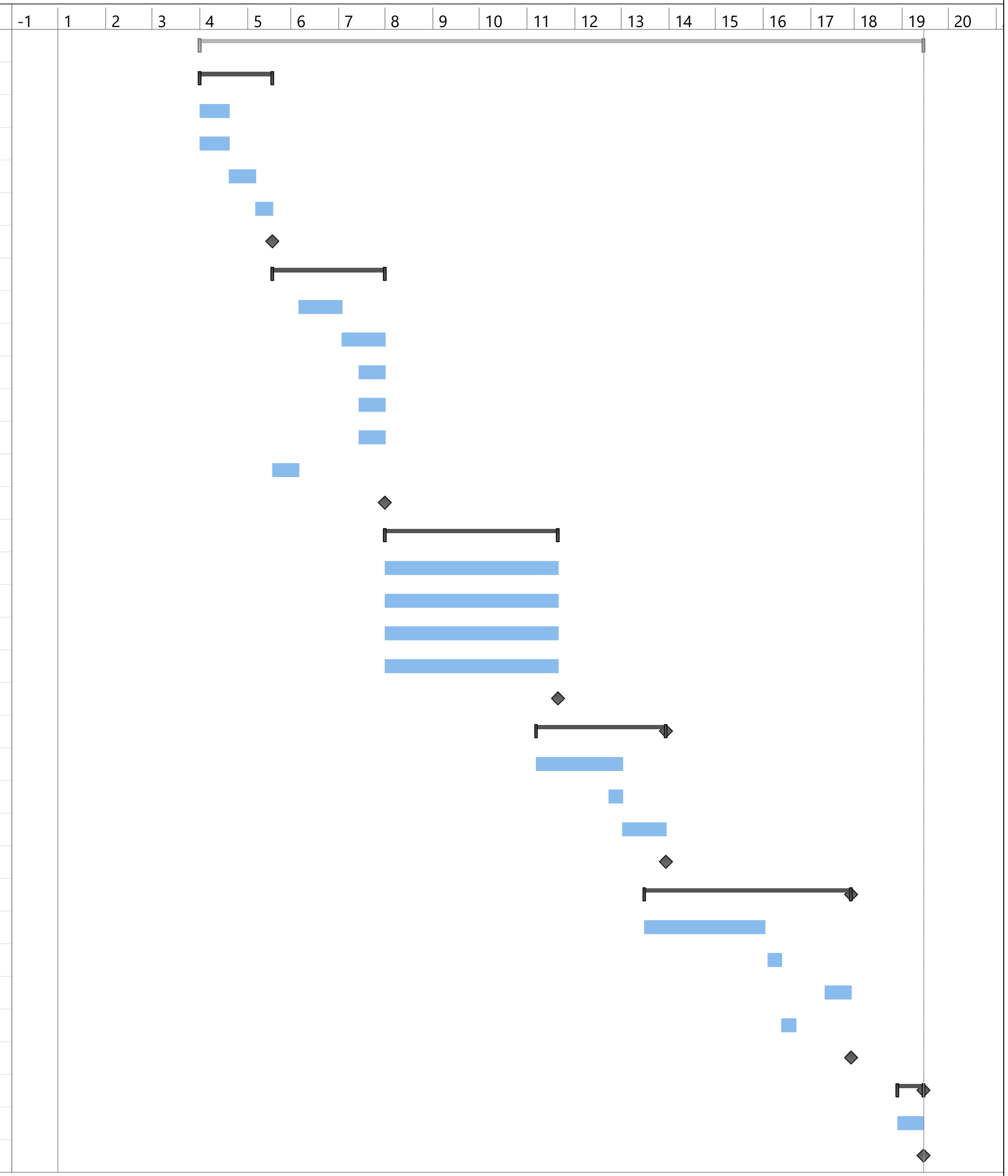
ID	Task Name
1	**Phase One - Financials**
1	**Initiate & Plan**
2	Initial coordination
3	Project/phase planning
4	GIS planning, if applicable
5	Stakeholder meeting
6	Control Point 1: Initiate & Plan stage acceptance
7	**Assess & Define**
8	Solution orientation
9	Current/future state analysis
10	Conversion assessment
11	Modification analysis, if applicable
12	Data assessment
13	Initial system deployment
14	Control point 2: Assess & Define stage acceptance
15	**Prepare Solution**
16	Configuration
17	Conversion delivery
18	Data delivery
19	Modification delivery, if applicable
20	Control point 3: Build & Validate stage acceptance
21	**Production Readiness**
22	Go live readiness
23	Solution validation
24	End User Training
25	Control point 4: Production Readiness stage acceptance
26	**Go Live**
27	Final data conversion
28	Production processing assistance
29	Transition to Client Services
30	Post go live activities
31	Control point 5: Go Live stage acceptance
32	**Close**
33	Phase/project close out
34	Control point 6: Close stage acceptance



Proprietary and Confidential

Superior, WI - Sample Gantt Chart

ID	Task Name
2	**Phase Two - Human Resources Management**
1	**Initiate & Plan**
2	Initial coordination
3	Project/phase planning
4	GIS planning, if applicable
5	Stakeholder meeting
6	Control Point 1: Initiate & Plan stage acceptance
7	**Assess & Define**
8	Solution orientation
9	Current/future state analysis
10	Conversion assessment
11	Modification analysis, if applicable
12	Data assessment
13	Initial system deployment
14	Control point 2: Assess & Define stage acceptance
15	**Prepare Solution**
16	Configuration
17	Conversion delivery
18	Data delivery
19	Modification delivery, if applicable
20	Control point 3: Build & Validate stage acceptance
21	**Production Readiness**
22	Go live readiness
23	Solution validation
24	End User Training
25	Control point 4: Production Readiness stage acceptance
26	**Go Live**
27	Final data conversion
28	Production processing assistance
29	Transition to Client Services
30	Post go live activities
31	Control point 5: Go Live stage acceptance
32	**Close**
33	Phase/project close out
34	Control point 6: Close stage acceptance



Sample Deliverables

Please see the following pages for Tyler's Sample Deliverables.

Stage	Input	Deliverable
Initiate & Plan	• Contract Documents • Statement of Work • Guide to Starting Your Project	• Project Management Plan • Project Operational Plan • Initial Project Schedule • Stakeholder Meeting Presentation
Assess & Define	• Training Plan • Current State Documentation • Solution Orientation Completion • Current & Future State Analysis • Modification Requirements • Project Budget/Financial documents • Project Schedule	• Document with Future State Decisions and Configuration • Modification Specifications • Change Requests for out of scope modifications • Revised Project Schedule
Prepare Solution	• Hardware made available • Documentation describing future state decisions • Initial Configuration • Solution Validation Test Plan • Data Conversion Plan • Configuration •	• Licensed Software Installed • Installation Checklist Document • Configured System • Updated Solution Validation Test Plan • Completed Client-Specific process documentation (if applicable) • Updated Solution Design Document • Prioritized Data Sets for Review • Data Conversion Outputs • Code Mapping Completed • Conversion Iterations •
Production Readiness	• Solution Validation Plan • Go-Live Checklist • Training Plan • List of End Users and Roles/Job Duties • Configured Tyler System •	• Solution Validation Report • Updated Go-Live Checklist • End User Training (if applicable)
Production (Go-Live)	• Comprehensive Action Plan • Final Source Data • Open item/issues list • List of post Go-Live activities	• Data available in production environment • Client Services Support Document • Updated issues log
Close	• Contract • Statement of Work • Project Artifacts	• Final Action Plan • Reconciliation report • Post Phase Review • Post Project Review

1.1 Control Point 1: Initiate & Plan Stage Acceptance

Acceptance criteria for this stage includes completion of all criteria listed below.

Note: Advancement to the Assess & Define stage is not dependent upon Tyler's receipt of this stage acceptance.

Initiate & Plan stage deliverables:

- Project Management Plan
- Initial Project Schedule

Initiate & Plan stage acceptance criteria:

- All stage deliverables accepted based on acceptance criteria previously defined
- Project governance defined
- Project portal made available to Sample
- Stakeholder meeting complete

1.2 Control Point 2: Assess & Define Stage Acceptance

Acceptance criteria for this Stage includes completion of all criteria listed below. Advancement to the Prepare Solution Stage is dependent upon Tyler's receipt of the Stage Acceptance.

Assess & Define Stage Deliverables:

- Documentation of future state decisions and configuration options to support future state decisions.
- Modification specification document.
- Assess & Define Stage Acceptance Criteria:
- All stage deliverables accepted based on criteria previously defined.
- Solution Orientation is delivered.
- Conversion data extracts are received by Tyler.
- Data conversion plan built.

1.3 Control Point 3: Prepare Solution Stage Acceptance

Acceptance criteria for this Stage includes all criteria listed below in each Work Package. Advancement to the Production Readiness Stage is dependent upon Tyler's receipt of the Stage Acceptance.

Prepare Solution Stage Deliverables:

- Licensed software is installed.
- Installation checklist/system document.
- Updated solution design document (Socrata only).
- Prioritized data sets for review in Tyler system (Socrata only).
- Conversion iterations and reviews complete.
- Completed modifications.
- Revised configuration for modification (if applicable).

Prepare Solution Stage Acceptance Criteria:

- All stage deliverables accepted based on criteria previously defined.
- Software is configured.
- Solution validation test plan has been reviewed and updated if needed.

1.4 Control Point 4: Production Readiness Stage Acceptance

Acceptance criteria for this stage includes all criteria listed below. Advancement to the Production stage is dependent upon Tyler's receipt of the stage acceptance.

Production Readiness stage deliverables:

- Solution Validation Report.
- Update go-live action plan and checklist.
- End user training.

Production Readiness stage acceptance criteria:

- All stage deliverables accepted based on criteria previously defined.
- Go-Live planning session conducted.

1.5 Control Point 5: Production Stage Acceptance

Acceptance criteria for this Stage includes completion of all criteria listed below:

- Advancement to the Close stage is not dependent upon Tyler's receipt of this Stage Acceptance.
- Converted data is available in production environment.

Production Stage Acceptance Criteria:

- All stage deliverables accepted based on criteria previously defined.
- Go-Live activities defined in the Go-Live action plan completed.
- Client services support document is provided.

1.6 Control Point 6: Close Stage Acceptance

Acceptance criteria for this Stage includes completion of all criteria listed below:

- Advancement to the Close Stage is not dependent upon Tyler's receipt of this Stage Acceptance.
- Post Project Report.

Initiate & Plan Stage Acceptance Criteria:

- Completed report indicating all Project deliverables and milestones have been completed.

Tab 5 References

I. INSTRUCTIONS FOR REFERENCES

Proposer is responsible for verifying correct phone numbers and contact information. Failure to provide accurate data may result in the reference not being considered, which includes the provision of contact person(s) who do not have knowledge of the services provided by your firm. **Failure to submit references may result in the Proposal not being considered for evaluation.**

The City may request a more detailed list, including other governmental agencies. The City reserves the right to request or contact additional or different references from the provided customer list for consideration, including past experience with the City.

Additional references may be submitted as an attachment to show depth of client base and number of installations within the past five years. This includes clients that are currently in the process of implementing the proposed software solution.

II. SOFTWARE AND PROFESSIONAL SERVICES REFERENCES

Proposers to use the format provided in the table below for providing reference information in conformance with the guidelines in Section I. The City has a strong preference for public sector references that are using the proposed software solution, for new implementation project references and not upgrades from a previous version, and for references that have worked with the proposed system integrator/value-added reseller.

- References Numbered 1 – 5:
  - *Entity had a go-live date within the past five years*
- Reference Numbered 6:
  - *Entity had a go-live date five or more years in the past*

In the event the Proposer cannot provide the required six references, the Proposer may substitute other organizations to ensure six total references are provided, with understanding that this will be reflective in the evaluation of the Proposer. Substitute references may include those that are in the implementation process, have implemented comparable scopes of work without including all system modules, etc.

Table 5-01 Reference Table

Reference Table
Reference Number: 1
Governmental Entity Name: City of Wauwatosa, WI What is the approximate staff count of the Entity? 500 What is the approximate population served by the Entity? 49,000
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system): In 2019 the City of Wauwatosa purchased and implemented Tyler's ERP solution. The project carried into and went live during the Covid pandemic which included much of the project being implemented remotely. Project included data conversions, user training and technical support, software upgrades and annual maintenance capabilities. Tyler provided project management resources leading to the successful implementation of the system.
Contact Information Address: 7725 W North Ave City, State, Zip: Wauwatosa, WI 53213 Reference Contact Name: John Ruggini Title: Finance Director Phone No.: (414) 479-8962 Email Address:jruggini@wauwatosa.net Start Date of Project: 2019 Go-Live Date: 2021 **Project Information** Vendor Project Manager/Lead for this Client: Laurie Caldwell-Dale Name and Version of software system installed: V2024 Legacy software system replaced: GEMS Scope of Modules installed: Financials, Payroll/HR, Utility Billing, Enterprise Asset Management, Enterprise Permitting & Licensing, Payments Model used (Hosted, On-Premise, SaaS, etc.): On Premise Is this reference still using the software? Yes Total Project Cost: $1M

Table 5-02 Reference Table

Reference Table
Reference Number: 2
Governmental Entity Name: Waushara County, WI What is the approximate staff count of the Entity? 359 What is the approximate population served by the Entity? 24,520
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system): In 2021, Tyler Technologies, Inc. Contracted with Waushara County for Tyler's ERP solution. The agreement includes software, related professional services, and support. Tyler's ERP applications provide the County the integration necessary to share data across departments and eliminate manual processes. To meet these needs, the County chose multiple applications including Financials, Payroll/HR, Payment Processing, and Timekeeping.
Contact Information Address: 380 S. Townline Rd City, State, Zip: Wautoma, WI 54982 Reference Contact Name: Barry West Title: IT Director Phone No.: (920) 797-6586 Email Address:Barry.west@wausharacountywi.gov Start Date of Project: 2021 Go-Live Date: 2023 **Project Information** Vendor Project Manager/Lead for this Client: Matthew Calabretta Name and Version of software system installed: V2024 Legacy software system replaced: Springbrook Scope of Modules installed: Financials, Payroll/HR, Timekeeping, Payments Model used (Hosted, On-Premise, SaaS, etc.): SaaS Is this reference still using the software? Yes Total Project Cost: $510k
Reference Table

Table 5-03 Reference Table

Reference Table
Reference Number: 3
Governmental Entity Name: Washington County, WI What is the approximate staff count of the Entity? 850 What is the approximate population served by the Entity? 135,000
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system): Washington County, WI originally purchased only Payroll/HR in 2016. They then added the full Financials Suite of products in 2019 and went live in 2021. County migrated off of JD Edwards Oracle solution to Tyler's ERP solution. Project included data conversion, user training and technical support, and software upgrades.
Contact Information Address: 432 E Washington Street City, State, Zip: West Bend, WI 53095 Reference Contact Name: Margaret Hamers Title: Finance Director Phone No.: (262) 335-4745 Email Address: margaret.hamers@washcowisco.gov Start Date of Project: 2019 Go-Live Date: 2021 **Project Information** Vendor Project Manager/Lead for this Client: Adam Satterwhite Name and Version of software system installed: V2024 Legacy software system replaced: JD Edwards Scope of Modules installed: Full Financials Suite, Payroll/HR Model used (Hosted, On-Premise, SaaS, etc.): On Premise Is this reference still using the software? Yes Total Project Cost: $750k

Table 5-04 Reference Table

Reference Table
Reference Number: 4
Governmental Entity Name: City of Solon, OH What is the approximate staff count of the Entity? 666 What is the approximate population served by the Entity? 25,000
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system): In 2021, the City of Solon purchased and implemented Tyler's ERP solution, obtained data conversion services, user training and technical support, software upgrades and annual maintenance capabilities. Tyler's ERP replaced CMI and many stand-alone systems in departments and offices – such as finance, budget, purchasing, payroll, human resources and accounts payable – and integrated the functions into a single, automated system that runs off a single database.
Contact Information Address: 34200 Bainbridge Rd City, State, Zip: Solon, OH 44139 Reference Contact Name: Frank Corlett Title: Purchasing Phone No.: (440) 349-6320 Email Address: fcorlett@solonohio.org Start Date of Project: 2021 Go-Live Date: 2023 **Project Information** Vendor Project Manager/Lead for this Client: David Latosinski Name and Version of software system installed: V2024 Legacy software system replaced: CMI Scope of Modules installed: Financials, Payroll/HR, Time & Attendance, Payments, Enterprise Permitting & Licensing Model used (Hosted, On-Premise, SaaS, etc.): SaaS Is this reference still using the software? Yes Total Project Cost: $415k

Table 5-05 Reference Table

Reference Table
Reference Number: 5
Governmental Entity Name: City of Delaware, OH What is the approximate staff count of the Entity? 387 What is the approximate population served by the Entity? 41,000
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system): The City of Delaware had been operating on a Civica CMI ERP solution for nearly 20 years. Although the system met the City's basic needs, the city is growing and had a desire to provide City residents with more robust, automated features and services. Additionally, the City had identified that many departments track core financial and other City business information separate and independent from the functions managed in the Civica CMI solution. Consequently, the City found itself operating a dated system and based on the resulting risk and lack of functionality, the City decided to conduct a formal RFP process to identify potential replacement solutions. The City selected Tyler's Enterprise ERP solution to provide integrated Financial, Human Capital and Utility Billing software to meet the city's growing needs.
Contact Information Address: 1 S Sandusky St City, State, Zip: Delaware, OH 43015 Reference Contact Name: Rob Alger Title: Finance Director Phone No.: (740) 203-1203 Email Address: ralger@delawareohio.net Start Date of Project: 2020 Go-Live Date: 2022 **Project Information** Vendor Project Manager/Lead for this Client: Anne Nadzo Name and Version of software system installed: V2024 Legacy software system replaced: CMI Scope of Modules installed: Financials, Payroll/HR, Time & Attendance, Utility Billing Model used (Hosted, On-Premise, SaaS, etc.): SaaS Is this reference still using the software? Yes Total Project Cost: $660k

Table 5-06 Reference Table

Reference Table
Reference Number: 6
Governmental Entity Name: City of Madison, WI What is the approximate staff count of the Entity? 3,000 What is the approximate population served by the Entity? 270,000
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system): The City of Madison, WI originally contracted with Tyler Technology for ERP solution in 2010. Since then, the City has continued to add additional solutions and modules under the ERP umbrella. Original contract included Financials and Payroll/HR. Client has since added Tax Billing, Utility Billing, EAM (partially implemented), as well as several employee/customer/citizen facing engagement portals and Payments.
Contact Information Address: 210 Martin Luther King Jr. Blvd City, State, Zip: Madison, WI 53703 Reference Contact Name: Jeff Dempsey Title: Fiscal Systems Analyst Phone No.: (608) 267-1151 Email Address: jdempsey@cityofmadison.com Start Date of Project: 2010 Go-Live Date: 2012 **Project Information** Vendor Project Manager/Lead for this Client: Laurie Caldwell-Dale Name and Version of software system installed: V2021 Legacy software system replaced: SxD Scope of Modules installed: Financials, Payroll/HR. Later added Utility Billing, WI Tax Billing, EAM Model used (Hosted, On-Premise, SaaS, etc.): On Premise Is this reference still using the software? Yes Total Project Cost: $5M

Table 5-07 Reference Table

Reference Table
Reference Number: 7
Governmental Entity Name: City of Sheboygan, WI What is the approximate staff count of the Entity? 500 What is the approximate population served by the Entity? 49,700
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system): In 2008, The City of Sheboygan purchased and implement Tyler's Enterprise ERP/Munis solution, obtained data conversion services, user training and technical support, software upgrades and annual maintenance capabilities. Tyler provided project management resources leading to the successful implementation of the system. The City identified an innovative and effective solution to meeting its financial management system needs that had the capacity to be migratable to an enterprise content management system. As the City's need for increased capabilities expanded, it was critical for the financial management system to allow the City the flexibility to adapt to new informational needs and workflow processes.
Contact Information Address: 828 Center Ave City, State, Zip: Sheboygan, WI 53081 Reference Contact Name: Kaitlyn Krueger Title: Director of Finance Phone No.: 920-459-3304 Email Address: Kaitlyn.krueger@sheboyganwi.gov Start Date of Project: 2008 Go-Live Date: 2010 **Project Information** Vendor Project Manager/Lead for this Client: NA Name and Version of software system installed: V2021 Legacy software system replaced: Homegrown Scope of Modules installed: Financials, Payroll/HR, Enterprise Permitting & Licensing, Model used (Hosted, On-Premise, SaaS, etc.): On-Premise Is this reference still using the software? Yes Total Project Cost: NA

Table 5-08 Reference Table

Reference Table
Reference Number: 8
Governmental Entity Name: City of Appleton, WI What is the approximate staff count of the Entity? 1,000 What is the approximate population served by the Entity? 75,600
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system): In 2016, The City of Appleton purchased and implement Tyler's Enterprise ERP/Munis solution, obtained data conversion services, user training and technical support, software upgrades and annual maintenance capabilities. Tyler provided project management resources leading to the successful implementation of the system. The City identified an innovative and effective solution to meeting its financial management system needs that had the capacity to be migratable to an enterprise content management system. As the City's need for increased capabilities expanded, it was critical for the financial management system to allow the City the flexibility to adapt to new informational needs and workflow processes.
Contact Information Address: 100 N Appleton Street City, State, Zip: Appleton, WI 54911 Reference Contact Name: Corey Poop Title: Director of IT Phone No.: 920-422-6895 Email Address: corey.popp@appleton.org Start Date of Project: 2016 Go-Live Date: 2018 **Project Information** Vendor Project Manager/Lead for this Client: NA Name and Version of software system installed: V2024 Legacy software system replaced: JD Edwards Scope of Modules installed: Financials, Payroll/HR, Utility Billing, Tax Billing, EAM Model used (Hosted, On-Premise, SaaS, etc.): SaaS Is this reference still using the software? Yes Total Project Cost: NA

III. CONTRACT TERMINATION/NON-RENEWAL

Provide a summary of any contracts/license agreements/hosted subscriptions that the customer provided notice of cancellation to your firm, with or without cause, or elected to not renew in the past five years as it relates to the software solution proposed. The summary shall state the name of the customer, summary of the contract, term of the contract and reason for cancellation or non-renewal. *If none, state as such.*

Submitted as an Exhibit ☐ or Response provided as:

On average, Tyler adds 11 new clients each week, and we have a 98% client retention rate. In the past five years, twenty-seven (27) Enterprise ERP customers have opted to terminate their relationship with Tyler for reasons other than non-appropriation or non-renewal. That decision was mutually agreed to by Tyler without either party admitting liability. Those customers, and the year in which the termination took effect, are:

** Clients marked with an ** remain Tyler Clients on other software products.

· 2025

- None

· 2024

- Springettsbury, PA
- Yakima, WA
- St. Joseph County, IN
- Lackawanna, NY
- Alachua County, FL**
- York, ME**
- King George County, VA
- Texas Legislative Council

· 2023

- Macon County School District, NC
- Jersey Village, TX **
- Jefferson County, PA**
- Rowan Salisbury School District, NC
- Craven County School District, NC
- Maricopa Association of Governments, AZ
- Tulsa City-County Library, OK

· 2022

- Tri-County Health Department, CO
- West County Wastewater District, CA**

· 2021

- Laurel, MS
- Carbon Valley Parks and Recreation District, CO
- Collaborative for Education Services, MA
- Niles Park District, IL
- Calumet County, WI
- Lincoln County School District, NV

· 2020

- Crook County, OR
- Oak Harbor, WA
- Hardeeville, SC
- Brentwood, CA

IV. LITIGATION

Provide a summary of any litigation filed against the Proposer or subcontractor/partner in the past seven years, which is related to the services that Proposer provides in the regular course of business. The summary shall state the nature of the litigation, a brief description of the case, the outcome or projected outcome, and the monetary amount involved. *If none, state as such.*

Submitted as Attachment ☐ or Type/Provide Response here:

Tyler has not been involved in any litigation related to any of the products or services being proposed in response to this solicitation. However, in an abundance of caution, Tyler discloses the following instances of pending litigation and litigation filed against Tyler within the past seven (7) years that is related to the services that Tyler provides in the regular course of business. None of the identified matters will affect Tyler's ability to deliver on its proposal.

Litigation matters involving a Tyler client: Tyler has more than 40,000 successful installations across more than 13,000 sites, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations. Litigations between Tyler and a Tyler client are not common. Tyler makes every effort to engage in reasonable and productive dispute resolution processes with its clients when there are project challenges or other apparent impasses under a contract. In limited circumstances, a Tyler client feels compelled to bring a lawsuit (often for reasons that, although unstated, are outside Tyler's control), or a third-party brings a lawsuit involving both Tyler and a Tyler client.

Currently pending lawsuits that meet this description are summarized below:

- *Creamer v. Tyler Technologies, Inc*. (Florida Circuit Court, St. Johns County, No. CA24-1634): On January 2, 2025, Tyler was served with the above-captioned lawsuit. It alleges a single claim for breach of contract arising out of Tyler's engagement to implement a computer-assisted mass appraisal system. The County's allegations are entirely unfounded, as their claims for breach relate to items that were either resolved, out-of-scope, or dependent on a third-party contingency outside of Tyler's control. Tyler intends to vigorously defend the lawsuit and is evaluating various options, including its counter-claim(s).

- *Cobb County v. Tyler Technologies, Inc.* (Cobb County Superior Court, GA, No. 0165432-cv-2023): On December 6, 2023, Tyler was served with the above-captioned lawsuit. It alleges a single claim for breach of contract arising out of Tyler's engagement to implement business licensing and community development solutions for the County. The complaint is legally and factually deficient. Tyler is confident there is no basis for the County's position, and that if any party breached the contract, it was the County. Tyler has filed a counterclaim for breach of contract against the County.

Recent litigation that meets this description is set forth below:

- *State of Missouri ex rel. Bailey v. Jackson County MO et al.* (Missouri Circuit Court, Jackson County): On December 19, 2023, Missouri's Attorney General filed suit against Jackson County, other county officials and agencies, and Tyler. The lawsuit tracked, in material ways, the claims asserted in the "City Lawsuits" and the Tilton class action described below and suffers from the same legal deficiencies Tyler has established in those cases. The unique legal theory the Attorney General added in his lawsuit is one under Missouri's consumer protection laws, which do not apply to Tyler. Tyler strongly disputed the Attorney General's claims, and was disappointed in the ongoing politicization that Tyler is caught up in. On August 8, 2024, shortly after winning his primary race, the Attorney General voluntarily dismissed the claims against Tyler with prejudice.
- *State of Missouri ex rel. City of Independence and City of Blue Springs v. Jackson County, MO et al.* (Circuit Court of Jackson County, MO, No. 2316-cv-24947): Tyler was served with the above-captioned lawsuit on November 6, 2023. The lawsuit copies allegations and theories as those alleged in the Tilton lawsuit filed earlier in 2023. The lone cause of action asserted against Tyler is a breach of contract claim, which the Circuit Court already dismissed in the Tilton matter. Tyler filed a motion to dismiss that claim here, and on December 29, 2023, the plaintiffs voluntarily dismissed Tyler from the case.
- *Genesee County 911 Consortium v. Tyler Technologies, Inc.* (Circuit Court, County of Genesee, Case No. 23-cv-119318): Tyler was served with the above-captioned lawsuit on July 25, 2023. The lawsuit alleges breach of contract and related claims. The allegations do not identify any material breach, and the consortium failed to follow any of the required notice, dispute resolution, or pre-suit steps prior to filing the lawsuit. Tyler strongly disputes the allegations. After the lawsuit was stayed, the parties successfully negotiated a mutually agreeable resolution, and the lawsuit has been dismissed.
- *Tilton et al. v. Jackson County, MO et al.* (Circuit Court of Jackson County, MO, No. 2316-cv-16440): On June 27, 2023, Tyler was served the above-captioned complaint. It is filed by real and commercial property owners who dispute the appraisal value assessed on their property. They claim that some combination of the County, County executives, and Tyler failed to follow statutory processes in providing notice of the proposed assessed value and in performing the underlying assessment. Tyler was under contract with the County to perform re-assessment and assessment services. Tyler strongly disputes the complaint's allegations and successfully secured dismissal of plaintiffs' breach of contract theory. After the trial court denied Tyler's motion to dismiss the plaintiffs' negligence claim, Tyler appealed. On December 19, 2023, the Missouri Supreme Court ruled in Tyler's favor, affirming that the plaintiffs' negligence claim fails as a matter of law.
- *Kern County v. Tyler Technologies, Inc.* (Superior Court of California, County of Kern, Case No. BCV-20-101197): Tyler was served on May 21, 2020. Kern County's complaint included allegations of breach of contract and related tort claims and violations of state business statutes. Tyler strongly disputed those allegations. Tyler had been, and remained, ready, willing, and able to deliver on our contract. We hoped the county would choose to engage with us productively. After refuting the misinformation and misguided allegations included in their complaint, on January 27, 2023, the court dismissed the lawsuit with prejudice after the parties reached a mutually agreeable settlement.

- *Anoka County v. Tyler Technologies, Inc.* (Anoka County, MN District Court): On June 15, 2020, Anoka County served Tyler with a complaint that Anoka did not file with the court, escalating a dispute outside of the contractual dispute resolution process. Anoka's complaint sought specific performance and damages in excess of $50,000. On July 6, 2020, Tyler removed that lawsuit to the United States District Court for the District of Minnesota (Case No. 20-cv-1524). Tyler filed its answer, affirmative defenses and counterclaims on July 13, 2020. Tyler also continued to try to get Anoka to engage with Tyler in a productive and cooperative way. At the time of the dispute, Anoka was in live production on the contracted-for system, which they used for daily operations, including a publicly available portal for citizen inquiry and payment of current tax bills. Prior to Anoka filing the lawsuit, Tyler's project team had already delivered the functionality scheduled for go-live and post go-live, and continued to deliver on its ongoing obligations on a regular and highly-resourced basis. As a result of this highly engaged response by Tyler, the parties were able to mutually agree to a resolution, and the Court dismissed the case with prejudice on April 29, 2021.
- *Sacramento Regional Public Safety Communications Center* ("SacFire") v. Tyler Technologies, Inc. (E.D. Cal. No. 2:18-cv-01111): On June 22, 2018, SacFire filed a lawsuit against Tyler relating to a proposal submitted by Tyler's predecessor-in-interest, New World Systems Corporation, and a contract arising out of that proposal that SacFire and Tyler executed soon after Tyler acquired New World. The lawsuit asserted four claims relating to the proposal and the parties' resulting contract. The lawsuit was baseless. Tyler filed a motion to dismiss the lawsuit, and one of SacFire's claims was dismissed. The parties subsequently negotiated a mutually agreeable resolution of the remaining claims, and SacFire dismissed the case with prejudice. The Court entered that dismissal on July 17, 2019.

Lawsuits otherwise involving Tyler software or services: Third parties have also brought lawsuits against Tyler based on some alleged connection between the cause of action and a Tyler software or service.

Currently pending lawsuits that meet this description are summarized below:

- *AK Dealer Services, LLC v. Tyler Technologies, Inc.* (Collin County District Court, TX, Case No. 366-08614-2024): On December 6, 2024, plaintiff served the above-captioned lawsuit against Tyler. The complaint alleges that Tyler improperly failed to designate plaintiff as an approved vendor for temporary tags in the State of New Jersey. Tyler's New Jersey enterprise was tasked, under the state master agreement, with identifying vendors who met state DMV requirements for compliant temporary tags. Tyler, using various methods of inspection, had confirmed that plaintiff's tags were not compliant with state requirements. Tyler is therefore confident that plaintiff's various tort claims are misplaced.
- *Casey v. Tyler Technologies, Inc.* (Okla. County District Court, OK Case No. 24-CJ-5929): On September 12, 2024, plaintiff filed a class action petition in Oklahoma state court asserting claims related to a limited data security incident in a legacy software product that Tyler duly provided notice of and credit monitoring for. Plaintiff made conclusory assumptions to support her claims for negligence and similar counts. Tyler was able to quickly engage, correct the underlying assumptions, educate plaintiffs' counsel on the actual scope of the incident, and achieve an early resolution. The parties have submitted a settlement agreement for court approval.

Tab 6 Cost Narrative

I. PART I: COST WORKSHEETS

Proposer to submit and complete the Cost Worksheets as contained in Attachment C**.** Proposers shall not modify the worksheets in any way. The City understands that there will be potentially four primary types of costs associated with procuring a new system: software licensing, implementation services, annual maintenance costs, and annual subscription costs.

The below statements are provided to further guide the Proposer on how to fill out the cost worksheets.

a. **Software Licensing Cost:** Software license costs include all costs related to licensing the software application and include third-party software license fees, where applicable. In presenting software license fees, the Proposer shall:

- Explain all factors that could affect licensing fees in the Vendor Notes field of Attachment C**.**
- To the extent possible, the Proposer shall show any applicable discounts separately from the prices for products and Services.

b. **Implementation Services Cost:** Implementation service costs typically include all costs related to professional services (including general implementation, project management, configuration, and other professional services), data conversion, customization, and training. It is important to note the following:

- In the event the product or service is provided at no additional cost, the item should be noted as "No charge."
- In the event the product or service is not being included in the Proposal, the item should be noted as "No bid."
- Proposer shall make clear the basis of calculation for all fees and costs.
- All estimated travel expenses and related out-of-pocket costs must be included as a separate line item in Attachment C on a not-to-exceed basis. The City shall not be liable for additional travel costs or out-of-pocket costs incurred for any reason outside the City's control. Travel expenses will be paid as incurred on a monthly basis.

c. **Annual Maintenance Cost:** Annual maintenance costs include the annual maintenance and support fees for the application environment. **The City expects software maintenance costs will not increase in the first five (5) years upon go-live operation and will increase by no more than 3% annually thereafter, and that maintenance costs will not be payable until after go-live sign-off.** Unless a standard offering or otherwise included in scope of the Proposal, Proposers shall list any disaster recovery, enhanced support, or annual hosting server upgrade or other costs as optional.

d. **Ongoing Software Subscription Cost (If SaaS Deployment):** Ongoing software subscription costs include the annual payments for access to the software, hosting costs, backup costs, and potentially disaster recovery provisions. The City expects to pre-negotiate any rates of increase in these costs in the first 10 years. **The City expects annual subscription costs will not increase in the first five (5) years upon go-live operation, and will increase by no more than 3% annually thereafter.**

II. PART II: TRAVEL AND EXPENSE EXHIBIT

Proposer to submit a travel and expense policy that will apply for the duration of the Project up to final payment and for the future as it relates to any renewal terms. The City requests that vendors traveling to perform onsite services stay in lodging accommodations within City limits. The City expects that vendors do not charge professional services rates for time spent in connection with traveling to and from the City to perform services.

Confirm Exhibit attached in Price Proposal: Tyler Technologies Travel and Expense Policy has been included as requested for review.

III. PART III: PAYMENT AND RETAINAGE TERMS

Proposer to submit a brief statement of agreement with the payment and retainage terms identified herein for each Cost Worksheet submitted. If a Proposer does not agree with all items, a description should be provided for those items for which an exception is taken.

Proposer confirms that the RFP proposal is submitted in compliance with the payment and retainage terms provided below in Part III.b.iii, Payment and Retainage Terms.

Brief Statement: Tyler adheres to its pricing as set forth in its Proposal. Any fees for subsequent periods of time or additional services not addressed in Tyler's Proposal shall be at Tyler's then-current rates. Unless noted otherwise, our services rates do not include travel expenses, which are separately estimated and are payable in accordance with our then-current Business Travel Policy. Unless expressly indicated otherwise, the fees we have quoted do not include any taxes.

Tyler will agree to a retention schedule for at least a portion of the fees payable for implementation services, with such retention to be invoiced and paid on the live production date of the software, by phase.

The City requests that the following Payment and Retainage Terms be utilized for the City's Project:

a. **Software Licensing:** Use of an acceptance-based payment schedule for software licensing.

   i. Potential milestones including system deployment, Phase Kickoff, Initial Module/System Configuration, Approval of Phase Go-Live, and Acceptance of System. The City expects that licensing for any software modules will not be payable until the associated project phase for that module begins. For example, if Module X were a part of a potential Phase II to the project, the City would expect to have payment milestones for Module X begin with the phase kickoff for Phase II.

ii. Proposer shall fully describe their proposed milestone-based payment schedule for software licensing as part of their Price Proposal.

Brief Statement: Open to discussing milestone based payments during contract negotiations.

b. **Implementation Services Cost:** Implementation service costs typically include all costs related to implementation, configuration, data conversion, customization, and training.

i. The City prefers that implementation service costs be proposed as "not-to-exceed" amounts and that the City will be charged for Services as incurred up to the not-to-exceed amounts. Establishment of a not-to-exceed amount does not obligate the City to expend the full amount.

ii. The City prefers that services be invoiced on a deliverable, phased, or milestone basis.

iii. The City prefers that twenty percent (20%) of each invoice for the implementation service costs will be retained (as a "holdback") until successful completion, and the City's written acceptance, of the Project.

Brief Statement: Open to discussing NTE and retainage during contract negotiations.

c. **Annual Maintenance Cost:** The City expectation is that it will not pay maintenance fees on functional areas being implemented nor will the annual maintenance period begin until formal City acceptance has been provided to approve live processing for the associated Project phase. For example, the annual maintenance fees associated with the purchasing module will be paid upon City acceptance of the Project phase associated with the purchasing module.

Brief Statement: Not applicable. SaaS Deployment

d. **Ongoing Software Subscription Cost (If SaaS Deployment):** Ongoing software subscription costs include the annual payments for access to the software, hosting costs, backup costs, and potentially disaster recovery provisions. The City expects that subscription costs for software modules will not be payable until the associated project phase for that module begins. For example, if payroll were a part of a potential Phase II to the project, the City would expect to have payment for the payroll module begin with the phase kickoff for Phase II. The City expects to pre-negotiate any rates of increase in these costs in the first 10 years.

Brief Statement: Tyler does not agree to the terms above. Tyler is taking exception to terms provided above in item (d). Tyler would welcome discussing payments and retainage once the final mix of products and services are agreed upon. Tyler does not make it a practice to negotiate pricing and payment terms prior to knowing what will be included and excluded from a possible project/contract. Tyler is open to all possible options but does like to know the complete picture before negotiating anything.

IV. NARRATIVE DESCRIPTION OF PRICE PROPOSAL

Proposers are encouraged to include a narrative description of the proposed costs, including, at a minimum the following;

a. Any optional services/offerings for professional services

Brief Statement: Business Processing Consulting is available should client wish for Tyler Consultant to help redesign business processes and practices alongside software implementation and create custom desktop documentation.

b. Any discounts that have been offered

Brief Statement: As an existing Tyler client, Tyler has provided significant discounts to the City representing a 20% annual SaaS Fee discount. Tyler will welcome further discussions about pricing if the city has any questions about the pricing provided. If the city likes Tyler, its services, software and more, Tyler will not be beat on pricing for software. Please let us know where we need to be, and we will work with the city to come to an agreement that is equitable for both organizations. Please see the Tyler quote provided with Tyler's response to the county's RFP.

c. Any additional service offerings that may be out of scope but may be available on an optional basis to serve to shift some of the implementation work effort from the City to the vendor during implementation.

Statement: Tyler is presently proposing Tyler's standard implementation offering with a work split of 60% for the county and 40% for Tyler.

If the city wishes to have Tyler do more of the implementation work, Tyler can offer a "production ready" implementation. This implementation flips the workload around and Tyler will perform 70% of the work and the county will perform 30%. This offering does increase the cost of the implementation, but it does reduce the work load on the city staff. It has been found very beneficial for customers who know upfront that they do not have the resources truly available for an ERP implementation project.

d. Any projected or anticipated cost savings or cost avoidance considerations related to the proposed software and services (savings in City staff time, savings in ongoing hardware acquisition/maintenance costs, etc.).

Statement: Tyler only bills for services incurred. If the City does not need all of the services proposed, then the City would not be billed for them. This is generally where customers end up saving the most in projects like the one being proposed. Service days may be reduced as well as specific conversion options may not be utilized.

e. A description of any future upgrade costs, including upgrades to hardware, software, and related professional services costs (such as training, configuration, and other anticipated services costs related to upgrades in the future).

Statement: Tyler provides the City with our Evergreen development philosophy. All upgrades, technical or functional, will be delivered to the City as part of your annual SaaS fees. Our software release schedule allows for incremental changes to the solution that do not require retraining or reconverting your data.

f. A description of the estimated travel costs, including the number of trips, average duration of trips and number of staff included per trip, average cost per trip, and whether seasonality in pricing has been considered in the travel estimate.

Statement: The expenses listed in the Tyler proposal are estimated. If during contract negotiations the number of days/hours contracted increases or decreases, the expenses associated with those days would need to be adjusted accordingly. Travel expenses are billed as incurred based on Federal IRS per diem standards. Tyler only bills for actual expenses and no fees are added. Travel expenses are simply a pass-through cost to the city. Tyler bases its expenses on a 3-day minimum stay for flights and other purposes. Tyler will work with the city on expenses to ensure all are reasonable and required for the project.

g. Other topics or statements related to the price proposal that the Proposer feels will help the City better understand the pricing structure or key differentiators for the proposed products and services.

Statement: Please see our price proposal included with our response for detailed, per module pricing. We believe our submitted proposal answers all questions the City has brought forth as part of the RFP, we stand by our responses and are happy to include them as part of the final agreement should Tyler be selected. We welcome the opportunity to demonstrate our solution to the team at the City of Superior and feel we offer a very complete solution with an in-house implementation team that can deliver a level of product and regional expertise that many of our competitors cannot.

Business Travel Policy

Please see the following pages for Tyler's Business Travel Policy.

Exhibit B
Schedule 1
Business Travel Policy

1. Air Travel

A. Reservations & Tickets

The Travel Management Company (TMC) used by Tyler will provide an employee with a direct flight within two hours before or after the requested departure time, assuming that flight does not add more than three hours to the employee's total trip duration and the fare is within $100 (each way) of the lowest logical fare. If a net savings of $200 or more (each way) is possible through a connecting flight that is within two hours before or after the requested departure time and that does not add more than three hours to the employee's total trip duration, the connecting flight should be accepted.

Employees are encouraged to make advanced reservations to take full advantage of discount opportunities. Employees should use all reasonable efforts to make travel arrangements at least two (2) weeks in advance of commitments. A seven (7) day advance booking requirement is mandatory. When booking less than seven (7) days in advance, management approval will be required.

Except in the case of international travel where a segment of continuous air travel is six (6) or more consecutive hours in length, only economy or coach class seating is reimbursable. Employees shall not be reimbursed for "Basic Economy Fares" because these fares are non-refundable and have many restrictions that outweigh the cost-savings.

B. Baggage Fees

Reimbursement of personal baggage charges are based on trip duration as follows:

- Up to five (5) days = one (1) checked bag
- Six (6) or more days = two (2) checked bags

Baggage fees for sports equipment are not reimbursable.

2. Ground Transportation

A. Private Automobile

Mileage Allowance – Business use of an employee's private automobile will be reimbursed at the current IRS allowable rate, plus out of pocket costs for tolls and parking. Mileage will be calculated by using the employee's office as the starting and ending point, in compliance with IRS regulations. Employees who have been designated a home office should calculate miles from their home.

B. Rental Car

Employees are authorized to rent cars only in conjunction with air travel when cost, convenience, and the specific situation reasonably require their use. When renting a car for Tyler business, employees should select a "mid-size" or "intermediate" car. "Full" size cars may be rented when three or more employees are traveling together. Tyler carries leased vehicle coverage for business car rentals; except for employees traveling to Alaska and internationally (excluding Canada), additional insurance on the rental agreement should be declined.

C. Public Transportation

Taxi or airport limousine services may be considered when traveling in and around cities or to and from airports when less expensive means of transportation are unavailable or impractical. The actual fare plus a reasonable tip (15-18%) are reimbursable. In the case of a free hotel shuttle to the airport, tips are included in the per diem rates and will not be reimbursed separately.

D. Parking & Tolls

When parking at the airport, employees must use longer term parking areas that are measured in days as opposed to hours. Park and fly options located near some airports may also be used. For extended trips that would result in excessive parking charges, public transportation to/from the airport should be considered. Tolls will be reimbursed when receipts are presented.

3. Lodging

Tyler's TMC will select hotel chains that are well established, reasonable in price, and conveniently located in relation to the traveler's work assignment. Typical hotel chains include Courtyard, Fairfield Inn, Hampton Inn, and Holiday Inn Express. If the employee has a discount rate with a local hotel, the hotel reservation should note that discount and the employee should confirm the lower rate with the hotel upon arrival. Employee memberships in travel clubs such as AAA should be noted in their travel profiles so that the employee can take advantage of any lower club rates.

"No shows" or cancellation fees are not reimbursable if the employee does not comply with the hotel's cancellation policy.

Tips for maids and other hotel staff are included in the per diem rate and are not reimbursed separately.

Employees are not authorized to reserve non-traditional short-term lodging, such as Airbnb, VRBO, and HomeAway. Employees who elect to make such reservations shall not be reimbursed.

4. Meals and Incidental Expenses

Employee meals and incidental expenses while on travel status within the continental U.S. are in accordance with the federal per diem rates published by the General Services Administration. Incidental expenses include tips to maids, hotel staff, and shuttle drivers and other minor travel expenses. Per diem rates are available at www.gsa.gov/perdiem.

Per diem for Alaska, Hawaii, U.S. protectorates and international destinations are provided separately by the Department of State and will be determined as required.

A. Overnight Travel

For each full day of travel, all three meals are reimbursable. Per diems on the first and last day of a trip are governed as set forth below.

<u>Departure Day</u>

Depart before 12:00 noon	Lunch and dinner
Depart after 12:00 noon	Dinner

<u>Return Day</u>

Return before 12:00 noon	Breakfast
Return between 12:00 noon & 7:00 p.m.	Breakfast and lunch
Return after 7:00 p.m.*	Breakfast, lunch and dinner

*7:00 p.m. is defined as direct travel time and does not include time taken to stop for dinner.

The reimbursement rates for individual meals are calculated as a percentage of the full day per diem as follows:

Breakfast	15%
Lunch	25%
Dinner	60%

B. Same Day Travel

Employees traveling at least 100 miles to a site and returning in the same day are eligible to claim lunch on an expense report. Employees on same day travel status are eligible to claim dinner in the event they return home after 7:00 p.m.*

*7:00 p.m. is defined as direct travel time and does not include time taken to stop for dinner.

5. Internet Access – Hotels and Airports

   Employees who travel may need to access their e-mail at night. Many hotels provide free high speed internet access and Tyler employees are encouraged to use such hotels whenever possible. If an employee's hotel charges for internet access it is reimbursable up to $10.00 per day. Charges for internet access at airports are not reimbursable.

6. International Travel

   All international flights with the exception of flights between the U.S. and Canada should be reserved through TMC using the "lowest practical coach fare" with the exception of flights that are six (6) or more consecutive hours in length. In such event, the next available seating class above coach shall be reimbursed.

   When required to travel internationally for business, employees shall be reimbursed for photo fees, application fees, and execution fees when obtaining a new passport book, but fees related to passport renewals are not reimbursable. Visa application and legal fees, entry taxes and departure taxes are reimbursable.

   The cost of vaccinations that are either required for travel to specific countries or suggested by the U.S. Department of Health & Human Services for travel to specific countries, is reimbursable.

   Section 4, Meals & Incidental Expenses, and Section 2.b., Rental Car, shall apply to this section.

Tab 7 Sample Contracts, Warranty, and Escrow

I. SAMPLE CONTRACTS FOR EACH LICENSE MODEL PROPOSED

As an Exhibit to Tab 6, Proposer to provide their sample contract(s) that would be used as basis for developing:

i. The software licensing agreement (if applicable)
ii. The recurring maintenance agreement (if applicable)
iii. The software subscription agreement (if applicable)
iv. The professional services agreement (if applicable)
v. The data privacy agreement (if applicable)
vi. Any other agreements (service level agreement, escrow, etc.) as applicable

Exhibit submitted Yes X No

Proposer to describe the overall contract structure, including how (if any) MOUs or other inter-party agreements between sub-contractors would be structured:

N/A

Are the proposed software/services available for purchase through any existing cooperative purchasing agreements or pre-competed contracting vehicles (e.g., OMNIA Partners, NASPO ValuePoint, Sourcewell)?

Yes, Sourcewell

II. THIRD-PARTY LICENSE AGREEMENTS

As an Exhibit to Tab 6, Proposer to provide any third-party license agreements that would be separate from the Proposers license agreement, i.e., Adobe or other partner/third-party modules proposed.

Exhibit submitted Yes No X

Tyler is not proposing any Third-party modules.

III. WARRANTY

A comprehensive warranty in form and content satisfactory to the City is sought by the City for all software and implementation services covered by this RFP. The entire system solution as proposed in this RFP must include a first-year warranty (for Proposer-supplied hardware and software) to conform to contractually agreed specifications, and to protect against any defects or damage caused by Manufacturer, Proposer, or subcontractors, in the systems' equipment or software. The year-one warranty will begin (for products accepted in phases) at the point that the system is officially accepted by the City. All repairs made under warranty will be at the sole expense of the

Proposer (or Manufacturer), including parts, software, labor, travel expenses, meals, lodging and any other costs associated with the repair.

Proposer to provide as an Exhibit to Tab 6 or submit below a detailed explanation of their Warranty provisions. Proposer to be explicit in when the warranty period expires and when the fees for maintenance will start and be invoiced.

Attached as an Exhibit: or detailed below as:

Tyler provides a comprehensive, objective software warranty tied to functional descriptions of the Tyler software. Tyler does not provide implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, as they are subjective. For as long as the Client is current on paying its fees, Tyler warrants that the Tyler software will substantially conform to the functional descriptions of the Tyler software contained in Tyler's Proposal, or their functional equivalent. Future functionality may be updated, modified, or otherwise enhanced through our maintenance and support services, and the governing functional descriptions for such future functionality will be set forth in our then-current documentation. Tyler warrants that it will perform services in a professional, workmanlike manner, consistent with industry standards. In the event Tyler provides services that do not conform to this warranty, Tyler will re-perform the services at no additional cost to the Client. Tyler passes through to its clients all warranties received on third party products. Tyler disclaims all other warranties.

Exhibit to Tab 7

Please reference Terms & Conditions below.

https://www.tylertech.com/portals/0/terms/public-administration/New-Public-Administration-Group-Clients-SaaS-Agreement.pdf

Tab 8 Exceptions to Project Scope and Contract Terms

The City reserves the right to disallow exceptions it finds are not in the best interests of the City. Any and all exceptions must be identified and fully explained in the submitted Proposal. It is the City's intention to be made aware of any exceptions to terms or conditions prior to contract negotiations.

Note: Deviations to the payment and retainage schedule to be provided in the Price Proposal. Deviations to functionality to be provided in Tab 8 (Attachment B).

I. DEVIATIONS TO SCOPE OF WORK

i. The Proposer to identify and describe any exceptions/deviations to the Scope of Work and identify their impact to the City, including, but not limited to workarounds; reductions in performance; capacity; flexibility; accuracy; and ultimately, cost and value.

Please see Tyler's Exceptions below.

ii. Proposer to identify the areas where they feel the requested service or product is not available, deviates from the specific requests, or is deemed an unwise or unwarranted approach.

Please see Tyler's Exceptions below.

II. DEVIATIONS/EXCEPTIONS TO RFP TERMS AND CONDITIONS AS PROPOSED BY THE TOWN

As an Exhibit to Tab 7, Proposer to provide any deviations or exceptions to the language proposed by the City in the RFP. Each item to be listed along with the requested alternative language for review by the City.

If no deviations taken, state as such. Substantive exceptions to the City's terms, submitted after the date and time established for the submittal of Proposals, will not be considered.

No deviations taken: ☐

Superior, WI ("Client")
Request for Proposals for Software and Implementation Services for an Enterprise Resource Planning (ERP) Software Systems Environment
Tyler's Statement of Exceptions to the Procurement Documents

Tyler's Proposal is based on the delivery of the requested software and services according to Tyler's standard implementation methodology and Tyler's standard contract. That methodology, and that contract, have been refined and enhanced over Tyler's many years of operation in the public sector information technology market. ***Tyler's submission of its Proposal does not waive Tyler's right to negotiate any and all terms to the mutual satisfaction of the parties.*** Tyler will be obligated to provide products and services only upon execution, and under the terms and conditions, of the mutually negotiated contract between Tyler and the Client.

Tyler considers its implementation methodology and its contract to be the starting point for those negotiations. A link to, or copy of, Tyler's standard contract is included for your reference. If you ask to incorporate your procurement documents and our Proposal documents into the contract package, we will agree to do so as long as the order of priority is: (a) the final, negotiated contract; (b) our Proposal documentation; and (c) your procurement documentation.

Tyler is providing representative exceptions to standard procurement terms and conditions for your review. This list may not include all RFP terms and conditions Tyler may wish to negotiate if selected, and it does not negate any of the expectations Tyler has stated above.

- Contract Document: Tyler expects to use the standard Tyler contract as the basis for beginning contract negotiations, as it contains language specific to the software industry, such as license grant and intellectual property infringement. Tyler recognizes that there may be clauses of particular importance to the Client that may not be included in the Tyler contract. Tyler is amenable to accommodating the Client's contract requests by incorporating mutually agreed clauses into the Tyler contract.
- Insurance: Tyler has provided its evidence of insurance certificate. Tyler's insurance program is established at a corporate level and is not subject to change for individual customers. While performing services under an agreement with the Client, we will agree to maintain the following levels of insurance: (a) Commercial General Liability (CGL) of $1,000,000 per occurrence and $2,000,000 in the aggregate; (b) Automobile Liability of $1,000,000; (c) Professional Liability (including Cyber Liability) of $1,000,000; (d) Workers' Compensation complying with applicable statutory requirements; and (e) Excess/Umbrella Liability of $5,000,000 per occurrence and in the aggregate.
- Ownership: We do not agree to work-for-hire provisions. Tyler retains all intellectual property and confidentiality rights in and to our proprietary and/or confidential information and deliverables.
- Public Disclosure: Tyler will comply with applicable public records laws. Disclosure may be made only to the extent disclosure is required by law, provided, however, that the Client shall give prompt notice of the service of process or other documentation that underlies such requirement to Tyler so that it may obtain a protective order or otherwise protect the confidentiality of Tyler's confidential information.
- Pricing: Tyler adheres to its pricing as set forth in its Proposal. Any fees for subsequent periods of time or additional services not addressed in Tyler's Proposal shall be at Tyler's then-current rates. Unless noted otherwise, our services rates do not include travel expenses, which are separately estimated and are payable in accordance with our then-current Business Travel Policy. Unless expressly indicated otherwise, the fees we have quoted do not include any taxes. Regarding the proposals request for milestone pricing, Tyler can agree to a retention schedule for at least a portion of the fees payable for implementation services, with such retention to be invoiced and paid on the live production date of the software, by phase.
- Information Security and Privacy: Information security is important to Tyler and to every agency and jurisdiction we serve. Tyler agrees to comply with all relevant federal and state laws and regulations on security and privacy, and its handling of security breaches, including notification to customers, conforms to applicable state and federal law. Tyler maintains industry-standard information technology and security policies and practices at a company-wide level, including a documented security incident response plan, that are not subject to change on a client-by-client basis. For hosted services, Tyler utilizes industry standard public cloud deployment methods that provide the highest commercially reasonable system availability and performance. Tyler implements systems utilizing shared responsibility models where responsibility for physical infrastructure is provided by the public

cloud provider, application deployment is managed by Tyler, and application configuration is maintained by the customer, where applicable. Tyler follows security best practices dictated and defined by the following three assurance audits: SOX-404 Financial and IT General Controls, PCI Security Council PA-DSS/PCI-DSS, and the AICPA SSAE-21 SOC 1 & SOC 2 Assurance Audits. Our security policy is based on the full NIST Cybersecurity Framework and is reviewed during each audit.

- Compliance with Laws and Regulations: We will comply with all applicable state and federal laws, ordinances, orders, decrees, and regulations. Tyler reserves the right to review and discuss with the Client specific laws and regulations that the Client wishes to incorporate into the final contract. The quoted fees are based, in part, on the cost of compliance with applicable laws existing as of the Proposal submission date. Should laws applicable to Tyler's performance under the contract change, Tyler reserves the right to, for example, seek a change order for the additional work, time and/or cost that may be required to comply with the new law, ordinance or regulation. To the extent compliance requires a modification to the Tyler software, Tyler will provide that modification according to the provisions set forth in the Tyler contract or as otherwise agreed to by the parties.
- Termination: Tyler's standard practice is not to include a termination for convenience provision in its contracts, given the significant investments made by both parties to the procurement and implementation. Tyler relies instead on its termination provisions for cause, non-appropriation, and/or force majeure. The Client may terminate the contract for cause in the event Tyler fails to cure a material breach according to the terms of the dispute resolution process set forth in Tyler's standard contract. The Client will make payment to Tyler for all products, services and expenses delivered or incurred through the effective date of termination that were not previously disputed under the contract. Payment for disputed products, services and expenses, and the Client's remedies, will be determined through the mutually agreed dispute resolution process.
- Warranties: Tyler provides a comprehensive, objective software warranty tied to functional descriptions of the Tyler software. Tyler does not provide implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, as they are subjective. For as long as the Client is current on paying its fees, Tyler warrants that the Tyler software will substantially conform to the functional descriptions of the Tyler software contained in Tyler's Proposal, or their functional equivalent. Future functionality may be updated, modified, or otherwise enhanced through our maintenance and support services, and the governing functional descriptions for such future functionality will be set forth in our then-current documentation. Tyler warrants that it will perform services in a professional, workmanlike manner, consistent with industry standards. In the event Tyler provides services that do not conform to this warranty, Tyler will re-perform the services at no additional cost to the Client. Tyler passes through to its clients all warranties received on third party products. Tyler disclaims all other warranties.
- Limitation of Liability: Except as otherwise expressly set forth in the agreement, Tyler's liability for damages arising out of the contract, whether based on a theory of contract or tort, including negligence and strict liability, shall be limited to the lesser of (a) Client's actual direct damages or (b) the amounts paid by Client under the contract for the then-current term. To the maximum extent permitted by applicable law, in no event shall Tyler be liable for any special, incidental, punitive, indirect, or consequential damages whatsoever, even if Tyler has been advised of the possibility of such damages.
- Indemnification: Tyler shall defend, indemnify and hold harmless the Client from and against any and all direct claims, losses, liabilities, damages, costs and expenses (including reasonable attorney's fees and costs) from third parties for personal injury or property damage arising from Tyler's negligence or willful misconduct; or Tyler's violation of a law applicable to Tyler's performance under the contract. The Client must notify Tyler promptly in writing of the claim and give Tyler sole control over its

defense or settlement. The Client agrees to provide Tyler with reasonable assistance, cooperation, and information in defending the claim at Tyler's expense.

- Record Retention and Auditing: Tyler will maintain complete and accurate records of time and expense relating directly to the contract for the greater of five (5) years from their creation or the period required by applicable law. The Client may audit Tyler's books and records relating directly to the contract once per year on one-week advance written notice, and at Client's expense. Unless otherwise agreed, the location of the records will be the Tyler office servicing the contract. The audit will not include access to Tyler's personnel records, or conditions of employment.
- Return of Data and Transition Services: Tyler does not own the Client's data. Tyler will provide access to the Client's data and content in the event the Client transitions to another system in the future. Any transition services shall be mutually agreed upon between Tyler and the Client, including the scope and associated costs.

Tab 9 Functional and Technical Requirements Response

This tab is to include Proposer's response as detailed in Attachment B – Functional and Technical Requirements/Capabilities, which is an Excel document to be filled out by the Proposer. Proposers are required to use the following legend for completing Attachment B – Functional and Technical Requirements/Capabilities.

i. Proposers are instructed to enter only one response indicator in response to each requirement. Responses to an individual requirement that contain more than one indicator (e.g., C/T) will be treated as a response of "N" feature/function not provided.

ii. If a Proposer is not proposing on certain functionality, a response of "No Bid" shall be provided for all applicable areas.

iii. A response of "No Bid' should not be used as a replacement for an "N" response.

iv. Requirements left blank will be treated as a response of "N" feature/function not provided.

v. **If a third-party system is a part of the proposal**, the third-party shall respond to the appropriate requirements using the "S"/"C"/"T"/"N" response indicators with a clear notation that the responses are provided by the third-party.

Table 14-1: Requirements Response Indicators

Indicator	Definition	Instruction
S	**Standard:** Feature/Function is **included in the current software release** and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Proposers are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.
F	**Future:** Feature/Function **will be available in a future software release** available to the City by January 1, 2026, at which point it will be implemented in accordance with agreed-upon configuration planning with the City.	If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Proposer shall indicate the planned release version, as well as the time the release will be generally available.
C	**Customization:** Feature/Function is **not included** in the current software release and is not planned to be a part of a future software release. However, **this feature could be provided with custom modifications.** All related customization costs should be indicated in Attachment C – Cost Worksheet.	If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Proposer shall indicate the cost of such a modification.
T	**Third Party:** Feature/Function is **not** included in the current software release and is **not** planned to be a part of a future software release. However, this feature could be **provided with integration with a third-party system.** This system should be specified.	If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Proposer shall identify this third-party system and include a cost proposal to secure this system. **If the third-party system is a part of the proposal, the third-party shall respond to the appropriate requirements**

Indicator	Definition	Instruction
		using the "S"/"C"/"T"/"N" response indicators with a clear notation that the responses are provided by the third-party.
N	**No: Feature/Function cannot be provided.**	N/A

NOTES AND ASSUMPTIONS

Tyler Reporting Services

Wherever Tyler Technologies, Inc. has responded affirmatively to certain functional checklist questions/requirements/specifications as requiring the use of Tyler Reporting Services, (SSRS), the City is solely responsible for development of the necessary/required report(s), unless specifically indicated otherwise.

Interfaces / Customizations

Interface requirements agreed to by Tyler within this response will depend on the customer maintaining an active support agreement with the identified third-party system as well as a current version actively supported by the manufacturer/developer of the product installed.

Custom Modifications

Custom modifications, if quoted with a specific dollar value, are priced based upon the total proposed software package and the requirements set forth in the RFP. To the extent system components and/or requirements change, pricing for custom modifications may also change. If a custom modification is identified without a price, that identification is provided as an alert that the functionality is not available "out of the box," and additional information is required from the customer before Tyler can price the modification. During the contract negotiation process, Tyler expects to work with the customer to identify the custom modifications that will be considered within the project scope, and to finalize the associated price. Those modifications will be delivered during the project on the schedule the parties mutually agree to during the contracting and/or project planning process(es). Any custom modifications that the customer requests post-contracting will be subject to an amendment or change order, which will address at least the pricing and schedule impacts of adding the subject modification to the original project scope and schedule.

Future Functionality

Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.

Please see the following pages for Tyler's response to the Functional and Technical Requirements.

City of Superior

Functional and Technical Requirements

Table of Contents

Indicator	Definition	Instruction

Indicator	Definition	Instruction
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.
F	**Future:** Feature/Function **will be available** in a future software release available to the City **by January 1, 2026** at which point it will be implemented in accordance with agreed-upon configuration planning with the City.	If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version, as well as the time the release will be generally available.
C	**Customization:** Feature/Function is **not included** in the current software release, and is not planned to be a part of a future software release. However, **this feature could be provided with custom modifications.** All related customization costs should be indicated in Attachment C – Cost Worksheet.	If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.
T	**Third Party:** Feature/Function is **not** included in the current software release, and is **not** planned to be a part of a future software release. However, this feature could be **provided with integration with a third-party system.** This system should be specified.	If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system. If the third-party system is a part of the proposal, the third-party shall respond to the appropriate requirements
N	**No: Feature/Function cannot be provided.**	N/A

General and Technical

Req #	Description of Capability	Criticality	Vendor Response	Comments
	Technical Environment			
GT.1	The system shall flow all changes made in the system throughout all proposed system modules without the need for duplicate data entry.	**Critical**	**S**	
GT.2	The system shall support import and export data with web services formats.	**Critical**	**S**	
GT.3	The system shall integrate with third-party signature validation systems (e.g., DocuSign).	**Desired**	**S**	DocuSign for Contracts and POs (quoted as optional)
GT.4	The system shall support APIs (Application Programming Interface) for third-party system integration, including both data entry and extraction, as well as execute workflows or initiate processes.	**Critical**	**S**	Where applicable via leveraging of available APIs in Enterprise ERP API Toolkit Bundle (optional)
The system shall import and export data from (or to) standard file formats including but not limited to:				
GT.5	.html;	**Critical**	**S**	
GT.6	PDFs that are text based and searchable;	**Critical**	**S**	Upload to Content Manager and export reports to PDF
GT.7	.txt;	**Critical**	**S**	
GT.8	.csv;	**Critical**	**S**	
GT.9	.xlsx (MS Excel version 2016 or later, including MS 365);	**Critical**	**S**	
GT.10	.docx (MS Word version 2016 or later, including MS 365);	**Desired**	**S**	Export, mail merge, or attachments in Content Manager
GT.11	.ics (MS Outlook version 2016 or later, including MS 365, for calendaring);	**Desired**	**S**	
GT.12	.xml; and	**Critical**	**S**	Exports where applicable
GT.13	Other City-defined desktop productivity applications.	**Critical**	**S**	Any file format can be attached to records via Content Manager

GT.4	The system shall support APIs (Application Programming Interface) for third-party system integration, including both data entry and extraction, as well as execute workflows or initiate processes.	**Critical**	**S**	Where applicable via leveraging of available APIs in Enterprise ERP API Toolkit Bundle (optional)
The system shall import and export data from (or to) standard file formats including but not limited to:				
GT.14	The system has the ability to provide a toolkit to create and manage API's, in an easy user-friendly interface.	**Critical**	**S**	Enterprise API Toolkit Bundle detailed in pricing (open API) (optional)
GT.15	The system has the ability to support API's (Application Programming Interface) for third-party system integration.	**Critical**	**S**	Enterprise API Toolkit Bundle detailed in pricing (open API) (optional)
GT.16	The system has its own API keys and connectors for third-party and in-house system integration.	**Desired**	**S**	Enterprise API Toolkit Bundle detailed in pricing (open API) (optional)
GT.17	The system shall support scheduled data feeds for exchanging file import/exports with third-party systems.	**Desired**	**S**	
GT.18	The system shall provide a centralized data dictionary that fully describes table structure, interdependencies, and appropriate levels of metadata.	**Critical**	**S**	Enterprise Database views only
GT.19	The system shall store and apply digital copies of signatures to documents (e.g., checks, notification letters) with appropriate security permissions.	**Critical**	**S**	Where applicable
GT.20	The system shall support application of certificate verified internal electronic signatures providing assurance of authenticity, integrity, and non-repudiation.	**Critical**	**S**	Tyler solutions include several options to capture digital and e-signatures. Many application processes can be setup to require acknowledgement from a specific user or group of
GT.21	The system shall operate on mobile devices (e.g., tablets, smart phones) and size-render appropriately.	**Desired**	**S**	
GT.22	The system shall be device agnostic when run on mobile devices (e.g., the system can be run on Android, iOS, Windows, etc.).	**Desired**	**S**	HTML5 Browser solution is device agnostic. Self Service and dedicated mobile apps for external access
GT.23	The system shall provide a production, test, and development environment including the ability to track software changes applied to each environment and roll back as necessary.	**Critical**	**S**	Live, Train, Test and Implementation available with standard deployments
Document Management				
GT.24	The system shall provide "Document Management System" functionality to track electronic files associated with specific system records.	**Critical**	**S**	Via Content Manager
GT.25	The system shall support data storage with discrete version control in accordance with defined operational standards.	**Desired**	**S**	Via Content Manager
GT.26	The system shall provide the ability to link imported documents to specific	**Critical**	**S**	Via Content Manager
GT.27	The system shall use "drag and drop", electronic file upload and scan document functionality to associate electronic files to transactions within the system.	**Desired**	**S**	Via Content Manager
GT.28	The system shall restrict modification of attached documents based on individual or department permissions.	**Critical**	**S**	Via Content Manager
GT.29	The system shall allow a user to scan documents directly into the system.	**Critical**	**S**	Via Content Manager

GT.4	The system shall support APIs (Application Programming Interface) for third-party system integration, including both data entry and extraction, as well as execute workflows or initiate processes.	**Critical**	**S**	Where applicable via leveraging of available APIs in Enterprise ERP API Toolkit Bundle (optional)
The system shall import and export data from (or to) standard file formats including but not limited to:				
GT.30	The system shall permit export or a file directly for document storage, for example in a third-party system or network drive.	**Desired**	**S**	Via Content Manager
GT.31	The system shall email a hyperlink of an electronic file to another internal party.	**Desired**	**S**	Content Manager can generate a link to view a document. Also, Content Manager has the capability to export files using the Document Extract Utility which exports the native file and includes a CSV data file with the index information.
GT.32	The system shall allow email of an electronic file to an internal or external party (e.g., send a copy of a purchase order to a vendor).	**Critical**	**S**	Via Content Manager
GT.33	The system shall identify records with documentation/attachments.	**Critical**	**S**	
GT.34	The system shall associate electronic files with a system record with the following types: (e.g., MS Excel, MS Word, shape, PDF, .dwg, .tif, .jpg.).	**Critical**	**S**	
GT.35	The system shall allow the City to restrict or define allowable file types.	**Critical**	**S**	
GT.36	The system shall allow the City to set file size limitations.	**Critical**	**S**	
GT.37	The system shall allow the City to electronically stamp documents.	**Desired**	**S**	
GT.38	The system shall limit the number of records generated in a query, with a notification to the user of an incomplete data set.	**Critical**	**S**	
GT.39	The system shall support the purging of linked electronic files, according to City defined schedules, allowing for differing schedules based on the document, module, and/or litigation hold.	**Desired**	**S**	
GT.40	The system shall electronically capture and store files, with Optical Character Recognition (OCR) capabilities.	**Critical**	**S**	
Security				

GT.4	The system shall support APIs (Application Programming Interface) for third-party system integration, including both data entry and extraction, as well as execute workflows or initiate processes.	**Critical**	**S**	Where applicable via leveraging of available APIs in Enterprise ERP API Toolkit Bundle (optional)
The system shall import and export data from (or to) standard file formats including but not limited to:				
GT.41	The system shall utilize the organization's authentication protocol. (https://learn.microsoft.com/en-us/azure/active-directory/fundamentals/auth-sync-overview).	**Critical**	**S**	Tyler's Identity solutions are foundational components for a zero-trust identity strategy that enables cloud-based authentication for Tyler application users, regardless of location, device, or network. Tyler's Identity Workforce and Identity Community are cloud Identity as a Service (IDaaS) solutions that improve the sign-in experience, enhance security, and simplify identity management. Identity Workforce connects Tyler back-office applications with your organizations identity provider (IdP) such as Microsoft Entra ID, Google Cloud Identity, and Okta Workforce Identity Cloud, aligning with your overall identity and access management (IAM) strategy. Federation with your IdP provides end-users with seamless, single sign-on across Tyler and organizational applications, while centralizing credential management policies such as password requirements and the use of multifactor authentication for enhanced identity verification.
GT.42	The system shall utilize the existing Active Directory user authentication regardless of deployment method.	**Critical**	**S**	
GT.43	The system shall support Single Sign-On (SSO).	**Critical**	**S**	
GT.44	The system shall inherit groups from Active Directory for application authentication.	**Desired**	**S**	Application security roles can be mapped to Active Directory security groups for automated security access.
GT.45	The system shall assign users a unique ID and password.	**Critical**	**S**	
GT.46	The system has the ability for IDs and passwords to use "strong passwords" including; alpha, numeric, lowercase, uppercase, and special characters, as defined by organization policy.	**Critical**	**S**	
GT.47	The system shall require that passwords are changed on a defined schedule, as defined by organization policy.	**Critical**	**S**	
GT.48	The system has the ability for passwords to have an organization-defined minimum length and complexity.	**Critical**	**S**	
GT.49	The system shall mask passwords as they are typed or entered onto the screen.	**Critical**	**S**	
GT.50	The system shall limit consecutive failed log in attempts.	**Desired**	**S**	
GT.51	The system shall store passwords in encrypted form, if the system requires that passwords be stored.	**Critical**	**S**	
GT.52	The system shall allow for multi-factor authentication.	**Critical**	**S**	

GT.4	The system shall support APIs (Application Programming Interface) for third-party system integration, including both data entry and extraction, as well as execute workflows or initiate processes.	**Critical**	**S**	Where applicable via leveraging of available APIs in Enterprise ERP API Toolkit Bundle (optional)
The system shall import and export data from (or to) standard file formats including but not limited to:				
GT.53	The system shall provide import and export capabilities with user-level security options to control access to sensitive information.	**Critical**	**S**	
GT.54	The system shall encrypt data stored in the database (data at rest).	**Critical**	**S**	System defined fields only
GT.55	The system shall encrypt data stored in the application.	**Critical**	**S**	
GT.56	The system shall encrypt data in-transit.	**Critical**	**S**	
The system shall provide security at the following levels:				
GT.57	Department;	**Critical**	**S**	
GT.58	Division;	**Critical**	**S**	
GT.59	Role or group;	**Critical**	**S**	
GT.60	User ID;	**Critical**	**S**	
GT.61	Screen;	**Critical**	**S**	
GT.62	Menu;	**Critical**	**S**	
GT.63	Report;	**Critical**	**S**	
GT.64	Field;	**Desired**	**S**	Where applicable
GT.65	Field value as defined by the City (e.g., benefit category, employee class);	**Desired**	**S**	
GT.66	Element in chart of accounts; and	**Desired**	**S**	
GT.67	Transaction type.	**Desired**	**S**	
GT.68	The system shall provide role-based security.	**Critical**	**S**	
GT.69	The system shall allow the City to determine which fields are visible to which security roles.	**Critical**	**S**	Select applications only
The system shall track audit changes throughout the system that creates a log of all records maintained and includes:				
GT.70	Date;	**Critical**	**S**	
GT.71	Time, to the nearest minute;	**Critical**	**S**	
GT.72	User;	**Critical**	**S**	
GT.73	Information prior to change;	**Critical**	**S**	
GT.74	Changed information; and	**Critical**	**S**	
GT.75	Other administer-configurable information.	**Critical**	**S**	Query and program activity audit can be enabled. Change audits are always on.
GT.76	The system shall provide configurable audit reports.	**Critical**	**S**	May require use of configurable reporting tools
GT.77	The system shall automatically send configured audit reports on a scheduled basis or by a triggered audit event.	**Desired**	**S**	Audits are stored in application, but most can be exported.
GT.78	The system shall allow auditing within modules to be determined by the module, and configured by the administrator.	**Desired**	**S**	Some audits can be turned on/off
GT.79	The system shall update all security roles automatically (user discretion) when a change in the "master" role is made with updates made in real time and applied to all in-progress activities.	**Desired**	**S**	

GT.4	The system shall support APIs (Application Programming Interface) for third-party system integration, including both data entry and extraction, as well as execute workflows or initiate processes.	**Critical**	**S**	Where applicable via leveraging of available APIs in Enterprise ERP API Toolkit Bundle (optional)
The system shall import and export data from (or to) standard file formats including but not limited to:				
GT.80	The system shall allow a city systems administrator to configure the duration in which audit logs are retained (e.g., 90 days).	**Desired**	**S**	In select areas. Process audits can be purged manually. Change audits are stored indefinitely
GT.81	The system shall allow the City system administrator to add and change permissions for system access.	**Critical**	**S**	
GT.82	The system shall log users off the system after a City systems administrator-defined period of inactivity.	**Critical**	**S**	
GT.83	The system shall allow a City system administrator to log out users by module.	**Critical**	**S**	
GT.84	The system shall allow multiple levels of City designated system administrators (i.e., IT/technical and end-user department/functional).	**Critical**	**S**	
GT.85	The system shall restrict users by module from logging into the system during periodic system maintenance.	**Critical**	**S**	Via role based security permissions.
GT.86	The system shall track audit changes at the database-level.	**Desired**	**S**	
GT.87	The system shall automate the export of audit logs.	**Desired**	**S**	
GT.88	The system shall provide configurable exception reports.	**Critical**	**S**	Standard exception reports/logs. Additional reports via use of configurable reporting tools.
GT.89	The system shall allow authorized users to have access to a log of security activity to determine users that have signed on and off the system, as well as unsuccessful attempts to sign on to the system.	**Critical**	**S**	Via program activity log if enabled. Unsuccessful attempts handled by Active Directory
The system shall mask fields by user role including but not limited to:				
GT.90	Tax numbers/ID;	**Critical**	**S**	Masked in select areas; can be hidden/limited in select areas based on permissions.
GT.91	Date of Birth;	**Critical**	**S**	Access can be hidden/limited where applicable based on permissions (i.e. Enterprise HCM).
GT.92	Passwords;	**Critical**	**S**	
GT.93	Bank account numbers;	**Critical**	**S**	Masked in select areas; can be hidden/limited in select areas based on permissions.
GT.94	Social Security numbers;	**Critical**	**S**	Masked in select areas; can be hidden/limited in select areas based on permissions.
GT.95	Driver's License numbers;	**Critical**	**S**	Access can be hidden/limited where applicable based on permissions (i.e. Enterprise Accounts Receivable).
GT.96	Email addresses;	**Desired**	**S**	Can be hidden where applicable (i.e. Enterprise HCM) Not email only, but category access can be disabled in Employee Master, restricting access to all information stored on the 'Address' tab (i.e. address, email, supervisor, etc.)

GT.4	The system shall support APIs (Application Programming Interface) for third-party system integration, including both data entry and extraction, as well as execute workflows or initiate processes.	**Critical**	**S**	Where applicable via leveraging of available APIs in Enterprise ERP API Toolkit Bundle (optional)
The system shall import and export data from (or to) standard file formats including but not limited to:				
GT.97	Addresses; and	**Desired**	**S**	Can be hidden where applicable (i.e. Enterprise HCM) Not address only, but category access can be disabled in Employee Master, restricting access to all information stored on the 'Address' tab (i.e. address, email, supervisor, etc.)
GT.98	Other, City-defined fields. Please describe limitations in comments.	**Desired**	**N**	
GT.99	The system shall mask a portion of any of the above fields.	**Desired**	**S**	Where applicable i.e. credit card numbers and social security numbers.
GT.100	The system shall mask or allow select information defined by the City as confidential (e.g., police officer personal/home address).	**Desired**	**S**	Via content manager. Applicable fields within Tyler applications can also be partially masked or hidden.
GT.101	The system shall apply the same security permissions to system queries and reports as it does to data fields/elements, based on user/role (e.g., data fields masked on a record or transaction are similarly masked on reports run by the user).	**Critical**	**S**	

GT.4	The system shall support APIs (Application Programming Interface) for third-party system integration, including both data entry and extraction, as well as execute workflows or initiate processes.	**Critical**	**S**	Where applicable via leveraging of available APIs in Enterprise ERP API Toolkit Bundle (optional)
The system shall import and export data from (or to) standard file formats including but not limited to:				
GT.102	The system shall be operational on a 24 x 7 scheduled basis.	**Desired**	**S**	All changes to the hosted infrastructure flow through our change management procedure and require planning and approval. Patching of the infrastructure follows Tyler's patch policy. Tyler performs standard maintenance during limited windows that are historically known to be reliably low-traffic times. If maintenance is predicted to occur during periods of higher traffic, Tyler will provide the advance notice of those windows and will coordinate to the greatest extent possible. Not all maintenance activities will cause application unavailability. However, if Tyler anticipates that activities during a Standard or Emergency Maintenance window may make the Tyler Software unavailable, we will provide advance notice, as reasonably practicable that the Tyler Software will be unavailable during the maintenance window. Refer to the Tyler SaaS SLA for more information. In the event of an unplanned outage, notifications would be sent to affected clients with details regarding estimated recovery time. Another notification would be sent when the issue is resolved. Tyler SaaS Support can be contacted for additional updates as needed. Tyler Technologies cloud services are warranted to its standard service level agreement (SLA). Tyler's target attainment goal is 100% and the SLA provides a service availability commitment of 99.7% uptime. If a client is unable to access Tyler applications for any reason, opening a support ticket is all that is required to report, and track downtime counted against Tyler's SLA.
GT.103	The system shall ensure that all modules are compliant with the most recent version of the Payment Card Industry (PCI) Data Security Standards (DSS).	**Critical**	**S**	Tyler's Cashiering and Payments solutions are validated according to PA-DSS v3.2 to meet PCI Compliance. More information can be found on the PCI Security Standard Council Website Validated Payment Applications section and searching for "Tyler Technologies". https://listings.pcisecuritystandards.org/assessors_and_solutions/payment_applications?agree=true

GT.4	The system shall support APIs (Application Programming Interface) for third-party system integration, including both data entry and extraction, as well as execute workflows or initiate processes.	**Critical**	**S**	Where applicable via leveraging of available APIs in Enterprise ERP API Toolkit Bundle (optional)
The system shall import and export data from (or to) standard file formats including but not limited to:				
User Interface				
GT.104	The system shall provide the user with integrated application modules that offer a consistent user interface to minimize user training and administration of the system.	**Desired**	**S**	
GT.105	The system shall provide drop down boxes, or other pick list functionality, for data selection.	**Desired**	**S**	
GT.106	The system shall provide configurable quick keys or keyboard shortcuts (i.e., function keys).	**Desired**	**S**	Quick keys included but system defined
GT.107	The system supports the ability for the City to designate which non-system required fields can be "made" required to support business operations.	**Critical**	**S**	
GT.108	The system shall provide an administrative messaging system (e.g., a message to alert users of system maintenance activity).	**Desired**	**S**	
GT.109	The system shall provide customizable screens based on roles and permissions.	**Desired**	**S**	
GT.110	The system shall provide contextual help (i.e., field descriptions that are displayed based on the location of the mouse or cursor).	**Desired**	**S**	
GT.111	The system shall provide customizable help.	**Desired**	**S**	Where applicable i.e. vendor access
GT.112	The system shall provide data validation on entry.	**Critical**	**S**	
GT.113	The system shall create error logs with detail associated with the error.	**Critical**	**S**	
GT.114	The system shall allow users to send error reports to the City IT Department.	**Desired**	**S**	
GT.115	The system shall provide configuration options for the level of detail that is logged in error logs.	**Desired**	**S**	
GT.116	The system shall add a new value to a pick list table without having to navigate from the table, with appropriate security permissions.	**Desired**	**S**	Where applicable
GT.117	The system shall provide customizable screens based on roles and permissions.	**Desired**	**S**	Configurable where applicable
GT.118	The system shall spell check on any field with the ability for a user to accept or ignore suggestion.	**Critical**	**S**	Uses in browser spell check where applicable
GT.119	The system shall validate against address field entries to align with City address standards.	**Desired**	**S**	
GT.120	The system shall support CASS certification for USA and Canada.	**Desired**	**S**	Tyler clients can purchase and maintain the zip code file from their local post office. This file is imported into Tyler's EERP solution.
GT.121	The system shall support international addresses.	**Critical**	**S**	Where applicable
GT.122	The system shall support international phone numbers.	**Critical**	**S**	Where applicable
GT.123	The system shall search by fragment or portion of a word or number.	**Critical**	**S**	
GT.124	The system has the ability for multiple windows to be open at the same time.	**Critical**	**S**	
GT.125	The system shall warn a user that they are about to execute a process and ask if they want to proceed (i.e., to warn before posting a batch of changes, etc.).	**Critical**	**S**	Where applicable

GT.4	The system shall support APIs (Application Programming Interface) for third-party system integration, including both data entry and extraction, as well as execute workflows or initiate processes.	**Critical**	**S**	Where applicable via leveraging of available APIs in Enterprise ERP API Toolkit Bundle (optional)
The system shall import and export data from (or to) standard file formats including but not limited to:				
GT.126	The system shall allow an administrator to configure which business process are prompted with a warning to proceed, with appropriate security permissions.	**Critical**	**S**	Select processes only
GT.127	The system shall allow the configuration of processes using either the keyboard only, the mouse only, or a combination of the two, depending on a user's preference.	**Desired**	**S**	
GT.128	The system shall allow the system administrator to rename field labels.	**Desired**	**S**	
GT.129	The system shall support pre-filled fields in appropriately pre-formatted screens eliminating redundant data entry.	**Critical**	**S**	
GT.130	The system shall display which environment the user is logged into (i.e., test vs. production).	**Critical**	**S**	
GT.131	The system shall render application windows to the set screen resolution without application window truncation, or require scrolling to access all areas of the window.	**Critical**	**S**	Browser-based settings
GT.132	The system shall allow application windows, including text and field dimensions, to be maximized to fit allotted screen size (i.e., increase window size to increase amount of data displayed instead of simply zooming in on data).	**Desired**	**S**	Browser-based settings
	Workflow			
GT.133	The system shall initiate and track workflow and approval processes.	**Critical**	**S**	
GT.134	The system shall allow systems administrators to assign different levels of approval for the same user.	**Critical**	**S**	
GT.135	The system shall allow systems administrators to configure the system to maintain separation of duties related to workflow approval processes.	**Critical**	**S**	
GT.136	The system shall allow users to approve multiple tasks/transactions simultaneously.	**Critical**	**S**	
GT.137	The system shall provide workflow functionality in all proposed system modules.	**Critical**	**S**	
The system shall set workflow rules by:				
GT.138	User;	**Critical**	**S**	
GT.139	Role;	**Critical**	**S**	
GT.140	Department;	**Critical**	**S**	
GT.141	Any string in the Chart of Accounts or Account;	**Critical**	**S**	
GT.142	Thresholds;	**Critical**	**S**	Over budget
GT.143	Percentage argument;	**Desired**	**S**	Over budget
GT.144	Numerical argument;	**Desired**	**S**	
GT.145	Record type (i.e., permit type, purchase order, etc.);	**Critical**	**S**	
GT.146	Priority type; and	**Desired**	**N**	
GT.147	Other City-defined criteria. Please describe limitations in comments.	**Desired**	**S**	via user defined- fields and codes.

GT.4	The system shall support APIs (Application Programming Interface) for third-party system integration, including both data entry and extraction, as well as execute workflows or initiate processes.	**Critical**	**S**	Where applicable via leveraging of available APIs in Enterprise ERP API Toolkit Bundle (optional)
The system shall import and export data from (or to) standard file formats including but not limited to:				
GT.148	The system shall allow temporary availability status changes of users (e.g., unavailable due to vacation time).	**Critical**	**S**	
GT.149	The system shall re-route workflow assignments based on availability triggered by user unavailable status.	**Critical**	**S**	
GT.150	The system shall re-route workflow assignments based on availability triggered by City-defined periods of no response.	**Critical**	**S**	
GT.151	The system shall notify a system admin of unsuccessful workflow processes.	**Critical**	**S**	
GT.152	The system shall provide event-driven notification by email to multiple users that can be configured at any step within any workflow.	**Desired**	**S**	
GT.153	The system shall allow notifications to be configurable (on/off) by the individual user type and/or module.	**Desired**	**S**	
GT.154	The system shall allow graphical tools for documenting workflow.	**Desired**	**S**	Workflow Central
GT.155	The system has the ability for a user to review and approve a workflow transaction directly from within an email, without requiring the user to follow a link to the system to approve the transaction (e.g., an approver can click "approve" in the email and have the approval be recorded in the system, and trigger the next applicable workflow step).	**Critical**	**S**	
Reporting and Dashboards				
GT.156	The system shall provide an Executive Information System (EIS) (i.e., a performance dashboard).	**Critical**	**S**	Hub
GT.157	The system shall customize the information presented on the EIS by user.	**Critical**	**S**	Hub
GT.158	The system shall customize the information presented on the EIS by group of users.	**Critical**	**S**	Hub
GT.159	The system shall display information on the EIS in real-time.	**Critical**	**S**	
GT.160	The system shall provide a library of standard reports (i.e., "canned" reports).	**Critical**	**S**	
GT.161	The system shall allow a user to modify existing reports, with appropriate security permissions.	**Critical**	**S**	Via use of configurable reporting tools
GT.162	The system shall provide an integrated report writer.	**Desired**	**S**	
GT.163	The system shall provide an integrated report writer that has a consistent look and feel across all proposed system modules.	**Desired**	**S**	
GT.164	The system shall provide an integrated report writer that allows the creation of reports comprised of any discrete data field throughout the system with proper security permissions.	**Desired**	**S**	
GT.165	The system shall save a report as a new template after a user copies and modifies an existing report, with appropriate security permissions.	**Desired**	**S**	
GT.166	The system shall configure and save ad hoc reports by individual user, with the ability to provide access to other users with appropriate security permissions.	**Critical**	**S**	
GT.167	The system has the ability to save favorite reports in a menu or pick-list by individual user.	**Critical**	**S**	

GT.4	The system shall support APIs (Application Programming Interface) for third-party system integration, including both data entry and extraction, as well as execute workflows or initiate processes.	**Critical**	**S**	Where applicable via leveraging of available APIs in Enterprise ERP API Toolkit Bundle (optional)
The system shall import and export data from (or to) standard file formats including but not limited to:				
GT.168	The system shall allow generated reports to be viewed on screen prior to printing.	**Critical**	**S**	
GT.169	The system shall allow reports to be generated that are searchable.	**Critical**	**S**	
GT.170	The system shall configure automatic distribution paths for generated reports (i.e., automatically send a report to a particular user).	**Desired**	**S**	
GT.171	The system shall allow reports to be generated that have "drill-down" capabilities.	**Critical**	**S**	
GT.172	The system shall print graphs and charts for presentation style reports.	**Critical**	**S**	
Mobile Devices				
GT.173	The system shall provide a user interface that is fully accessible from mobile devices.	**Desired**	**S**	
GT.174	The system is HTML responsive and can adjust to screen size of the mobile device being used. (e.g., iPhone, iPad, laptop).	**Desired**	**S**	
GT.175	The system shall provide an iOS app for use on both iPhones and iPads.	**Desired**	**S**	
GT.176	The system shall provide an Android app for use on Android phones and tablets.	**Desired**	**S**	

Indicator	Definition	Instruction
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.
F	**Future:** Feature/Function **will be available** in a future software release available to the City **by January 1, 2026**, at which point it will be implemented in accordance with agreed-upon configuration planning with the City.	If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version, as well as the time the release will be generally available.
C	**Customization:** Feature/Function is **not included** in the current software release, and is not planned to be a part of a future software release. However, **this feature could be provided with custom modifications.** All related customization costs should be indicated in Attachment C – Cost Worksheet.	If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.
T	**Third Party:** Feature/Function is **not** included in the current software release, and is **not** planned to be a part of a future software release. However, this feature could be **provided with integration with a third-party system.** This system should be specified.	If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system. If the third-party system is a part of the proposal, the third-party shall respond to the appropriate requirements using the "S"/"C"/"T"/"N" response indicators with a clear notation that the responses are provided by the third-party.
N	**No: Feature/Function cannot be provided.**	N/A

General Ledger and Financial Reporting

Req #	Description of Requirement	Criticality	Vendor Response	Comments
	General Requirements			
GL.1	The system shall provide a General Ledger that is integrated with all other proposed system modules so that reconciliation between applications is user friendly and efficient.	**Critical**	**S**	
GL.2	The system shall produce statements at any user defined interval (i.e., daily, weekly, monthly, quarterly, and annually) in summary or detail and can be subtotaled at multiple levels in the chart of accounts.	**Critical**	**S**	May require use of configurable reporting tools
GL.3	The system shall allow month end closings to occur in a new fiscal year without having to close the previous fiscal year, including producing all month end financial statements.	**Critical**	**S**	May require use of configurable reporting tools
GL.4	The system shall note on the balance sheet financial statements that the prior fiscal year has not been closed and balances are subject to change.	**Critical**	**S**	Can manually update a user defined field to state this.
GL.5	The system shall perform a soft year end close and lock balances in place for balance sheet balances as well as close the revenues and expenditures into the balance sheet zeroing them out for the new year.	**Critical**	**N**	This is done during year end close, but there is no soft close.
GL.6	The system shall support multi-year funds.	**Critical**	**S**	
GL.7	The system shall produce balance sheets and other financial reports from a prior closed year and period with an option to include inactive accounts with activity or a balance.	**Critical**	**S**	May require use of configurable reporting tools
GL.8	The system shall automatically roll forward balances for balance sheet accounts at year end for a soft close.	**Critical**	**N**	This is done during year end close, but there is no soft close.

GL.4	The system shall note on the balance sheet financial statements that the prior fiscal year has not been closed and balances are subject to change.	**Critical**	**S**	Can manually update a user defined field to state this.
GL.5	The system shall perform a soft year end close and lock balances in place for balance sheet balances as well as close the revenues and expenditures into the balance sheet zeroing them out for the new year.	**Critical**	**N**	This is done during year end close, but there is no soft close.
GL.9	The system shall perform "soft closes" on periods so that a period may be opened again with proper permissions for the purposes of posting activity to that period.	**Critical**	**S**	
GL.10	The system shall automatically update the fiscal year and period on the first day of each period, with ability to override with permissions.	**Desired**	**S**	
GL.11	The system shall limit account inquiry access to the balance/summary level.	**Desired**	**S**	
GL.12	The system shall restrict GL posting (i.e., live or batch) by account number with appropriate security permissions.	**Critical**	**S**	
GL.13	The system shall flag an account as inactive based on a specified effective date.	**Critical**	**S**	Beginning/Ending Effective Date define the range of effective dates within which account transactions are allowed.
GL.14	The system shall carry a range of the chart of accounts forward to eliminate the need to manually key these accounts into the system.	**Critical**	**S**	All accounts are carried forward but can be set to a status of inactive or closed.
GL.15	The system shall perform automatic posting of recurring journal entries with appropriate security permissions.	**Desired**	**N**	Recurring journals can be established but posting is user-initiated.
GL.16	The system shall flag a journal entry as a reversing journal entry and identify the new journal entry number and date.	**Critical**	**S**	
GL.17	The system shall perform automatic reversals of month-end accruals at the beginning of the next period.	**Desired**	**S**	Can mark journal as 'Reverse journal' and define effective date for reversal to occur.
GL.18	The system shall allow users to retrieve GL related information a minimum of ten years old.	**Desired**	**S**	
GL.19	The system shall perform basic validation routines before data can be entered (e.g., data type checking, account validation, project numbers).	**Critical**	**S**	
GL.20	The system shall allow the produced reports to be editable by a user for formatting and final edits.	**Critical**	**S**	
GL.21	The system shall track pooled cash by fund for a singular bank account.	**Critical**	**S**	
GL.22	The system shall track multiple pooled cash by fund for multiple bank accounts.	**Critical**	**S**	
GL.23	The system shall provide a pick-list of reasons for rejecting general ledger transactions.	**Desired**	**S**	
GL.24	The system shall display user defined reasons for rejecting general ledger transactions.	**Desired**	**S**	Via workflow
GL.25	The system shall provide at least 13 periods, including one for audit adjustments (period 13).	**Critical**	**S**	Adjustments can be posted to the prior closed fiscal year based on the effective date defined and are not specific to a period. Journals posted to an effective date in the prior fiscal year would be tagged with a 'PLYA' adjustment type.
GL.26	The system shall allow a user to move a division or project from one department to another and carry over all associated history.	**Critical**	**S**	
GL.27	The system shall attach documentation to an account based on account access permissions.	**Desired**	**S**	Via Content Manager
GL.28	The system shall enter comments at account set up based on account access permissions.	**Desired**	**S**	

GL.4	The system shall note on the balance sheet financial statements that the prior fiscal year has not been closed and balances are subject to change.	**Critical**	**S**	Can manually update a user defined field to state this.
GL.5	The system shall perform a soft year end close and lock balances in place for balance sheet balances as well as close the revenues and expenditures into the balance sheet zeroing them out for the new year.	**Critical**	**N**	This is done during year end close, but there is no soft close.
GL.29	The system shall add user date and time comments per GL account.	**Desired**	**S**	
GL.30	The system shall add user date and time comments per GL account transaction.	**Desired**	**S**	
GL.31	The system shall capture comments added for audit trail purposes.	**Desired**	**S**	
	Chart of Accounts			
GT.32	The system shall provide a single chart of accounts file that is referenced by all other proposed system modules.	**Critical**	**S**	
GT.33	The system shall either automatically generate or copy chart of account records when creating new funds, departments, and any other reorganizations.	**Critical**	**S**	
GT.34	The system shall provide chart of account alphanumeric "short cuts" for reducing the number of key strokes when entering or looking up chart of account numbers.	**Desired**	**S**	Aliases
GT.35	The system shall provide a "suggested text" function for looking up and selecting account numbers, with the ability to turn this function on/off by user.	**Desired**	**S**	Cannot turn on/off by user
GT.36	The system shall only allow users with appropriate security permissions the ability to create or inactive a new account (i.e., only the Finance Director can create a new account).	**Critical**	**S**	
GT.37	The system shall provide the ability to mass delete/archive historical accounts.	**Desired**	**S**	
GT.38	The system shall track monthly fund balances for distribution of interest.	**Desired**	**S**	
GT.39	The system shall support 10 or more alphanumeric segments in the current chart of accounts.	**Desired**	**S**	Tyler's Enterprise ERP solution includes the ability to create an unlimited number of account segments with an unlimited number of characters. It also includes the ability to create rules with and/or exist along with the object to make segments required or optional.
GT.40	The system shall identify the Annual Comprehensive Financial Report (ACFR) reporting category and subcategory by account.	**Desired**	**S**	
GT.41	The system shall capture cost centers for transactions for departments to track activity within a single GL account.	**Desired**	**S**	
GT.42	The system shall set up a fund as non-interest bearing.	**Desired**	**S**	
GT.43	The system shall change the name of any segment of the account number while leaving the historic description the same.	**Desired**	**N**	Account change and/or account merge will move all historical information
GT.44	The system shall support at least a 30-character long description field for each segment of the COA.	**Critical**	**S**	One account description, unlimited characters
GT.45	The system shall support at least a 15-character short description field for each segment of the COA.	**Critical**	**S**	
	Journal Entries			
GL.46	The system shall import and export journal entries using MS Excel spreadsheets and other user-defined formats.	**Critical**	**S**	
GL.47	The system shall edit journal entry data that was imported prior to posting to the GL with appropriate security and audit trail information.	**Critical**	**S**	

GL.4	The system shall note on the balance sheet financial statements that the prior fiscal year has not been closed and balances are subject to change.	**Critical**	**S**	Can manually update a user defined field to state this.
GL.5	The system shall perform a soft year end close and lock balances in place for balance sheet balances as well as close the revenues and expenditures into the balance sheet zeroing them out for the new year.	**Critical**	**N**	This is done during year end close, but there is no soft close.
GL.48	The system shall post statistical or non-financial data.	**Desired**	**N**	
GL.49	The system shall use workflow technology to automatically route journal entries, including reversals, with attachments, to approvers prior to posting.	**Critical**	**S**	Attachments via Content Manager
GL.50	The system shall provide standard, recurring, and reversing journal entry capabilities.	**Critical**	**S**	
GL.51	The system shall maintain at least seven years of detailed journal entry transactions and budget information and provides the ability to maintain greater than seven years if desired.	**Critical**	**S**	
GL.52	The system shall automatically populate fiscal year and period based on transaction type with the ability to override and disable.	**Critical**	**N**	System is effective date driven and will default current date but not based on transaction type.
GL.53	The system shall automatically populate fiscal year and period based on effective date with the ability to override and disable.	**Critical**	**S**	Effective date defaults to current date and can be overridden; system is effective-date based
GL.54	The system shall automatically transfer activity from one account to another account with the ability to limit the setup of automatic transfers based on security permissions.	**Critical**	**S**	Assumes use of Interfund Balancing and Allocation Code setup
GL.55	The system shall disallow further posting to an account that is closed or inactive.	**Critical**	**S**	Unable to post to closed account; inactive via user permissions
GL.56	The system shall disallow posting to a closed period.	**Critical**	**S**	Permissions exist to allow users to post back and also restrict posting ahead of current month.
GL.57	The system shall allow posting to a soft closed period based on user-defined permissions.	**Critical**	**S**	
GL.58	The system shall prevent posting a journal entry to a control account.	**Critical**	**S**	Control accounts are hit automatically based on transaction posting. These accounts can be restricted at the user level so they are not manually entered into a transaction.
GL.59	The system shall prevent editing a sub-system batch prior to posting to the GL based on security permissions.	**Critical**	**S**	
GL.60	The system shall generate date-specific reversing entries.	**Critical**	**S**	
GL.61	The system shall accommodate free form text associated with a journal entry based on security permissions.	**Critical**	**S**	Not security based
GL.62	The system shall accommodate attachments associated with a journal entry based on security permissions.	**Critical**	**S**	Via Content Manager
GL.63	The system shall remove attachments associated with a journal entry based on security permissions.	**Critical**	**S**	Via Content Manager
GL.64	The system shall allow for limited text description (100 characters) and expanded free form text on each transaction within a journal entry.	**Critical**	**S**	

GL.4	The system shall note on the balance sheet financial statements that the prior fiscal year has not been closed and balances are subject to change.	**Critical**	**S**	Can manually update a user defined field to state this.
GL.5	The system shall perform a soft year end close and lock balances in place for balance sheet balances as well as close the revenues and expenditures into the balance sheet zeroing them out for the new year.	**Critical**	**N**	This is done during year end close, but there is no soft close.
GL.65	The system shall automatically assign sequential numbers to all journal entry transactions for audit trail purposes.	**Critical**	**S**	
Reporting				
GL.66	The system shall provide a financial statement report writer to allow end users to create user-defined financial statement and statistical reports without users needing to know the table structure.	**Critical**	**S**	Configurable reporting tools and ACFR Statement Builder available.
GL.67	The system shall provide a library of "canned" reports to be used by City staff with limited parameter entry.	**Critical**	**S**	
GL.68	The system shall provide linkage between reportable sections of the ACFR and other generated reports (i.e., Exhibits, Management Discussion and Analysis, Notes to the Financial Statements and Statistics).	**Critical**	**S**	Via ACFR Statement Builder with UDIDs
GL.69	The system shall generate reports to assist the City with completing and filing mandatory State tax forms.	**Critical**	**S**	May require use of configurable reporting tools
GL.70	The system shall export to various formats to create a custom designed ACFR document.	**Critical**	**S**	Via ACFR Statement Builder
GL.71	The system shall generate information for multiple periods and or multiple fiscal years in one query.	**Critical**	**S**	May require use of configurable reporting tools
GL.72	The system shall query on all data fields in the General Ledger module in order to provide a user defined query screen.	**Critical**	**S**	May require use of configurable reporting tools
GL.73	The system shall support user defined queries and allow these queries to create reports.	**Critical**	**S**	May require use of configurable reporting tools
GL.74	The system shall set unique security permissions for each system-generated report.	**Critical**	**S**	Can specify menu access and account access on each user which affects report/data access. Report itself does not have specific permission settings.
GL.75	The system shall export all system-generated reports to .xlsx or .csv format.	**Critical**	**S**	Excel for most standard reports; other formats via use of configurable reporting tools
GL.76	The system shall support user defined queries and sharing of these in the system with other users.	**Critical**	**S**	May require use of configurable reporting tools
GL.77	The system shall provide all query and reporting capabilities by summary or detail.	**Critical**	**S**	
GL.78	The system shall generate a report across any segment or group of segments in the chart of accounts.	**Critical**	**S**	Some may require use of configurable reporting tools
GL.79	The system shall schedule reports to be run during non-business hours on a user defined schedule.	**Desired**	**S**	Via integrated Scheduler
GL.80	The system shall display all reports to the screen with a user-defined option for printing, with the ability to turn this feature on or off.	**Critical**	**S**	Reports can be displayed to screen but this is not turned off; can run each report individually with the option to print each one.
GL.81	The system shall provide comparison reports (e.g., between different periods, as user-defined).	**Critical**	**S**	May require use of configurable reporting tools
GL.82	The system shall select active and/or inactive accounts by year for reporting purposes for multiple user defined years.	**Critical**	**S**	May require use of configurable reporting tools

GL.4	The system shall note on the balance sheet financial statements that the prior fiscal year has not been closed and balances are subject to change.	**Critical**	**S**	Can manually update a user defined field to state this.
GL.5	The system shall perform a soft year end close and lock balances in place for balance sheet balances as well as close the revenues and expenditures into the balance sheet zeroing them out for the new year.	**Critical**	**N**	This is done during year end close, but there is no soft close.
GL.83	The system shall generate a General Ledger Audit Report based on permissions.	**Desired**	**S**	
GL.84	The system shall produce monthly, quarterly, and annual financial statements (Income Statement, Balance Sheet, Budget Comparisons by Department, etc.).	**Critical**	**S**	Some via use of configurable reporting tools and/or ACFR Statement Builder
GL.85	The system shall produce monthly, quarterly, and annual financial statements at City-defined levels.	**Critical**	**S**	Some via use of configurable reporting tools and/or ACFR Statement Builder
GL.86	The system shall print graphs and charts for presentation style reports.	**Critical**	**S**	May require use of configurable reporting tools
GL.87	The system shall export graphs and charts for presentation style reports to common desktop publishing applications.	**Desired**	**S**	May require use of configurable reporting tools
GL.88	The system shall report by pay period for personnel expense (i.e.,1 of the 26).	**Critical**	**S**	
GL.89	The system shall project and report on end of year accruals (e.g., payroll).	**Critical**	**S**	
GL.90	The system shall print a summary explanation report of every GL account and its description.	**Desired**	**S**	May require use of configurable reporting tools
GL.91	The system shall perform wildcard searches by GL transaction fields.	**Critical**	**S**	Some may require use of configurable reporting tools
The system, at a minimum, shall produce the following reports (current and previous years and for multi-year funds where applicable):				Some of the following may require use of configurable reporting tools and/or ACFR Statement Builder
GL.92	The system shall print a summary explanation report of every GL account and its description.	**Critical**	**S**	
GL.93	Inception to date, for total expenditures for all City projects across multiple fiscal years by project type;	**Critical**	**S**	
GL.94	Expenditures relative to budget;	**Critical**	**S**	
GL.95	Revenues relative to budget;	**Critical**	**S**	
GL.96	Year-to-date expenditures;	**Critical**	**S**	
GL.97	Year-to-date revenues;	**Critical**	**S**	
GL.98	Month-to-date expenditures;	**Desired**	**S**	
GL.99	Month-to-date revenues;	**Critical**	**S**	
GL.100	Budget to actual by all budget line items;	**Critical**	**S**	
GL.101	Multiple budget types to actual (e.g., actual to versions of budget);	**Critical**	**S**	
GL.102	Open encumbrance report;	**Critical**	**S**	
GL.103	Pre-encumbrance report;	**Desired**	**S**	
GL.104	Comparison of expenditures by month;	**Critical**	**S**	
GL.105	Income statement;	**Critical**	**S**	
GL.106	Cash flow;	**Critical**	**S**	
GL.107	Statement of net position;	**Critical**	**S**	
GL.108	Statement of revenues and expenditures including budget amounts;	**Critical**	**S**	
GL.109	WIP construction;	**Critical**	**S**	
GL.110	Capital projects;	**Critical**	**S**	
GL.111	Comparison of revenues and expenditures by month;	**Critical**	**S**	

GL.4	The system shall note on the balance sheet financial statements that the prior fiscal year has not been closed and balances are subject to change.	**Critical**	**S**	Can manually update a user defined field to state this.
GL.5	The system shall perform a soft year end close and lock balances in place for balance sheet balances as well as close the revenues and expenditures into the balance sheet zeroing them out for the new year.	**Critical**	**N**	This is done during year end close, but there is no soft close.
GL.112	Comparison of revenues and expenditures by quarter;	**Critical**	**S**	
GL.113	Summary and detail trial balance at any budget level;	**Critical**	**S**	
GL.114	Detail and summary project report;	**Critical**	**S**	
GL.115	Summary trial balance across multiple funds;	**Critical**	**S**	
GL.116	Month-to-date;	**Critical**	**S**	
GL.117	Year-to-date;	**Critical**	**S**	
GL.118	Life-to-date;	**Critical**	**S**	
GL.119	Multi-year grants for revenues and expenses;	**Critical**	**S**	
GL.120	Multi-year projects for revenues and expenses;	**Critical**	**S**	
GL.121	Expense Budget at any level;	**Critical**	**S**	
GL.122	Revenue Budget at any level;	**Critical**	**S**	
GL.123	Cash Balance by Fund with associated detail;	**Critical**	**S**	
GL.124	Trend Analysis for Expenditures;	**Critical**	**S**	
GL.125	Any fund type financial statements;	**Critical**	**S**	
GL.126	Financial statements for all separate legal entities; and	**Critical**	**S**	
GL.127	Consolidated Financial Statements.	**Critical**	**S**	

Indicator	Definition	Instruction
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.
F	**Future:** Feature/Function **will be available** in a future software release available to the City **by January 1, 2026**, at which point it will be implemented in accordance with agreed-upon configuration planning with the City.	If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version, as well as the time the release will be generally available.
C	**Customization:** Feature/Function is **not included** in the current software release, and is not planned to be a part of a future software release. However, **this feature could be provided with custom modifications.** All related customization costs should be indicated in Attachment C – Cost Worksheet.	If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.
T	**Third Party:** Feature/Function is **not** included in the current software release, and is **not** planned to be a part of a future software release. However, this feature could be **provided with integration with a third-party system.** This system should be specified.	If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system. If the third-party system is a part of the proposal, the third-party shall respond to the appropriate requirements using the "S"/"C"/"T"/"N" response indicators with a clear notation that the responses are provided by the third-party.
N	**No: Feature/Function cannot be provided.**	N/A

Budgeting – Operating, Personnel, Capital

Req #	Description of Requirement	Criticality	Vendor Response	Comments
	General Requirements			
BD.1	The system has the ability for the Budgeting module to use the same chart of accounts as the rest of the system.	**Critical**	**S**	
BD.2	The system shall create all budgets by user-defined period.	**Desired**	**S**	
BD.3	The system shall allow departments to further drill down to at least one level below the City's lowest level of chart of accounts for detailed tracking purposes.	**Critical**	**N**	
BD.4	The system shall provide a framework or model for budgeting, so that once a budget model is built, changes to the budget only require entering variance amounts.	**Critical**	**S**	
BD.5	The system shall store a minimum of seven years budget-to-actual results at any account level.	**Desired**	**S**	
BD.6	The system shall provide a long and short description field of a minimum of 256 and 50 characters (respectively) to store notes for each budgeted account with the ability to roll over to the general ledger, at all levels/versions of budgeting.	**Critical**	**S**	Text/Notes
BD.7	The system shall provide salary and benefit information by employee, for budgeting purposes.	**Critical**	**S**	Via fully integrated Salary & Benefit Projection with Enterprise HCM
BD.8	The system shall create and enforce the budget at any segment of the City's chart of accounts.	**Critical**	**S**	Thresholds
BD.9	The system shall budget at any level with budgetary control at the line item level based on user-defined criteria.	**Critical**	**S**	

Budgeting – Operating, Personnel, Capital				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
BD.10	The system shall provide adequate budget monitoring functionality, such as performing budget checks at the account category level.	**Critical**	**S**	
BD.11	The system shall facilitate creation of the capital budget and store data for, at a minimum, five previous fiscal years, the current fiscal year, and five future fiscal years.	**Critical**	**S**	GL budget contains last year, current year and 10 future years. PL budget contains unlimited future years.
BD.12	The system shall provide online budget entry and reporting capabilities for individual departments with appropriate security permissions.	**Critical**	**S**	
BD.13	The system shall roll budget memos and/or text fields associated with a budget line item to the next fiscal year.	**Critical**	**S**	
BD.14	The system shall calculate a total for multiple sub-entries for each budgeted account line to identify the budget line detail.	**Desired**	**S**	
BD.15	The system shall display, inquire, and report on budget-to-actual with percentages and actual dollars of available budget for an account or group of accounts at any time.	**Critical**	**S**	
BD.16	The system shall provide budgetary control at the department level to control spending based on City-defined criteria.	**Critical**	**S**	
The system shall provide a City-defined budget dashboard view of key indicators, including but not limited to:				
BD.17	Budget to actual;	**Critical**	**S**	
BD.18	Project completion;	**Critical**	**S**	
BD.19	Fund;	**Critical**	**S**	
BD.20	Department;	**Critical**	**S**	
BD.21	Division;	**Desired**	**S**	
BD.22	Account code;	**Critical**	**S**	
BD.23	Project;	**Critical**	**S**	
BD.24	Grant;	**Critical**	**S**	May require use of configurable reporting tools
BD.25	Sub-Entries (transactions);	**Critical**	**S**	
BD.26	Current year-to-date compared to previous year-to-date;	**Critical**	**S**	May require use of configurable reporting tools
BD.27	Current year-to-date compared to previous year-to-date with the ability to select by period (i.e. do not want to only show year-to-date total amounts);	**Desired**	**S**	May require use of configurable reporting tools
BD.28	Current year-to-date compared to multiple previous year-to-dates with the ability to select by year and period; and	**Desired**	**S**	May require use of configurable reporting tools
BD.29	Other, City-defined.	**Desired**	**S**	May require use of configurable reporting tools
The system shall add attachments at the detail level of the budget, including but not limited to:				
BD.30	MS Word;	**Critical**	**S**	Via Content Manager
BD.31	MS Excel;	**Critical**	**S**	Via Content Manager

Budgeting – Operating, Personnel, Capital				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
BD.32	PDF; and	**Critical**	**S**	Via Content Manager
BD.33	Other, City-defined.	**Critical**	**S**	Via Content Manager
Budget Preparation				
BD.34	The system shall produce a unified, Citywide budget and revenue estimate that is automatically consolidated from electronic inputs of different departments (i.e., debt service funds, all budget components such as statistical information).	**Critical**	**S**	
BD.35	The system shall name and support multiple versions of a budget at a department level.	**Desired**	**S**	
BD.36	The system shall support at least 5 versions of the City's budget by year with versioning history for each.	**Critical**	**S**	Up to 20 budget levels per projection
BD.37	The system shall store reasons (notes/comments) for each budget version.	**Critical**	**S**	
BD.38	The system shall allow users with appropriate security permissions to identify and flag budget details that are one-time or recurring.	**Critical**	**S**	
BD.39	The system shall associate a start and end date with a supplemental budget request.	**Critical**	**S**	
BD.40	The system shall prepare budgets that accommodate specific amounts needed for department, division, account, classification of account, fund, project/grant, special program, or other City-defined needs.	**Critical**	**S**	
The system shall load budget amounts based on one or more of the following ranges or subset of ranges:				
BD.41	Zero balances in all accounts;	**Critical**	**S**	
BD.42	Current year's original budget;	**Critical**	**S**	
BD.43	Current year's amended budget; and	**Critical**	**S**	
BD.44	Other, City-defined.	**Critical**	**S**	Some may require imports
BD.45	The system shall create fixed cost budgets based on prior year actual activity, anticipated rate increases, and anticipated capital asset additions (i.e., equipment replacement, fleet maintenance, and fuel).	**Critical**	**S**	Can include prior year actual activity and assets to be replaced
BD.46	The system shall create replacement and maintenance budgets based on an items useful life, annual maintenance, and annual replacement contributions.	**Desired**	**S**	
BD.47	The system shall automate budget information to expedite budget offers and avoid human error.	**Critical**	**S**	
BD.48	The system shall allow administrators to pre-populate fields, allowing individual departments to fill in budget information, with an option by period, easily in a template format.	**Critical**	**S**	
BD.49	The system shall allow new budgets to be created from historical financial information or past budgets.	**Critical**	**S**	
BD.50	The system shall identify and provide last fiscal year's outstanding encumbrances as adjustments to new fiscal year's adopted budget, and is able to be incorporated into the general ledger based on City-defined criteria following council approval.	**Critical**	**S**	

Budgeting – Operating, Personnel, Capital				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
BD.51	The system shall carry all general ledger accounts and transactions forward for budgeting purposes to eliminate the need to manually key these accounts into the	**Critical**	**S**	Amounts can be flagged as budgetary to include in budget
BD.52	The system shall support the submission of a detailed budget, which includes revenue sources, detailed expenditures, multi-funding sources, multi-year budget, and matching funds.	**Desired**	**S**	
BD.53	The system shall view City-defined budget detail through the entire process, utilizing multiple filtering capabilities (i.e., use of City-defined queries).	**Critical**	**S**	
BD.54	The system shall support the workflow of the City's budget process, with different phases and approval processes.	**Critical**	**S**	
BD.55	The system shall support electronic workflow of notifications for reviewing the budget.	**Critical**	**S**	
BD.56	The system shall provide City-defined electronic budget review capabilities for individual departments.	**Critical**	**S**	
BD.57	The system shall prevent users from making changes to a proposed departmental budget without appropriate approval.	**Critical**	**S**	
Budget Maintenance				
BD.58	The system shall track budget amounts and associated detail created during budget preparation at any level in the chart of accounts.	**Critical**	**S**	
BD.59	The system shall track the original budget and amendments made during the year and distinguish between the two.	**Critical**	**S**	
BD.60	The system shall provide a department user interface to maintain, modify, monitor, and manage detailed department level budgets with appropriate security permissions.	**Critical**	**S**	
BD.61	The system shall allow the budget to be amended and/or adjusted (twice at minimum) during the year by authorized personnel and provides an audit trail of those	**Critical**	**S**	
BD.62	The system shall present, track, and maintain, various budget statuses including: Revised, Adopted, Requested, and Approved.	**Critical**	**S**	Amounts can be flagged as budgetary to include in budget
The system shall store the following information when a budget supplement (transfer/amendment) is made:				
BD.63	Type of change;	**Critical**	**S**	
BD.64	Reason for change;	**Critical**	**S**	Comment field or reference field
BD.65	Original requestor of change;	**Critical**	**S**	
BD.66	Approvers of change;	**Critical**	**S**	
BD.67	Tracking of all historical changes;	**Critical**	**S**	
BD.68	User making change;	**Desired**	**S**	
BD.69	Date and time of change requested;	**Desired**	**S**	Via comment or user defined field
BD.70	Date, ordinance number, and language of City Council approval;	**Desired**	**S**	
BD.71	Comments/notes;	**Desired**	**S**	Comments

Budgeting – Operating, Personnel, Capital				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
BD.72	Scanned and attached documentation; and	**Desired**	**S**	Via Content Manager
BD.73	Other, City-defined.	**Desired**	**S**	Via comments/notes or attachments in Content Manager
BD.74	The system shall allow City-defined interfund or intrafund budget transfers of funding, through workflow, with appropriate permissions and approvals.	**Desired**	**S**	
BD.75	The system shall lockout changes to the budget after City-defined dates and criteria.	**Critical**	**S**	
BD.76	The system shall provide internal controls for making budget adjustments.	**Critical**	**S**	
BD.77	The system shall reference and/or document City record information related to budget transfers/amendments.	**Critical**	**S**	
Personnel/Position Budgeting				
BD.78	The system is integrated with the proposed payroll application, enabling the inclusion of payroll and personnel information into the budget in real-time or on a scheduled basis.	**Critical**	**S**	
BD.79	The system shall provide payroll and benefit information by position or by employee for budgeting purposes.	**Critical**	**S**	
BD.80	The system shall project position budgets for up to five years or other City defined period of time.	**Critical**	**S**	Once the position budget data is posted to the GL budget, GL budget allows up to 2 years for operational and 10 years for capital.
BD.81	The system shall identify positions and employees receiving additional pays (e.g., working out-of-class and special pays) that can be partitioned for budgeting and forecasting.	**Critical**	**S**	
BD.82	The system shall generate payroll forecasts for various "what if" scenarios by applying multiple percentage increases to multiple earnings and benefits categories, as defined by the user.	**Critical**	**S**	
BD.83	The system shall generate payroll forecasts by pay or step plan for budgeting purposes.	**Critical**	**S**	
BD.84	The system shall include future pay and benefit increases/decreases (e.g., position step increases, contract provisions) in budget projections based on effective dates.	**Critical**	**S**	
BD.85	They system shall budget for vacant positions, including premium earnings, benefits, and other pays.	**Critical**	**S**	
BD.86	The system shall recalculate position budget forecasts based on employment actions and salary/benefit changes with appropriate review and approvals.	**Critical**	**S**	Changes within the projection
BD.87	The system shall allow for changes to and deletions of a position.	**Desired**	**S**	
BD.88	The system shall track actual vs. budget cost differences by position and/or job classification by City-defined periods (e.g., fiscal year and calendar year).	**Desired**	**S**	Assuming all necessary data is stored within the system, may require use of configurable reporting tools

Budgeting – Operating, Personnel, Capital				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
BD.89	The system shall approve actions related to a position through role-based security and workflow.	**Critical**	**S**	
BD.90	The system shall have a position control file to ensure that new employees are linked to authorized pay and positions and to ensure that employment does not exceed authorized levels and adopted budget funding.	**Desired**	**S**	
BD.91	The system shall make mass changes on employee data based on reorganizations (reassign departments or divisions).	**Desired**	**S**	May require import function
BD.92	The system shall add or delete mass employee (FTE) to departments or divisions based upon user-defined need.	**Desired**	**S**	May require import function
BD.93	The system shall define reporting relationships for each position control number, and allow for employees transferred, including supervisors, into new positions to automatically be assigned into a pre-determined reporting hierarchy.	**Critical**	**S**	Assumes use of existing supervisor by position setup
The system shall track the following position information:				Some may require user defined fields
BD.94	Multiple organizational levels;	**Critical**	**S**	With existing options
BD.95	Pay grade and step plan;	**Critical**	**S**	
BD.96	Pay schedule;	**Critical**	**S**	With existing options
BD.97	Job classification code and/or title;	**Critical**	**S**	
BD.98	Date filled;	**Critical**	**S**	
BD.99	Date vacated;	**Critical**	**S**	
BD.100	Incentives and certification pay;	**Critical**	**S**	
BD.101	Date established or approved;	**Critical**	**S**	
BD.102	Budgeted Cost broken out (salary, benefits, other pay, other City-defined);	**Critical**	**S**	
BD.103	Actual Cost broken out (salary, benefits, other pay, other City-defined);	**Critical**	**S**	
BD.104	Funding Source Codes;	**Critical**	**S**	
BD.105	FLSA Status;	**Critical**	**S**	
BD.106	EEO Function;	**Desired**	**S**	
BD.107	EEO Category;	**Desired**	**S**	
BD.108	Status (e.g., active, inactive, frozen, pending); and	**Critical**	**S**	
BD.109	Other, City-defined.	**Critical**	**S**	User defined fields
BD.110	The system shall assign multiple funding sources, including project and grants, to each employee or position.	**Critical**	**S**	Via allocation setup
BD.111	The system shall forecast suggested wage progression changes.	**Critical**	**S**	As part of salary and benefit projections
BD.112	The system shall attach documents to position control records.	**Desired**	**S**	Attachments via Content Manager
BD.113	The system shall track authorized positions by exempt vs. non exempt.	**Critical**	**S**	
BD.114	The system shall track temporary, casual, part-time, and seasonal (positions without benefits).	**Critical**	**S**	
BD.115	The system shall drill-down from a filled position to the employee detail.	**Desired**	**S**	
Multi-Year and Capital Improvement Budgeting				

Budgeting – Operating, Personnel, Capital				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
BD.116	The system shall accommodate multi-year projects for budget purposes by year with appropriate detail, to include life-to-date appropriations, adopted budget new appropriations, and be fully integrated with the financial system and other modules.	**Critical**	**S**	
BD.117	The system shall allow capital budgets to be created from historical financial information or past budgets.	**Critical**	**S**	
BD.118	The system shall view the budget for a multi-year project or grant excluding encumbrances and carry-forward amounts of budget balances.	**Desired**	**S**	May require use of configurable reporting tools
BD.119	The system shall view the budget for a multi-year project or grant including encumbrances and carry-forward amounts of budget balances.	**Critical**	**S**	
The system shall identify a capital budget request based on the following:				
BD.120	Project ID;	**Critical**	**S**	
BD.121	Project number;	**Critical**	**S**	
BD.122	Project name;	**Critical**	**S**	
BD.123	Project type (user-defined);	**Critical**	**S**	
BD.124	Asset type (user-defined);	**Critical**	**S**	
BD.125	Project phases;	**Desired**	**S**	
BD.126	Anticipated project start and end dates;	**Critical**	**S**	
BD.127	Funding source(s);	**Critical**	**S**	
BD.128	Budget Year; and	**Critical**	**S**	
BD.129	Other, City-defined.	**Desired**	**S**	User Defined Fields
BD.130	The system shall budget for capital projects and/or grants beyond one year, to a minimum of 5 years.	**Critical**	**S**	10 years for GL; unlimited for Project Ledger
BD.131	The system shall budget for revenue sources in the capital budget.	**Critical**	**S**	
BD.132	The system shall allow for multiple funding sources for multi-year funds.	**Critical**	**S**	
BD.133	The system shall track budget, expenditures, and funding sources for grants and multi-year funds.	**Critical**	**S**	
The system shall store the following information when a capital budget adjustment/amendment is made:				
BD.134	Type of change;	**Critical**	**S**	
BD.135	Reason for change;	**Critical**	**S**	Comment field or reference field
BD.136	Original requestor of change;	**Critical**	**S**	
BD.137	Approvers of change;	**Critical**	**S**	
BD.138	Tracking of all historical changes;	**Critical**	**S**	
BD.139	User making change;	**Desired**	**S**	
BD.140	Date and time of change;	**Desired**	**S**	Via comment or user defined field
BD.141	Comments/notes;	**Critical**	**S**	Comments
BD.142	Scanned and attached documentation; and	**Critical**	**S**	Via Content Manager

Budgeting – Operating, Personnel, Capital				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
BD.143	Other, City-defined.	**Critical**	**S**	Via comments/notes or attachments in Content Manager
BD.144	The system shall consolidate a report that provides details for capital projects.	**Critical**	**S**	May require use of configurable reporting tools
BD.145	The system shall export CIP and other project data to a project management tool (e.g., MS Project).	**Critical**	**S**	Assuming standard project/project string exports satisfy it
Forecasting				
BD.146	The system shall provide a budget model or framework for forecasting purposes.	**Critical**	**S**	
The system shall provide budget trending and forecasting capabilities including:				
BD.147	Straight line projection;	**Critical**	**S**	Cubes
BD.148	Trend analysis;	**Critical**	**S**	Cubes
BD.149	Percentage based on last year actual;	**Critical**	**S**	
BD.150	Percentage based on last year budgeted;	**Critical**	**S**	
BD.151	Monthly budget based on prior year actual trend data for a particular month;	**Desired**	**S**	
BD.152	Last year actual for the remainder of the current fiscal year;	**Critical**	**S**	
BD.153	Any segment in the chart of accounts;	**Critical**	**S**	
BD.154	Current year's amended budget;	**Critical**	**S**	
BD.155	Previous year's budget;	**Critical**	**S**	
BD.156	Previous year's actual (with the ability to select which year and period);	**Critical**	**S**	May require use of configurable reporting tools
BD.157	A combination of prior complete years and "current" partial year with a normalized 12-month total (e.g., to predict the remaining months in the current year);	**Critical**	**S**	May require use of configurable reporting tools
BD.158	Estimated to expend of the current year budget;	**Critical**	**S**	May require use of configurable reporting tools
BD.159	Any previous year budget or actual with percentage increase;	**Critical**	**S**	May require use of configurable reporting tools
BD.160	Any previous year budget or actual with percentage decrease;	**Critical**	**S**	May require use of configurable reporting tools
BD.161	City-defined percentages to department level above or below baselines;	**Critical**	**S**	May require use of configurable reporting tools
BD.162	City-defined percentages to the account level above or below baselines;	**Critical**	**S**	May require use of configurable reporting tools
BD.163	For all requirements above, ability to distribute and budget by period (i.e., seasonal budget.); and	**Desired**	**S**	May require use of configurable reporting tools
BD.164	Other, City-defined.	**Desired**	**S**	May require use of configurable reporting tools
The system shall provide salary and benefit forecasting capabilities based on the integration with the payroll application including:				

Budgeting – Operating, Personnel, Capital				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
BD.165	Number of positions;	**Critical**	**S**	
BD.166	Number of pay periods;	**Critical**	**S**	
BD.167	Multiple types of pay;	**Critical**	**S**	
BD.168	Current salary ranges;	**Critical**	**S**	
BD.169	Mid-year pay adjustments at the individual employee/position level (e.g., anniversary-based step increases);	**Critical**	**S**	
BD.170	Mid-year pay adjustments that apply universally (e.g., Cost of Living Adjustment increases);	**Critical**	**S**	
BD.171	Overtime;	**Critical**	**S**	
BD.172	Longevity;	**Critical**	**S**	
BD.173	Holiday pay days;	**Desired**	**S**	
BD.174	Shift differential;	**Critical**	**S**	
BD.175	Lead pay; and	**Critical**	**S**	
BD.176	Other, City-defined.	**Critical**	**S**	Assumes use of existing options, more information may be required
BD.177	The system shall allow budget forecasts/models to be named.	**Desired**	**S**	
BD.178	The system shall allow at least 10 budget forecasting models to be saved per year, system wide.	**Critical**	**S**	
BD.179	The system shall provide forecasting capabilities that use real-time data and information.	**Critical**	**S**	
BD.180	The system shall provide long-term forecasting capabilities for a minimum of 5 years in the future.	**Desired**	**S**	10 years for GL; unlimited for Project Ledger
BD.181	The system shall allow for the generation of “what if” scenarios for revenue, and expense forecasting.	**Critical**	**S**	
Reporting				
BD.182	The system shall provide budget dashboards.	**Critical**	**S**	Hub
BD.183	The system shall query on all data fields in the budgeting module in order to provide a City-defined query screen.	**Critical**	**S**	Some may require use of configurable reporting tools
BD.184	The system shall provide an ad hoc report writing tool.	**Desired**	**S**	
BD.185	The system shall export budget data to MS Excel.	**Critical**	**S**	
BD.186	The system shall integrate with common desktop publishing applications (e.g., Adobe Acrobat) for producing the final or "presentation" budget document.	**Critical**	**T**	Via optionally proposed third-party PatternStream
BD.187	The system shall produce ADA compliant budget documentation.	**Desired**	**S**	May require use of configurable reporting tools
BD.188	The system shall track and report on adjustments made to the budget during the year.	**Critical**	**S**	
BD.189	The system shall report on budgets at any level of the chart of account structure.	**Critical**	**S**	

Budgeting – Operating, Personnel, Capital				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
BD.190	The system shall display budget-to-actual with percentages and actual dollars for an account or group of accounts at any time including future time periods (e.g., projected months).	**Critical**	**S**	May require use of configurable reporting tools
BD.191	The system shall query for specific words in budget line items.	**Desired**	**S**	May require use of configurable reporting tools
BD.192	The system shall allow "wildcard" searches for a portion of a word.	**Desired**	**S**	
BD.193	The system shall allow "drill-down" from any line item in the budget.	**Desired**	**S**	
BD.194	The system shall project and report on end of year accruals (e.g., payroll).	**Critical**	**S**	
BD.195	The system shall allow analysis of the current year budget by providing real-time reports that indicate all or any combination of budget-to-actual revisions, invoices, encumbrances, requisitions, and available balance.	**Critical**	**S**	
BD.196	The system shall generate a report to serve as the City's "Budget Book."	**Critical**	**T**	Via optionally proposed third-party PatternStream
BD.197	The system shall provide real-time reporting on current balances on specified line item accounts and line item account activity.	**Critical**	**S**	
BD.198	The system shall generate a report showing the prior fiscal year's original budget plus any changes/amendments to reach the final budget (i.e., the full lifecycle of a prior year budget).	**Desired**	**S**	
BD.199	The system shall generate budget-to-actual reports that contains data for up to five years.	**Critical**	**S**	
BD.200	The system shall create reports based on City-defined criteria.	**Critical**	**S**	

City of Superior

Functional and Technical Requirements

Indicator	Definition	Instruction
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.
F	**Future:** Feature/Function **will be available** in a future software release available to the City **by January 1, 2026**, at which point it will be implemented in accordance with agreed-upon configuration planning with the City.	If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version, as well as the time the release will be generally available.
C	**Customization:** Feature/Function is **not included** in the current software release, and is not planned to be a part of a future software release. However, **this feature could be provided with custom modifications.** All related customization costs should be indicated in Attachment C – Cost Worksheet.	If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.
T	**Third Party:** Feature/Function is **not** included in the current software release, and is **not** planned to be a part of a future software release. However, this feature could be **provided with integration with a third-party system.** This system should be specified.	If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system. If the third-party system is a part of the proposal, the third-party shall respond to the appropriate requirements using the "S"/"C"/"T"/"N" response indicators with a clear notation that the responses are provided by the third-party.
N	**No: Feature/Function cannot be provided.**	N/A

Capital Asset Accounting

Req #	Description of Requirement	Criticality	Vendor Response	Comments
General Requirements				
CA.1	The system shall provide a Capital Assets module that is integrated with all other system modules including (but not limited to) General Ledger, Budgeting, Purchasing, and Accounts Payable.	**Critical**	**S**	
CA.2	The system shall allow the user to select the general ledger account based on the type of asset created.	**Critical**	**S**	The asset accounts used are based on the purchasing accounts used to create the asset.
CA.3	The system shall allow a review of asset journal entries prior to posting to the general ledger.	**Critical**	**S**	
CA.4	The system shall transfer the CIP cost in order to create a general ledger journal entry based on asset type.	**Desired**	**S**	The general ledger journal entry would be based on the set of asset accounts on the asset which would default from the purchasing account.
CA.5	The system shall accumulate capital expenditures for multi-year construction projects that have not been placed in service.	**Critical**	**S**	
CA.6	The system shall track assets funded by grants.	**Desired**	**S**	Assuming grant is tied to GL and/or project
CA.7	The system shall track assets purchased through lease.	**Critical**	**S**	May require user defined fields and use of configurable reporting tools
CA.8	The system shall modify valuation due to improvements, damage or replacements to the asset.	**Desired**	**S**	
CA.9	The system shall automatically account for capital assets, at the time of purchase order or requisition entry, based on account number selected, with workflow approvals.	**Desired**	**S**	Based on object code and/or threshold
CA.10	The system shall allow a user to manually flag a capital asset at the time of purchasing or requisition with the ability to turn this feature on or off.	**Critical**	**S**	

Indicator	Definition	Instruction		
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
CA.11	The system shall set a user-defined threshold dollar amount, for City-defined accounts, for a purchase to be considered a capital asset with the ability to turn this feature on or off.	**Critical**	**S**	
CA.12	The system shall declassify or un-declare a capital asset.	**Desired**	**S**	
CA.13	The system shall transfer data from the purchase order to the capital asset record.	**Desired**	**S**	
CA.14	The system shall record, recognize, and capitalize assets that are subsidized by third-party entities for the City, such as the federal or state government.	**Desired**	**S**	Not automated and may require user defined field to define as 'subsidized.' Additional information may be required depending on functionality and use case for subsidized assets vs. other assets in the system.
CA.15	The system shall record cost at acquisition.	**Critical**	**S**	
CA.16	The system shall maintain salvage values for capital assets.	**Desired**	**S**	
CA.17	The system shall calculate replacement costs of the capital assets based on user defined rules.	**Critical**	**S**	
CA.18	The system shall modify assets by user-defined criteria, with proper security permissions.	**Critical**	**S**	
CA.19	The system shall automatically update the capital assets system from AP entry with appropriate review and approval.	**Desired**	**S**	Through the work file process to create assets from AP invoice.
CA.20	The system shall store original purchase order number, invoice number, original check number and original vendor information.	**Desired**	**S**	
CA.21	The system shall drill-down into linked POs, invoices, checks and vendor file information.	**Desired**	**S**	
CA.22	The system shall track equipment and devices which are not considered capital assets (e.g., items of value less than $5,000 that the City would like to track, such as power tools or tablets, or grant funded items).	**Desired**	**S**	Assets can be flagged as non-capitalized.
CA.23	The system shall track equipment and devices, based upon a City-defined acquisition value.	**Critical**	**S**	
CA.24	The system shall flag goods at the time of invoice payment in order to reduce the amount of data entry required in the set-up of asset records.	**Desired**	**S**	
CA.25	The system shall integrate with the City's GIS database for the purpose of tracking the geographical location of assets.	**Desired**	**S**	Via GIS
CA.26	The system shall attach multiple file types to an asset record.	**Desired**	**S**	Via Content Manager
Asset Entry and Tracking				
CA.27	The system shall allow for either parent/child method of tracking or standard tracking.	**Desired**	**S**	
CA.28	The system shall allow for unlimited different active parent/child asset pairings.	**Desired**	**S**	
CA.29	The system shall support an unlimited quantity of assets.	**Critical**	**S**	
CA.30	The system shall provide controls for maintaining unique system generated capital asset tag numbers with barcodes.	**Desired**	**S**	Via optionally proposed Assets Mobile
CA.31	The system shall support the scanning of asset barcodes for physical inventory/assets (e.g., light bar on a police cruiser) purposes.	**Desired**	**S**	Via optionally proposed Assets Mobile
CA.32	The system shall detect duplicate serial numbers in the same asset type.	**Desired**	**S**	Only asset codes have to be unique

Indicator	Definition	Instruction		
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
CA.33	The system shall indicate a parent and/or child asset as "disposed."	**Critical**	**S**	
CA.34	The system shall automatically expire all child related assets once the parent asset has been expired with the ability to turn this feature on or off.	**Desired**	**S**	When retiring a master asset the user is given the option to include all sub assets in the processing.
CA.35	The system shall manage linked assets.	**Desired**	**S**	
CA.36	The system shall track assets for legally separate component units (e.g., economic development corporation).	**Critical**	**S**	
The system shall accommodate the following asset disposal processes:				Disposal reason codes are site-defined
CA.37	Public Auction;	**Critical**	**S**	
CA.38	Sale;	**Critical**	**S**	
CA.39	Donate;	**Critical**	**S**	
CA.40	Junk process;	**Critical**	**S**	
CA.41	Transfer process;	**Critical**	**S**	
CA.42	Parts tear-down;	**Critical**	**S**	
CA.43	Trade-in;	**Critical**	**S**	
CA.44	Fire/flood;	**Critical**	**S**	
CA.45	Vehicle accident;	**Critical**	**S**	
CA.46	Recycle/Salvage;	**Critical**	**S**	
CA.47	Lost; and	**Critical**	**S**	
CA.48	Other user-defined criteria.	**Critical**	**S**	
CA.49	The system shall customize workflow routines for each asset disposal process listed above.	**Desired**	**S**	
CA.50	The system shall record City-defined information at the time of asset disposal related to the asset (e.g., condition of asset, mileage, etc.).	**Desired**	**S**	
CA.51	The system shall automatically assign unique asset numbers.	**Critical**	**S**	
CA.52	The system shall copy an existing asset record as a starting point for the entry of a new asset (such as existing fleet maintained asset record as a starting point for the entry of a new fleet maintained asset).	**Desired**	**S**	
CA.53	The system shall store at least 9 templates for use when entering new assets.	**Desired**	**S**	Assets can be copied
CA.54	The system shall set department, division, fund and type classifications for each asset (i.e., governmental, proprietary, etc.).	**Critical**	**S**	
CA.55	The system shall accommodate at least 99 different asset classes within each category.	**Desired**	**S**	Class codes and subclass codes are site-defined
CA.56	The system has the ability to allow the City to establish a minimum of 20 asset categories (e.g., machinery and equipment, land, intangibles).	**Desired**	**S**	Class codes and subclass codes are site-defined
CA.57	The system has the ability to allow the City to define asset information that must be maintained (e.g., associated fund, cost, status, etc.).	**Desired**	**S**	
CA.58	The system shall mass transfer assets from one organization/department code to another with appropriate security permissions (e.g., reorganization).	**Critical**	**S**	
CA.59	The system shall allow the transfer of an asset from one department or fund to another.	**Critical**	**S**	

Indicator	Definition	Instruction		
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
CA.60	The system shall import from third-party software for uploading asset information en masse with appropriate review and approval.	**Critical**	**S**	ASCII import available; workflow is available for asset activation.
	Depreciation			
CA.61	The system shall capture depreciation balance at the date of transfer or disposal.	**Critical**	**S**	
CA.62	The system shall provide depreciation calculation results for user defined periods of time.	**Critical**	**S**	
CA.63	The system shall report depreciation, sortable by existing fields such as by asset, type, general ledger account code or any other field in the asset record.	**Critical**	**S**	May require use of configurable reporting tools
CA.64	The system shall project current year's depreciation by department and other criteria as well as add multiple years expense, and then project the future years depreciation by department.	**Critical**	**S**	Can use the Future Depreciation Report
CA.65	The system shall project current year's depreciation by the type of asset as well as add multiple years expense, and then project the future years depreciation by the type of asset.	**Desired**	**N**	Can use the Future depreciation report, but not by asset type
CA.66	The system shall default to straight line depreciation.	**Critical**	**S**	
CA.67	The system shall allow the reversal of changes made based on depreciation, with appropriate security permissions.	**Critical**	**S**	
CA.68	The system shall allow a user to configure the date of depreciation calculation (i.e., half year in the year of acquisition/disposal, half month, etc.).	**Critical**	**S**	Half year or standard
CA.69	The system shall set standard and user-controlled depreciation methods with the ability to change the standard method.	**Critical**	**S**	Defaulted from sub-class but can be changed
CA.70	The system shall calculate "back" depreciation to original acquisition date.	**Critical**	**S**	
CA.71	The system shall recalculate depreciation based on changes made to asset criteria (including changes made to original acquisition date).	**Critical**	**S**	
CA.72	The system shall update or change depreciation information for a group of assets with appropriate security permissions.	**Critical**	**S**	
CA.73	The system shall link to a depreciation expense account.	**Critical**	**S**	
CA.74	The system shall provide an automatic calculation of depreciation changes at period end.	**Critical**	**S**	
CA.75	The system shall automatically flag an asset when it is time to retire it from the system based on useful life.	**Desired**	**S**	Manual date reminder to retire an asset could be tied to an asset record.
CA.76	The system shall archive retired and/or sold assets on a scheduled or user-defined basis.	**Critical**	**S**	Retiring assets is a user-defined process
	Reporting and Querying			
CA.77	The system shall support full text search of all fields.	**Critical**	**S**	Some fields may require use of configurable reporting tools
CA.78	The system shall query information or generate reports on capital assets by user-defined criteria such as by general ledger account code segment, date range, location, activity, departments, and asset class.	**Critical**	**S**	May require use of configurable reporting tools
CA.79	The system shall report capital asset expenditures against a capital budget.	**Desired**	**S**	
CA.80	The system shall monitor, or report on assets based on department, category code, or other descriptions such as serial number or replacement year.	**Critical**	**S**	May require use of configurable reporting tools

Indicator	Definition	Instruction		
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
CA.81	The system shall report on disposal date and value.	**Critical**	**S**	
CA.82	The system shall output listings of assets by any system-defined field, such as location, category, department, and value.	**Critical**	**S**	May require use of configurable reporting tools
CA.83	The system shall run reports of asset items assigned to employee, departments, division, and by date range.	**Desired**	**S**	May require use of configurable reporting tools
CA.84	The system shall report on assets based on funding source.	**Desired**	**S**	May require use of configurable reporting tools
CA.85	The system shall generate reports on period additions, transfers, disposals, and depreciation by asset, type, and general ledger account code.	**Critical**	**S**	May require use of configurable reporting tools
CA.86	The system shall report on assets for legally separate component units.	**Critical**	**S**	May require use of configurable reporting tools
CA.87	The system shall create depreciation reports and other types, both canned and ad-hoc.	**Critical**	**S**	Ad hoc via use of configurable reporting tools
CA.88	The system shall provide GASB and ACFR compliant reports.	**Critical**	**S**	ACFR via ACFR Statement Builder
CA.89	The system shall generate valuation report on all of the City's capital assets.	**Critical**	**S**	May require use of configurable reporting tools
CA.90	The system shall report on actions taken on an asset to track its full location and assignment history.	**Critical**	**S**	May require use of configurable reporting tools
CA.91	The system shall generate a single report of both capital asset and inventory data including unit number, unit cost, asset number, current and accumulated depreciation, and date of purchase.	**Critical**	**S**	May require use of configurable reporting tools
CA.92	The system shall export reports to multiple file formats including .PDF, .XLSX, and .CSV.	**Critical**	**S**	PDF, Excel, and Word for most standard reports; other formats via use of configurable reporting tools

Indicator	Definition	Instruction
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.
F	**Future:** Feature/Function **will be available** in a future software release available to the City **by January 1, 2026**, at which point it will be implemented in accordance with agreed-upon configuration planning with the City.	If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version, as well as the time the release will be generally available.
C	**Customization:** Feature/Function is **not included** in the current software release, and is not planned to be a part of a future software release. However, **this feature could be provided with custom modifications.** All related customization costs should be indicated in Attachment C – Cost Worksheet.	If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.
T	**Third Party:** Feature/Function is **not** included in the current software release, and is **not** planned to be a part of a future software release. However, this feature could be **provided with integration with a third-party system.** This system should be specified.	If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system. If the third-party system is a part of the proposal, the third-party shall respond to the appropriate requirements using the "S"/"C"/"T"/"N" response indicators with a clear notation that the responses are provided by the third-party.
N	**No: Feature/Function cannot be provided.**	N/A

Purchasing

Req #	Description of Requirement	Criticality	Vendor Response	Comments
General Requirements				
PU.1	The system shall provide a Purchasing module that is integrated with all other proposed system modules including (but not limited to) general ledger, fixed assets, budgeting, accounts payable, inventory, and grants.	**Desired**	**S**	
PU.2	The system shall allow a 10 character dollar amount for a purchase order (i.e., $99,000,000.00).	**Desired**	**S**	99,999,999.9999 max
PU.3	The system shall attach more than one supporting document to a transaction (e.g., separate quotes).	**Desired**	**S**	Via Content Manager
PU.4	The system shall drill-down to supporting documents or transactions throughout the purchasing application/module.	**Desired**	**S**	
PU.5	The system shall categorize requisitions and purchase orders as user defined types. (i.e., sole source, blanket PO or emergency purchases).	**Desired**	**S**	
PU.6	The system shall generate a list of contracts available to departments that would allow the users to click on a vendor to see the associated contract and pricing.	**Desired**	**S**	
PU.7	The system shall allow purchasing staff to override or modify the purchase type with the appropriate security permissions.	**Desired**	**S**	
PU.8	The system shall give all system users with appropriate security permissions visibility (view only) into the status of the procurement and where it is in the workflow and procurement stage at any point in the process.	**Desired**	**S**	
PU.9	The system shall establish emergency expenditure approval exceeding budget with appropriate permissions; including an audit trail of the emergency budget approval.	**Desired**	**S**	Budget override can be enabled with proper permissions. It is not enabled only for 'emergency' records however. It is all or nothing. Audit via over budget workflow approvals.

Purchasing				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
PU.10	The system provides authorized personnel with appropriate permissions the ability to bypass the requisition process and get a purchase order number in emergency situations with appropriate audit controls including an audit trail.	**Desired**	**S**	
PU.11	The system shall flag all emergency purchases until supporting information for the records is updated.	**Desired**	**S**	Manually
PU.13	The system shall provide real time access to account numbers and available balances at any time during the purchasing process.	**Critical**	**S**	
PU.14	The system shall verify funding availability at the line item, category or group, department, cost center/project, object and fund level from a department's budget at the time of a requisition, purchase order, or modification.	**Desired**	**S**	
PU.15	The system shall provide electronic notification of needed approval actions.	**Critical**	**S**	
PU.16	The system shall provide electronic notification of completed approval (or rejection) actions.	**Critical**	**S**	
PU.17	The system shall route requisitions and purchase orders using workflow based on account number.	**Critical**	**S**	
PU.18	The system shall route requisitions and purchase orders using workflow based on a range of account numbers.	**Critical**	**S**	
PU.19	The system shall route requisitions and purchase orders using workflow based on dollar amount.	**Critical**	**S**	
PU.20	The system shall route requisitions and purchase orders using workflow based on other City-defined fields or rules.	**Critical**	**S**	Assuming use of existing workflow business rule settings
PU.22	The system shall enforce purchasing competition thresholds (e.g., $25,000 requires a formal RFP/Bid process).	**Critical**	**S**	
PU.23	The system shall upload transaction detail and apply transactions to the general ledger appropriately.	**Critical**	**S**	
PU.24	The system shall maintain user defined purchasing thresholds and create an error alert if user is entering a request for more than the threshold based upon security permissions.	**Critical**	**S**	
PU.25	The system has ability to encumber funds when a requisition or PO is entered.	**Desired**	**S**	Pre-encumber for requisitions and encumber for POs
PU.26	The system shall relieve the encumbrances when a requisition or PO is closed or cancelled.	**Desired**	**S**	
PU.27	The system shall export City-defined purchasing information to .xlsx, .csv, and .pdf formats.	**Critical**	**S**	May require use of configurable reporting tools
PU.28	The system shall recalculate encumbrances based upon open requisitions and purchase orders.	**Desired**	**S**	
	Requisitions			
PU.29	The system shall accommodate a decentralized purchase requisition process that allows requisitions to be entered by all City departments.	**Critical**	**S**	
PU.30	The system shall support electronic workflow to support a paperless requisition approval process of user-defined levels of approval and routing capabilities.	**Critical**	**S**	
PU.31	The system shall accommodate recurring requisitions.	**Desired**	**S**	Not recurring but a requisition can be copied
PU.32	The ability to modify or updated recurring requisitions.	**Desired**	**S**	Can modify the copied requisition

Purchasing				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
PU.33	The system shall save requisitions in-progress prior to submission.	**Desired**	**S**	
PU.34	The system shall attach scanned documents to an electronic requisition, for viewing.	**Critical**	**S**	Via Content Manager
PU.35	The system shall provide auto-generated requisition numbers on an annual basis with the ability to override, with appropriate security permissions.	**Desired**	**S**	
PU.36	The system shall track and report on pre-encumbered funds related to a PO or requisition.	**Desired**	**S**	
PU.37	The system shall support at least a 9 character requisition number.	**Desired**	**N**	8 digits max
PU.38	The system shall check available budget by line item and flag for warning if the requisition is over total appropriation with the ability to override or stop the user.	**Critical**	**S**	
PU.39	The system shall check available budget by project and flag the requisition if over total appropriation (flag for warning, override, or stop).	**Critical**	**S**	
PU.40	The system shall pre-encumber budget funds upon entry of the requisition.	**Desired**	**S**	
PU.41	The system shall flag at pre-encumbrance if budget funds are not available.	**Desired**	**S**	
PU.42	The system shall copy an existing requisition to create a new one.	**Desired**	**S**	
PU.43	The system shall auto-populate fields based on inventory item selected.	**Desired**	**S**	Enterprise Inventory quoted as optional
PU.44	The system has the ability for users with security approval to designate requisition to a specific Buyer.	**Desired**	**S**	
PU.45	The system shall export the requisition(s), including any supporting documentation, to PDF as needed for all system users.	**Desired**	**N**	When a req is converted to a PO and then "printed" to deliver to the vendor, supporting attachments that are marked public will be included in the print process, but a requisition itself does not have this capability.
The system shall maintain the following data points in the requisition process:				Some of the following may require user defined fields
PU.46	Origin of request (department);	**Critical**	**S**	
PU.47	Requestor;	**Critical**	**S**	
PU.48	Date of request;	**Critical**	**S**	
PU.49	Scheduled delivery date;	**Desired**	**S**	
PU.50	Shipping address;	**Critical**	**S**	
PU.51	Delivery instructions;	**Desired**	**S**	
PU.52	Delivery contact person (City employee);	**Critical**	**S**	
PU.53	Delivery contact information;	**Desired**	**S**	
PU.54	Vendor name;	**Critical**	**S**	
PU.55	Vendor number;	**Critical**	**S**	
PU.56	Vendor contact person;	**Desired**	**S**	Stored on vendor
PU.57	Quantity requested;	**Critical**	**S**	
PU.58	Unit of measure;	**Critical**	**S**	
PU.59	Unit price;	**Critical**	**S**	
PU.60	Auto calculate extended price;	**Critical**	**S**	

Purchasing				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
PU.61	Description (minimum of 250 characters);	**Critical**	**S**	Notes or attachment; general description allows for up to 50 characters
PU.62	Multiple City general ledger account numbers;	**Critical**	**S**	
PU.63	Project Number or Grant Number;	**Critical**	**S**	
PU.64	Work Order Number;	**Desired**	**S**	User defined field
PU.65	Contract Number;	**Desired**	**S**	
PU.66	Bid Number;	**Desired**	**S**	
PU.67	Labor Costs;	**Desired**	**S**	
PU.68	Freight/shipping charges;	**Desired**	**S**	
PU.69	Other, user-defined fields; and	**Desired**	**S**	
PU.70	Ability to submit the requisition prior to knowing the vendor.	**Desired**	**S**	
PU.71	The system shall create a requisition from a quote.	**Desired**	**S**	A bid can be converted to a PO or contract. A bid may also be converted to a requisition which can later be converted to a PO or Contract.
PU.72	The system shall categorize requisitions as user defined types. (i.e., sole source or emergency purchases).	**Desired**	**S**	Types: Normal, Blanket, Dept/Emergency, RFP/Bid, User defined fields available.
PU.73	The system shall allow the user to record all quotes or bids received as data elements in the requisition with appropriate attachments.	**Desired**	**S**	
PU.74	The system shall automatically assign requisition number sequentially by fiscal year at time of entry.	**Critical**	**S**	
PU.75	The system shall allow the automatic assignment of fiscal year to requisitions to be overridden with appropriate security permissions.	**Desired**	**S**	
PU.76	The system shall indicate the status of a requisition, receipt status, purchase orders, and invoice/payable status at any time.	**Critical**	**S**	
PU.77	The system shall support entering negative requisition amounts for discounts and/or trade-in amounts.	**Critical**	**S**	Credits can be entered as long as the line does not fall below zero; also percent discounts can be applied to lines to reduce net amount.
PU.78	The system has the ability for a batch process to close all requisitions that are open with appropriate security permissions (for end of year processing purposes).	**Critical**	**N**	Not a batch process.
PU.79	The system shall indicate the debarment status of a vendor.	**Desired**	**S**	User defined field on Vendor record
PU.80	The system shall cross-reference existing requisitions at the time of requisition entry to determine if existing requisitions utilize the same vendor and enforce purchasing competition thresholds (e.g., an existing requisition for $1,000 would cause a new requisition for $2,000 for the same vendor to prompt the user to seek competition).	**Desired**	**N**	If multiple reqs get merged into a single PO, there is workflow that can require competition (quotes or bids), but only when there's a single PO exceeding the threshold.
Purchase Orders				
PU.81	The system shall convert requisitions to a purchase order.	**Critical**	**S**	
PU.82	The system has the ability for all attached documentation to carry forward when a requisition is converted to a purchase order.	**Critical**	**S**	

Purchasing				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
PU.83	The system shall automatically assign a unique purchase order number sequentially, with a minimum of 9 alphanumeric characters.	**Critical**	**N**	Assign sequentially but max of 8 numeric digits
PU.84	The system shall require that the vendor be valid/entered before creating a purchase order.	**Critical**	**S**	Managed via vendor status and workflow for vendor additions or vendor updates. Only vendors with a certain status and no pending updates may be used
PU.85	The system shall store electronic signatures.	**Desired**	**S**	
PU.86	The system shall apply the electronic signature of the actual approver, such as an alternate approver (i.e., the Purchasing Manager is on leave, and a buyer electronically approves in their absence, the buyer's signature should be printed).	**Critical**	**S**	
PU.87	The system shall electronically send executed purchase orders via email to the requestor.	**Desired**	**S**	
PU.88	The system shall electronically send purchase orders via email to the vendor providing the system users the ability to confirm the date and time of transmission.	**Desired**	**S**	
PU.89	The system shall change the account (GL) number that is assigned to a purchase, with appropriate security permissions.	**Critical**	**S**	
PU.90	The system shall notify the initiator of a purchase when the account number has been changed.	**Desired**	**S**	
PU.91	The system shall reprint Purchase Orders, with indication that it is a duplicate/reprint/copy.	**Critical**	**S**	
PU.92	The system shall allow multiple GL numbers on one purchase order and/or on individual line items by percentage or dollar value.	**Critical**	**S**	Dollar value
PU.93	The system shall allow multiple project numbers, work order numbers, contract numbers, bid numbers and grant numbers on one purchase order and/or on individual line items.	**Critical**	**S**	Bids are one per line; others allow multiple per line; work orders would require user defined fields
PU.94	The system shall allow each item on a purchase order to have multiple funding sources.	**Critical**	**S**	
PU.95	The system shall match accounts payable invoices to purchase orders.	**Critical**	**S**	
PU.96	The system shall accommodate blanket purchase orders that encumber on approval.	**Desired**	**S**	Via Contracts
PU.97	The system shall accommodate blanket purchase orders that do not encumber funds.	**Desired**	**S**	Via Contracts
PU.98	The system has the ability for authorized users to modify the purchase order without having to void the purchase order.	**Critical**	**S**	
PU.99	The system has the ability for authorized users to modify a purchase order with the option to reprint or re-email.	**Critical**	**S**	
PU.100	The system shall automatically tie an invoice submitted for payment to the related purchase order and adjust the remaining balance accordingly.	**Desired**	**S**	
PU.101	The system shall rollover blanket purchase orders into a new year without having to re-issue the blanket purchase order with a new number.	**Desired**	**S**	
PU.102	The system shall automatically accommodate change orders or modifications to purchase orders and track the version number and changes with the date of changes.	**Desired**	**S**	

Purchasing				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
PU.103	The system shall email purchase orders to vendors, with the ability to select attachments to include with the purchase order.	**Desired**	**S**	
PU.104	The system shall close purchase orders with a user-defined dollar amount or percent remaining available, with ability to override that closing with appropriate security permissions.	**Desired**	**S**	Dollar amount
PU.105	The system shall carry over purchase orders at year-end into the new year.	**Critical**	**S**	
PU.106	The system shall allow for the payment of sub-vendors.	**Desired**	**N**	Not for purchase orders; a contract can have either multiple vendors or subcontractors configured on it such that any vendor listed can used on an AP invoice.
PU.107	The system shall store electronically received or scanned documents with every purchase order (word doc, PDF).	**Critical**	**S**	Via Content Manager
PU.108	The system shall allow users to select multiple "ship to" addresses for different facilities.	**Desired**	**S**	
PU.109	The system shall void or cancel purchase orders, with appropriate security permissions.	**Desired**	**S**	
PU.110	The system shall allow a minimum of 500 character description on purchase order with the ability to handle description overflow.	**Critical**	**S**	50 character general description at header level. Line item description field does support 500 characters and overflow.
PU.111	The system shall include the City's terms and conditions on purchase orders.	**Critical**	**S**	Via attachments in Content Manager
PU.112	The system shall change the vendor associated with a purchase order with appropriate security permissions.	**Critical**	**S**	Via PO Change Order
PU.113	The system shall split code a purchase order by percentage or dollar value to multiple departments and accounts.	**Critical**	**S**	Multiple allocations on a single PO line are configured with the amounts split between accounts equaling the total line amount. This split percentage carries through to when an invoice is entered and the allocations are split by the appropriate percentage.
PU.114	The system shall flag a PO when retainage applies.	**Critical**	**S**	Note, retainage can be set at a vendor or contract level, but not for a specific PO. If the PO is against a contract with a retainage schedule, the retainage is withheld when an AP invoice is entered against the PO (that is against the contract). Outside of a contract retainage schedule, AP Withholding can be set at the vendor level and would be withheld when an AP invoice is entered against a vendor irrespective of whether the invoice is against a PO, Contract, or both.
PU.115	The system shall accommodate retainage at dollar or percentage value.	**Critical**	**S**	Retainage can be set at a vendor or contract level, but not for a specific PO
PU.116	The system shall automatically adjust retainage as the PO changes.	**Desired**	**N**	This functionality is available on Contracts, but not Purchase Orders. AP Withholding is available as well, but this is at the vendor level and impacts all transactions to that vendor.

Purchasing				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
PU.117	The system has the ability for a batch process to create individual Purchase Orders from all requisitions that are at approved status.	**Desired**	**S**	Via Requisition Conversion
PU.118	The system shall allow users to view and approve POs from mobile devices.	**Desired**	**S**	
	Purchasing Cards (P-Cards)			
PU.119	The system shall track expenditures against purchasing cards issued to employees in real-time, including creating encumbrances.	**Critical**	**S**	
PU.120	The system shall upload transaction detail from bank's purchasing card applications with detail applied to the general ledger appropriately.	**Critical**	**S**	Via p-card import and appropriate workflow setup
PU.121	The system shall associate purchasing card transactions with a vendor record, allowing users to see both purchase orders and purchase card transactions in the vendor history.	**Critical**	**S**	
PU.122	The system shall import purchasing card transaction detail.	**Critical**	**S**	
PU.123	The system shall provide a listing of all payments made to a vendor in one view, including but not limited to P-card transactions and AP payments.	**Desired**	**S**	May require use of configurable reporting tools
PU.124	The system has the ability, during the upload of purchasing card transaction detail, to display the actual transaction vendor (i.e., as opposed to the p-card merchant.).	**Critical**	**S**	As long as vendor number included in import file
PU.125	The system shall associate purchasing card transactions with a particular project or job (work order) number within the system.	**Critical**	**S**	Project
PU.126	The system shall support purchasing card transactions associated with staff travel, and designate the expenditures as travel.	**Critical**	**S**	
PU.127	Ability to import the p-card file, assign account codes and route through approval for AP processing.	**Critical**	**S**	
PU.128	The system shall support a minimum of 30 character transaction descriptions for p-card import details.	**Critical**	**S**	
	Receiving			
PU.129	The system shall allow delivery information to be entered by requisitions and shown on the purchase order.	**Desired**	**S**	
PU.130	The system shall provide a web-based receiving process for all items received at decentralized receiving areas.	**Desired**	**S**	
The system shall record the following receiving information upon receipt of goods:				
PU.131	Receiving staff;	**Critical**	**S**	
PU.132	Receiving location;	**Critical**	**S**	
PU.133	Date and time received;	**Critical**	**S**	
PU.134	Rejected and returned;	**Critical**	**S**	
PU.135	Received in partial and cancelled remain balance;	**Critical**	**S**	
PU.136	Complete, partial, backorder, etc. flag;	**Critical**	**S**	
PU.137	Comments/notes;	**Critical**	**S**	
PU.138	Invoice number;	**Critical**	**S**	
PU.139	Damaged; and	**Critical**	**S**	
PU.140	Other, user-defined fields.	**Critical**	**S**	Via Comments
PU.141	The system shall receive one item at a time.	**Desired**	**S**	

Purchasing				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
PU.142	The system shall allow delivery information to be entered by requisitioners and shown on the purchase order (e.g., deliver to side entrance).	**Desired**	**S**	
PU.143	The system shall "receive all" goods/services with a single selection.	**Desired**	**S**	
PU.144	The system shall support partial receiving based on quantity.	**Desired**	**S**	
PU.145	The system shall support partial receiving based on dollar amount.	**Desired**	**S**	
PU.146	The system shall allow items to be marked as damaged or incorrect at the time of receiving and cancel remaining balance.	**Desired**	**S**	
PU.147	The system shall electronically scan and attach packing slips and associated documentation to purchase orders.	**Critical**	**S**	Via Content Manager, associated with the receiving record, can punch out to view when viewing the PO or receiving record itself.
PU.148	The system shall attach the proof of receipt electronically to the receiving document in order to verify the three-way match.	**Critical**	**S**	Via Content Manager
Bid Management				
PU.149	The system shall provide a public-facing bid management portal for soliciting bids and proposals.	**Critical**	**S**	Vendor Access
PU.150	The system shall convert a requisition to a bid.	**Desired**	**S**	
PU.151	The system shall support sealed bids/proposals.	**Critical**	**S**	
PU.152	The system shall support sealed bids/proposals which are only opened/viewable upon bid closing (submittal deadline).	**Critical**	**S**	
PU.153	The system shall provide user defined bid types (i.e., RFP, RFQ, RFI, Quote, etc.).	**Critical**	**S**	
PU.154	The system shall define bid specific due dates and criteria.	**Critical**	**S**	
PU.155	The system shall maintain a bid calendar view.	**Desired**	**S**	When viewing the bid itself from Vendor Access, there are clear tiles that show the due date, opening date, and expected award date.
PU.156	The system shall provide user defined contract terms and condition types with the ability to override, with appropriate security permissions.	**Critical**	**S**	Via Addenda
PU.157	The system shall allow bids to be downloaded from the bid system.	**Critical**	**S**	
PU.158	The system has the ability for the City to create a bid checklist to manage the bid process.	**Desired**	**N**	Bid Central itself serves as a checklist for individual bid requests by tracking status and flow as a bid is entered, published, and progresses through evaluation and awarding.
PU.159	The system shall create a tabulation of bids received.	**Desired**	**S**	
PU.160	The system shall allow registered vendors to access and view a summary description of bid documents and specifications online.	**Desired**	**S**	Via Vendor Access
PU.161	The system has the ability, prior to bid closing, to allow registered vendors to submit multiple files when requested by the City, online.	**Critical**	**S**	
PU.162	The system shall time stamp when the bid was submitted by the bidder.	**Critical**	**S**	
PU.163	The system shall allow City staff to flag a bid as an electronic or manual (paper copies accepted) bid.	**Desired**	**S**	
PU.164	The system shall allow bidders to complete forms electronically in the system.	**Critical**	**S**	

Purchasing				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
PU.165	The system shall accept electronic signatures from vendors on forms in the system through dual authentication.	**Critical**	**N**	Not during the bid process, but once a bid is awarded and converted to either a PO or a Contract, signatures can be requested via our Tyler Signature Service using DocuSign.
PU.166	The system shall produce notification letters to unsuccessful bidders.	**Desired**	**N**	Results are posted to the Portal
PU.167	The system shall post addenda and automatically notify all registered bidders (who downloaded the bid) related to bids in the system.	**Critical**	**S**	
	The system shall allow vendors to electronically acknowledge addenda.	**Critical**	**S**	
PU.168	The system has the ability for staff to input results of bid award.	**Desired**	**S**	
PU.169	The system has the ability for staff to input current status of bid (i.e., under evaluation etc.).	**Critical**	**S**	
PU.170	The system shall allow the bidder to enter the detail amounts that make up the total system calculated bid.	**Critical**	**S**	
PU.171	The system has the ability for users and vendors to flag confidential documents.	**Desired**	**N**	Document types can be flagged as "sealed" by the County, but vendors can't flag things as confidential.
PU.172	The system has the ability for bidders to login and check status of bid.	**Desired**	**S**	
PU.173	The system provides the ability for automatic notifications of bid opportunities, addenda, tabulations, and bid awards.	**Desired**	**N**	Included vendors can be alerted of bid opportunities, and vendors can be automatically included based on commodities or items on the bid. Addenda notifications can be sent to all included vendors on a bid. Tabulations and solicitations awards are not subject to vendor facing notifications.
PU.174	The system provides the ability for City staff to be notified when questions have been submitted by vendors online.	**Critical**	**S**	
PU.175	The system shall allow vendors to ask questions and receive notification of answers posted in Q&A docs online.	**Critical**	**S**	
PU.176	The system shall tabulate cost based on established criteria.	**Desired**	**S**	
PU.177	The system shall save bids/proposals in progress.	**Critical**	**S**	
PU.178	The system shall post addenda and automatically notify registered bidders (who downloaded the bid) related to bids in the system.	**Critical**	**S**	
PU.179	The system has the ability for the staff to designate the way the totals will be calculated when creating the bid.	**Desired**	**S**	
PU.180	The system shall allow the bidder to enter the detail amounts that make up the total system calculated bid.	**Desired**	**S**	
PU.181	The system has the ability for administrator to set security restrictions for users and vendors that are able to view confidential documents.	**Critical**	**S**	
PU.182	The system shall track system generated correspondence.	**Desired**	**S**	
PU.183	The system shall maintain a database of historic bid tabulations.	**Critical**	**S**	
PU.184	The system shall tabulate resulting bid evaluation scores.	**Desired**	**S**	
PU.185	The system shall retain the bid records in the system for a minimum of 7 years.	**Critical**	**S**	
The system shall accommodate competing bid summaries that include the following information:				

Purchasing				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
PU.186	Vendor Information (e.g., name, address, contact, phone, email);	**Critical**	**S**	
PU.187	Submission date;	**Critical**	**S**	
PU.188	Descriptive item text;	**Critical**	**S**	
PU.189	Dollar amount;	**Critical**	**S**	
PU.190	Comments/notes; and	**Critical**	**S**	
PU.191	Other, user-defined.	**Critical**	**S**	Assumes use of bid evaluations
Contract Management				
PU.192	The system shall maintain contract information (including but not limited to vendor, description, contract values, and dates).	**Critical**	**S**	
PU.193	The system shall associate multiple contracts to a single vendor.	**Desired**	**S**	
PU.194	The system shall establish a contract for goods or services that are associated with multiple vendors.	**Critical**	**S**	
PU.195	The system shall support various contract periods, including multiple year contracts (i.e., those that span fiscal and/or calendar years).	**Critical**	**S**	
PU.196	The system shall trigger alerts based on all user-defined thresholds when a certain dollar amount of the contract is used (e.g., 75%).	**Desired**	**N**	
PU.197	The system shall trigger alerts based on all user-defined thresholds when a certain period of time has elapsed (e.g., 75% of contract period).	**Desired**	**S**	Date alerts can be used; user can set date manually based on timing
PU.198	The system shall trigger alerts based on all user defined thresholds when a certain dollar amount of the contract is used (e.g., 75%).	**Desired**	**N**	
PU.199	The system shall trigger alerts based on all user-defined thresholds prior to contract expiration (e.g., 30, 60, 90 days).	**Desired**	**S**	Via date ale
PU.200	The system shall drill down from contracts to related procurement documents (e.g., requisition, bid, etc.).	**Critical**	**S**	
PU.201	The system shall include or integrate with bid records (specifications, advertisements, bids/proposals, City Council resolution, etc.).	**Desired**	**S**	Via attached documentation
PU.202	The system shall provide various agreement types (e.g., construction, service agreement, requirements contract).	**Desired**	**S**	
PU.203	The system shall accommodate user-defined contract alerts for key dates (renewal, expiration, rebid, etc.).	**Desired**	**S**	Via date alerts
PU.204	The system shall include a change-order function that allows the addition, listing, and tracking of change orders with workflow approval.	**Critical**	**S**	
PU.205	The system shall note contract revisions, including date and source.	**Critical**	**S**	
PU.206	The system shall track different types of contracts including payments connected with deliverables, close-out, notices to proceed, conditional acceptance, and other administrative management.	**Desired**	**S**	There are site-definable contract types, but no features related directly to these different types. User defined fields could be used to track desired elements.
PU.207	The system shall track different stages of contracts including payments connected with deliverables, close-out, notices to proceed, conditional acceptance, and other administrative management.	**Desired**	**S**	There are site-definable contract types, but no features related directly to these different types. User defined fields could be used to track desired elements.
PU.208	The system shall track certificate of insurance expiration dates.	**Critical**	**S**	

Purchasing				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
PU.209	The system shall notify internal staff and the vendor of the expired certificate of insurance.	**Desired**	**S**	Via Hub card for internal staff, via Tyer's Notify solution (quoted as optional) for vendors.
PU.210	The system shall search by contract number, project file number, CIP number, purchase order number, or contract name.	**Critical**	**S**	
PU.211	The system shall track insurance information for vendors.	**Critical**	**S**	
PU.212	The system provides the ability to allow a user to establish City-defined contract types with appropriate security permissions.	**Desired**	**S**	
PU.213	The system shall attach vendor contracts and agreements (e.g., leases, development agreements, and inter-governmental agreements).	**Critical**	**S**	Via Content Manager
PU.214	The system shall show the associated purchase orders.	**Desired**	**S**	
PU.215	The system shall track and report on the start date of each contract.	**Desired**	**S**	
PU.216	The system shall track and report on the end date of each contract.	**Desired**	**S**	
PU.217	The system shall calculate and track incentives/retainages.	**Critical**	**S**	
PU.218	The system shall store contract documents electronically.	**Critical**	**S**	Via Content Manager
PU.219	The system shall track spending based on user-defined criteria (including but not limited to year-to-date, inception-to-date, and by department).	**Critical**	**S**	May require use of configurable reporting tools
PU.220	The system shall store contracts and the contract is linked to the vendor profile.	**Critical**	**S**	
PU.221	The system shall maintain a checklist for the contract approval process (e.g., required forms attached, appropriate signatures received, certificate of insurance obtained).	**Desired**	**S**	Via workflow
PU.222	The system shall support the workflow process for change orders with digital signature approval.	**Critical**	**S**	Signature via optionally proposed DocuSign integration
PU.223	The system shall accommodate change orders to open contracts with workflow approval.	**Critical**	**S**	
PU.224	The system shall provide workflow functionality to support the change order	**Critical**	**S**	
Reporting				
PU.225	The system shall generate a report of all activity with a vendor.	**Critical**	**S**	
PU.226	The system shall generate a report of all vendors by status, active or inactive, certification, etc.	**Desired**	**S**	May require use of configurable reporting tools
PU.227	The system shall generate a report of all requisitions, purchase orders, and receiving documents by status, active or inactive, certification, etc.	**Critical**	**S**	
PU.228	The system shall generate a report of all open purchase orders with user-defined filter criteria.	**Desired**	**S**	
PU.229	The system shall report on all open contract available amounts and expenditures, including purchase order and P-Card expenditures, based on City-defined criteria.	**Desired**	**S**	May require use of configurable reporting tools
PU.230	The system shall generate purchasing activity reports.	**Critical**	**S**	Some criteria may require use of configurable reporting tools
PU.231	The system shall generate all reports by user-defined date ranges that may occur over prior fiscal years.	**Critical**	**S**	Some may require use of configurable reporting tools
PU.232	The system shall track and report local vendor preference.	**Desired**	**S**	May require user defined fields and use of configurable reporting tools

Purchasing				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
PU.233	The system shall track and report on standard bid items and their average costs.	**Critical**	**S**	May require use of configurable reporting tools
PU.234	The system shall produce a system generated report of bidder history.	**Critical**	**S**	May require use of configurable reporting tools
PU.235	The system shall report bid information associated with a project.	**Critical**	**S**	May require use of configurable reporting tools
PU.236	The system shall create a bid list report that would include project descriptions, pre-bid meeting dates, project number, buyer information, bid opening dates, project manager, awarded bidder, Council approval date and type of project.	**Critical**	**S**	May require use of configurable reporting tools
PU.237	The system shall track and report on user defined contract milestones.	**Desired**	**S**	May require use of configurable reporting tools
PU.238	The system shall provide an Executive Information System (EIS) (i.e., a performance dashboard).	**Critical**	**S**	Hub
PU.239	The system shall allow the system administrator to report on audit logs.	**Critical**	**S**	May require use of configurable reporting tools

Indicator	Definition	Instruction
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.
F	**Future:** Feature/Function **will be available** in a future software release available to the City **by January 1, 2026**, at which point it will be implemented in accordance with agreed-upon configuration planning with the City.	If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version, as well as the time the release will be generally available.
C	**Customization:** Feature/Function is **not included** in the current software release, and is not planned to be a part of a future software release. However, **this feature could be provided with custom modifications.** All related customization costs should be indicated in Attachment C – Cost Worksheet.	If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.
T	**Third Party:** Feature/Function is **not** included in the current software release, and is **not** planned to be a part of a future software release. However, this feature could be **provided with integration with a third-party system.** This system should be specified.	If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system. If the third-party system is a part of the proposal, the third-party shall respond to the appropriate requirements using the "S"/"C"/"T"/"N" response indicators with a clear notation that the responses are provided by the third-party.
N	**No: Feature/Function cannot be provided.**	N/A

Accounts Receivable, Billing and Cash Receipts

Req #	Description of Requirement	Criticality	Vendor Response	Comments
	General Requirements			
AR.1	The system shall provide an Accounts Receivable, Billing, and Cash Receipts module that is integrated with all other proposed modules such as the general ledger, cash receipts, accounts payable, etc.	**Critical**	**S**	
AR.3	The system shall identify each transaction by a reference number that is sequentially generated automatically.	**Critical**	**S**	
AR.4	The system shall allow direct entry of invoices, cash receipts, or adjustment transactions.	**Critical**	**S**	
AR.5	The system shall allow inter-department receivables (bills) to be processed.	**Critical**	**S**	
AR.6	The system shall allow inter-department receivables (bills) to be processed that cross funds.	**Critical**	**S**	
AR.8	The system shall provide workflow approval process to support interdepartmental billing.	**Critical**	**S**	
AR.9	The system shall support automatic balancing of the accounts receivable master file (i.e., internally balances individual accounts receivable records against the corresponding account balances on the customer master file, as an internal control).	**Critical**	**S**	
AR.10	The system shall report any exceptions when it automatically balances the accounts receivable master file.	**Critical**	**S**	Receipt/invoice records will show as out of balance and will not post to the GL until corrected

Accounts Receivable, Billing and Cash Receipts				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
AR.11	The system shall allow the user to produce either a batch or detail general ledger and sub-ledger journal, one for every accounts receivable transaction, with drill-down capability for batches.	**Critical**	**S**	
AR.12	The system shall provide for decentralized data entry of billing information and an electronic approval process for submission of bills.	**Critical**	**S**	
AR.13	The system shall handle NSF check processing and to add user defined fees to an account with the ability to turn this feature on and off with appropriate security permissions.	**Critical**	**S**	NSF fees can be automatically added upon payment reversal
AR.14	The system shall provide configurable customer statements.	**Critical**	**S**	May require Enterprise Forms
AR.15	The system shall provide recurring billing capabilities such as lease payments, rental payments, and other miscellaneous recurring billing.	**Critical**	**S**	
AR.16	The system shall generate a reimbursement/refund with minimal data entry from the AP module to the appropriate customer if there is a credit standing on the account.	**Desired**	**S**	
AR.17	The system shall allow approved refunds with workflow approval process.	**Desired**	**S**	
AR.18	The system shall allow authorized users to query and view receivable information and report by user-defined criteria.	**Critical**	**S**	
AR.19	The system shall view customer information by fund, department, or other GL account segments.	**Desired**	**S**	
AR.20	The system shall view, track, and sort receivables by user-defined criteria, including but not limited to accounting codes, customers, and activities.	**Desired**	**S**	
AR.21	The system has ability to accommodate and support City's fee structure.	**Critical**	**S**	May need more information but EERP can accommodate multiple different fee structures
Customer Management				
AR.22	The system shall automatically assign a number to a customer by user-defined rules.	**Critical**	**S**	
AR.23	The system shall assign a minimum of five customer types to one customer.	**Desired**	**S**	May require user defined fields
AR.24	The system shall allow a specific customer number, type, and/or category to be assigned to a new or existing customer.	**Desired**	**S**	May require user defined fields
The system shall maintain a customer file with the following information:				
AR.25	Name;	**Critical**	**S**	
AR.26	DBA (Doing Business As);	**Critical**	**S**	
AR.27	Multiple Addresses (billing);	**Critical**	**S**	
AR.28	History of multiple addresses;	**Critical**	**S**	
AR.29	Location (for a property/item billed against);	**Critical**	**S**	
AR.30	Multiple phone numbers;	**Critical**	**S**	
AR.31	Fields for multiple email addresses with the ability to designate purpose for each (minimum of 5);	**Critical**	**S**	
AR.32	Last account activity;	**Critical**	**S**	
AR.33	Tax ID numbers;	**Critical**	**S**	
AR.34	Current and unpaid late payment penalty and interest charges;	**Critical**	**S**	
AR.35	Balance due;	**Critical**	**S**	

Accounts Receivable, Billing and Cash Receipts				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
AR.36	Last payment amount;	**Critical**	**S**	
AR.37	Year-to-date payments;	**Critical**	**S**	
AR.38	Highest past-due balance;	**Desired**	**S**	
AR.39	Highest outstanding balance;	**Desired**	**S**	
AR.40	Late payment penalty and interest charges, year-to-date;	**Desired**	**S**	
AR.41	Late payment penalty and interest charges, total;	**Desired**	**S**	
AR.42	Bad check status;	**Desired**	**S**	Via special conditions
AR.43	Statement cycle;	**Desired**	**S**	
AR.44	Link to vendor file;	**Desired**	**S**	
AR.45	Deposit amount and date;	**Desired**	**S**	
AR.46	Notes/comments;	**Desired**	**S**	Via special conditions and/or user define fields
AR.47	Attach files by customer; and	**Desired**	**S**	
AR.48	Other, user-defined.	**Desired**	**S**	
AR.49	The system shall provide a single screen to view all information related to a customer with multiple tabs on the screen (i.e., not requiring the need to go to multiple screens for all information).	**Desired**	**S**	
AR.50	The system shall maintain an audit log of all changes to the customer file.	**Critical**	**S**	
AR.51	The system shall provide a customer information field allowing entry and maintenance of narrative text that is viewable by all users with permissions.	**Desired**	**S**	User defined fields or text fields
AR.52	The system shall provide an account performance inquiry screen that shows historical and statistical information about each customer account. Information should be displayed in a user-friendly, consolidated manner, allowing AR users to easily view the status, activity and comprehensive history of a customer account.	**Desired**	**S**	
AR.53	The system shall deactivate a customer and prevent deactivation if the customer has an outstanding balance, but keep the customer history.	**Critical**	**S**	A user can deactivate a customer even if they have a balance, however, they cannot be deleted if transactions exist. All history remains if inactivated.
AR.54	The system shall reactivate a deactivated customer, (i.e., not having to create a new customer).	**Critical**	**S**	
AR.55	The system shall track customers that have a prior NSF check (insufficient funds) and warn counter clerk at time of customer payments.	**Desired**	**S**	Via special conditions
The system shall maintain a contact log to record conversations and correspondence with customers and maintain, at a minimum, the following information:				
AR.56	Contact person;	**Desired**	**S**	
AR.57	Date and time of contact;	**Desired**	**S**	Special Conditions and/or text option in the customer record
AR.58	Means of contact (e.g., phone, mail, email, etc.);	**Desired**	**S**	
AR.59	Nature of the contact; and	**Desired**	**S**	Special Conditions and/or text option in the customer record
AR.60	Information collected as a result of contact.	**Desired**	**S**	Audits can show what was changed/added

Accounts Receivable, Billing and Cash Receipts				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
AR.61	The system shall set up customers using categories and sub categories.	**Critical**	**S**	Departments can be used for customer names, addresses and contact information. Customer types can also defined.
AR.62	The system shall allow users to access and search for customer information easily.	**Critical**	**S**	
AR.63	The system shall produce bills, statements, invoices, NSF notifications, and other user-defined documents for corresponding (i.e., mailing and emailing) to customers.	**Critical**	**S**	
AR.64	The system shall allow for City defined miscellaneous billings.	**Critical**	**S**	
AR.65	The system shall allow City staff to determine if invoices for the same customer should be combined onto the same invoice or kept as separate invoices.	**Desired**	**S**	
AR.66	The system shall manage separate billing cycles by department, receivable, and customer type.	**Critical**	**S**	
AR.67	The system shall allocate payments based upon a user-defined criteria.	**Critical**	**S**	
AR.68	The system shall prioritize allocation of payments based upon a user-defined criteria.	**Critical**	**S**	
AR.69	The system shall automatically bill recurring invoices based on user-defined billing schedules.	**Desired**	**S**	
AR.70	The system shall import invoices (and validate GL account numbers) produced by other billing systems to allow centralized collection and payment processing functions.	**Desired**	**S**	
AR.71	The system shall allow the viewing of all outstanding invoices when applying payments to a customer account.	**Critical**	**S**	
AR.72	System provides ability to apply payments to a customer's forward balance or to specific open items (e.g., unpaid invoices).	**Critical**	**S**	
AR.73	The system shall allow customers to pre-pay for anticipated future invoices and automatically apply those payments with appropriate security permissions.	**Desired**	**S**	
AR.74	The system shall produce PDF images of invoices automatically when printing as opposed to scanning the printed version of the invoice image.	**Critical**	**S**	May require Enterprise Forms
AR.75	The system shall allow batch entry of the same charge to multiple customers.	**Critical**	**S**	
AR.76	The system shall default City-defined fields upon batch entry (e.g., payment type code, customer type, cash account, etc.).	**Critical**	**S**	
AR.77	The system shall send invoices that are informational only. (e.g., example given in kind services for grants).	**Desired**	**S**	Zero balance invoices can be created
AR.78	The system shall provide at least 100 characters for billing description for each item to be billed at time of billing entry.	**Critical**	**S**	
	Delinquency Tracking			
AR.79	The system shall support collections in compliance with State of Wisconsin laws.	**Critical**	**S**	Meets all tangible requirements to the best of our knowledge. Custom requirements would need to be reviewed.

Accounts Receivable, Billing and Cash Receipts				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
AR.80	The system shall generate accounts receivable aging reports, showing a line item on the aging report for each invoice posted to the accounts receivable master file.	**Desired**	**S**	
AR.81	The system shall generate accounts receivable aging reports for both summary by customer and detail within customer by invoice.	**Desired**	**S**	
AR.82	The system shall generate accounts receivable aging reports by user-defined criteria including but not limited to charge code, customer type, GL or sub-ledger account number.	**Desired**	**S**	
AR.83	The system shall provide user-defined calculations for the allowance of un-collectable accounts.	**Desired**	**S**	Over/short adjustments process also known as write off balances
AR.84	The system shall automatically prepare general and sub-ledger journal entries by allowance for un-collectable accounts with appropriate workflow routines.	**Desired**	**S**	
AR.85	The system shall produce a listing of late customer accounts, where "late" can be user defined.	**Desired**	**S**	
AR.86	The system shall provide finance charge program (late fees) with user-defined late periods and percent of interest to be charged for late payment.	**Desired**	**S**	
AR.87	The system shall set finance charge rates dependent on type of service being billed.	**Desired**	**S**	
AR.88	The system shall produce user-defined aging reports with at least six aging periods (e.g., current, 30, 60, 90, 120, over 120 days).	**Critical**	**S**	
AR.89	The system shall automatically compute and assess a user-defined late fee when the invoice is past due with the ability to turn this feature on or off based on security permissions.	**Desired**	**S**	Interest will be added automatically and the late fees program can be scheduled to run in the future or run manually
AR.90	The system shall reverse finance charges with appropriate security permissions and workflow.	**Desired**	**S**	
AR.91	The system shall generate a deposit report including customer name, deposit amount, deposit date, and customer number.	**Critical**	**S**	
AR.92	The system shall generate reminder notices (via mail and/or email) to a customer at user-defined intervals (e.g., 30, 60, and 90 days) when the invoice is past due.	**Desired**	**S**	
Cash Receipts				
AR.93	The system shall accommodate multiple payments for multiple bills or multiple miscellaneous transactions (e.g., retiree insurance premium and special assessment).	**Critical**	**S**	
AR.94	The system shall require a user to select from a list of pre-defined charge codes with an "other" option where the user could type or select the GL or sub-ledger account number for miscellaneous cash receipts.	**Critical**	**S**	
AR.95	The system shall produce a cash receipt when bills are paid in person at any City location.	**Critical**	**S**	
AR.96	The system shall produce a system generated unique receipt reference number.	**Critical**	**S**	
AR.97	The system shall produce a receipt when bills are paid (regardless of the payment method).	**Critical**	**S**	
AR.98	The system shall support online (web-based) payments.	**Critical**	**S**	
AR.99	The system shall view account or outstanding balances.	**Critical**	**S**	

Accounts Receivable, Billing and Cash Receipts				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
AR.100	The system shall import returned check detail from electronic bank files.	**Desired**	**S**	
AR.101	The system shall differentiate between a voided and a reversal transaction type.	**Critical**	**S**	
The system shall maintain returned check detail, including (but not limited to) the following:				
AR.102	Check number;	**Critical**	**S**	
AR.103	Customer number;	**Critical**	**S**	
AR.104	Payer Name;	**Critical**	**S**	
AR.105	Address detail;	**Critical**	**S**	
AR.106	Date of original transaction;	**Critical**	**S**	
AR.107	Penalty and/or fee;	**Critical**	**S**	
AR.108	Remittance amount;	**Critical**	**S**	
AR.109	Remittance date;	**Critical**	**S**	
AR.110	Original receipt number;	**Critical**	**S**	
AR.111	Date of return;	**Critical**	**S**	
AR.112	Reason for return;	**Critical**	**S**	
AR.113	Comment field; and	**Critical**	**S**	Via special conditions and/or user define fields
AR.114	Other, user-defined variables.	**Critical**	**S**	Via special conditions and/or user define fields
AR.115	The system shall import payments from third-party cash receipting systems (e.g., recreation) and validate the appropriate GL account numbers.	**Critical**	**S**	
AR.116	The system shall schedule the posting of third-party payment transactions (e.g., lockbox payments).	**Desired**	**S**	
AR.117	The system shall generate a daily cash receipts balancing report by user and/or drawer including but not limited to charge codes and total by tender type.	**Desired**	**S**	
AR.118	The system shall generate a daily cash receipts summary report that contains data for all users broken down by individual user for the day including but not limited to charge codes and total by tender type, with an aggregate total for the day.	**Critical**	**S**	
AR.119	The system shall accommodate deposits into at least 10 different bank accounts at least 3 different banking institutions.	**Critical**	**S**	
Reconciliation				
AR.120	The system shall reconcile with bank statements.	**Critical**	**S**	
AR.121	The system shall interface with banks to process bank drafting and ACH transactions.	**Desired**	**S**	
AR.122	The system shall provide an automated reconciliation tool for revenue receipts.	**Desired**	**S**	
AR.123	The system shall provide an automated reconciliation tool for ACH and bank draft transactions.	**Desired**	**S**	
AR.124	The system shall generate daily cash reports for balancing by payment type.	**Critical**	**S**	
AR.125	The system shall generate a daily exception report that reflects all payments reversed/voided and any other condition considered outside normal processing.	**Desired**	**S**	
AR.126	The system shall generate a daily report that reflects all adjustment activity.	**Desired**	**S**	

Accounts Receivable, Billing and Cash Receipts				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
AR.127	The system shall generate periodic reports of revenue distribution from external sources' file uploads (e.g., credit card company payments) to reflect batch date, batch total control records and dollar count (available to be run on a daily basis).	**Desired**	**S**	
AR.128	The system shall import credit/debit card transaction reconciliation files for the purposes of bank reconciliation.	**Critical**	**S**	
AR.129	The system shall perform reconciliation of transaction data with credit card company data.	**Critical**	**S**	
Cash Drawer Close-Out				
AR.130	The system shall allow a cashier to balance a payment batch on demand from any workstation regardless of where the payments were processed (secure location).	**Critical**	**S**	
AR.131	The system shall allow authorized users to close out cash drawers on behalf of cashiers with appropriate permissions.	**Critical**	**S**	
AR.132	The system shall allow authorized users to consolidate cash drawers and close out as a single batch.	**Desired**	**S**	
AR.133	The system shall allow authorized users (e.g., finance personnel only) to perform payment corrections (reversal, void, charge back, etc.) after the close of business while maintaining full audit details and data integrity.	**Critical**	**S**	
AR.134	The system shall combine individual payment batch deposit details into a single consolidated deposit.	**Critical**	**S**	
The system shall maintain deposit detail, including (but not limited to) the following:				
AR.135	Deposit total;	**Critical**	**S**	
AR.136	Total by tender type;	**Critical**	**S**	
AR.137	Date;	**Critical**	**S**	
AR.138	Bank account number;	**Critical**	**S**	
AR.139	By fund, and	**Critical**	**S**	
AR.140	Other, user-defined fields.	**Critical**	**S**	
AR.141	The system shall generate a hard-copy, user-defined deposit slip.	**Critical**	**S**	
AR.142	The system shall generate a hard-copy, user-defined deposit report.	**Critical**	**S**	
Reporting				
AR.143	The system shall produce an accounts receivable journal listing all activity posted to the accounts receivable master file.	**Critical**	**S**	
AR.144	The system shall print an accounts receivable exception report listing all accounts with credit balances.	**Desired**	**S**	
AR.145	The system shall provide a complete listing of the customer master file by type, which shows each data element in every record.	**Desired**	**S**	
The system shall generate accounts receivable and cash receipts reports or allow on-screen inquiry by any field, including but not limited to:				
AR.146	Name;	**Critical**	**S**	
AR.147	Tender type;	**Critical**	**S**	
AR.148	Type of activity (charge code);	**Critical**	**S**	

Accounts Receivable, Billing and Cash Receipts				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
AR.149	Invoice number;	**Critical**	**S**	
AR.150	Accounting code information;	**Critical**	**S**	
AR.151	Amount owed;	**Critical**	**S**	
AR.152	Dates;	**Critical**	**S**	
AR.153	Customer number;	**Critical**	**S**	
AR.154	Check number; and	**Critical**	**S**	
AR.155	Other, user-defined.	**Critical**	**S**	
AR.156	The system shall print customer payment history based on user-defined criteria.	**Critical**	**S**	
AR.157	The system shall allow queries against all receivable files.	**Critical**	**S**	
AR.158	The system shall print a batch listing showing every item in a particular batch upon request.	**Critical**	**S**	
AR.159	The system shall display individual transactions and groups of transactions based on the criteria entered by the user.	**Critical**	**S**	
AR.160	The system shall generate an aging report by charge code.	**Desired**	**S**	
AR.161	The system shall create ad hoc AR reports.	**Desired**	**S**	May require use of configurable reporting tools
AR.162	The system shall produce transaction reports listing all recorded payments.	**Critical**	**S**	

Indicator	Definition	Instruction	
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.	
F	**Future:** Feature/Function **will be available** in a future software release available to the City **by January 1, 2026**, at which point it will be implemented in accordance with agreed-upon configuration planning with the City.	If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version, as well as the time the release will be generally available.	
C	**Customization:** Feature/Function is **not included** in the current software release, and is not planned to be a part of a future software release. However, **this feature could be provided with custom modifications.** All related customization costs should be indicated in Attachment C – Cost Worksheet.	If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.	
T	**Third Party:** Feature/Function is **not** included in the current software release, and is **not** planned to be a part of a future software release. However, this feature could be **provided with integration with a third-party system.** This system should be specified.	If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system. If the third-party system is a part of the proposal, the third-party shall respond to the appropriate requirements using the "S"/"C"/"T"/"N" response indicators with a clear notation that the responses are provided by the third-party.	
N	**No: Feature/Function cannot be provided.**	N/A	

Accounts Payable

Req #	Description of Requirement	Criticality	Vendor Response	Comments
	General Requirements			
AP.1	The system shall provide an Accounts Payable module that is integrated with all other proposed system modules including (but not limited to) General Ledger, Accounts Receivable, Budgeting, Purchasing, Inventory, and Grants.	**Critical**	**S**	
AP.2	The system shall accommodate three-way matching of purchase order, receiving documents, and invoice.	**Critical**	**S**	
AP.3	The system shall produce and transmit 1099 forms electronically, per Federal Government regulations.	**Critical**	**S**	
AP.4	The system shall set a tolerance at invoice level by department, which can limit the amount of override allowed on an invoice (by either dollar amount or percentage).	**Critical**	**S**	
AP.5	The system shall attach digital copies of receipts and other supporting documentation to AP transaction records.	**Critical**	**S**	Via Content Manager
AP.6	The system shall automatically (proactively) notify end users of pending approval actions.	**Critical**	**S**	Via workflow setup
AP.8	The system shall support electronic workflow for approvals by dollar amount.	**Critical**	**S**	
AP.9	The system shall support electronic workflow for approvals by general ledger account number.	**Desired**	**S**	
AP.10	The system shall "add back" percentages or amount discounts previously taken (i.e., returned items) with appropriate system permissions.	**Critical**	**N**	
AP.11	The system shall import purchasing card transaction detail.	**Critical**	**S**	

Accounts Payable				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	Comments
AP.12	The system shall support "positive pay." The system shall send an electronic file of all checks, including system-driven manual checks, to the City's bank for comparison with checks being cashed in order to help reduce opportunities for fraud.	**Critical**	**S**	
AP.13	The system shall notify specified users when a payment is made based upon a project or grant number.	**Desired**	**S**	With proper workflow setup
AP.14	The system shall accommodate interdepartmental transfers/payments.	**Critical**	**S**	
	Invoice Entry			
AP.15	The system shall support decentralized invoice entry at the department level.	**Critical**	**S**	
AP.16	The system shall support batch, multiple, or individual invoice entry.	**Critical**	**S**	
AP.17	The system shall allow for the electronic submission of invoice from vendors (e.g., e-bills, etc.).	**Desired**	**S**	With compatible import file format
AP.18	The system shall support at least a 25 character invoice number field.	**Critical**	**N**	20 character limit
AP.19	The system shall accommodate partial payments.	**Critical**	**S**	
AP.20	The system shall support a minimum of a 30 character Short description field.	**Critical**	**S**	50 max description and 2000 character comment field
AP.21	The system shall support a maximum of a 250 character Long description field.	**Critical**	**S**	50 max description and 2000 character comment field
AP.22	The system shall support alpha numeric invoice numbers.	**Critical**	**S**	
AP.23	The system shall accept a dollar amount entry for payment against a contract.	**Critical**	**S**	
AP.24	The system shall accept a percentage amount entry for payment against a contract.	**Critical**	**N**	Dollar amount only
AP.25	The system shall have an applied date in a fiscal year based on the invoice date with the ability to override (i.e., when receiving an invoice in a new fiscal year dated for a previous fiscal year).	**Critical**	**S**	GL effective date
AP.26	The system shall copy existing invoices to new invoices with appropriate workflow to follow.	**Desired**	**S**	
AP.27	The system shall electronically attach scanned invoices to the payable entry.	**Critical**	**S**	Via Content Manager
AP.28	The system shall flag invoices as reimbursable expenses through the grant process.	**Critical**	**S**	
AP.29	The system shall allow for an invoice to be distributed to (at least) 50 different general ledger accounts.	**Critical**	**S**	
AP.30	The system shall allow for the import of files containing multiple lines or invoices, with those invoices and/or lines distributed to payment (ex. import an excel file containing multiple invoices, and allow the system to create multiple payment vouchers or invoices within the ERP system).	**Critical**	**S**	
AP.31	The system shall establish a template for recurring invoices that can be used as a starting point to carry forward (e.g., a template for cellular phone payments, where a single monthly invoice is received and is distributed across numerous City Departments).	**Critical**	**S**	
AP.32	The system shall allow for an invoice to be distributed across Departments with appropriate workflow routines for approval.	**Critical**	**S**	Assuming GL segments

Accounts Payable				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	Comments
AP.33	The system shall automatically split invoices to different accounts based on user-defined rules.	**Critical**	**S**	
AP.34	The system shall support recurring invoices.	**Desired**	**S**	
AP.35	The system shall hold credit invoices and apply them to future invoices.	**Critical**	**S**	
AP.36	The system shall calculate interest for late payments with the ability to turn the feature on and off.	**Critical**	**N**	Discounts can be calculated automatically based on vendor terms settings but not interest for late payments.
AP.37	The system shall calculate the appropriate sales or use tax with the ability to override.	**Desired**	**S**	
AP.38	The system shall allow City staff to flag invoices for potential sales or use tax.	**Critical**	**S**	
AP.39	The system shall close out a PO if it is known that it is the final payment being made against a PO and release the encumbered balance.	**Critical**	**S**	
AP.40	The system shall support a centralized AP email address, whereby vendors can email invoices that are automatically generated as an AP voucher in the system for City staff review and validation.	**Critical**	**F**	Supported with AP Automation which is planned for future release. Release date and additional costs are TBD. Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.
	Check Processing, Printing and Reconciliation			
AP.41	The system has the ability for the City to maintain a minimum of 25 bank accounts.	**Critical**	**S**	
AP.42	The system shall support working with a minimum of six (6) banking institutions.	**Critical**	**S**	
AP.43	The system shall allow the City to modify the check format.	**Critical**	**S**	
AP.44	The system shall print a test check with a "void" watermark based on appropriate security permissions.	**Critical**	**S**	
AP.45	The system shall import a file for bank reconciliation.	**Critical**	**S**	With compatible import file format (Bank Reconciliation available with Cash Management)
AP.46	The system provides the user with reconciliation functions to compare imported data with system data.	**Critical**	**S**	
AP.47	The system shall support a workflow approval process for electronic payments.	**Desired**	**S**	
AP.48	The system shall generate manual or off-cycle checks.	**Critical**	**S**	
AP.49	The system shall accommodate multiple check runs in a single day.	**Critical**	**S**	
AP.50	The system shall print checks in numerical order.	**Critical**	**S**	
AP.51	The system shall void a check and close the invoice completely.	**Critical**	**S**	
AP.52	The system shall void a check and allow the user to reopen the invoice and the associated purchase order.	**Critical**	**S**	
AP.53	The system shall provide check reconciliation tools.	**Critical**	**S**	
AP.54	The system shall print the entire invoice number on the check.	**Desired**	**S**	

Accounts Payable				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	Comments
AP.55	The system shall reconcile and code individual P-card transactions to a general ledger account with workflow approval.	**Critical**	**S**	
AP.56	The system shall process ACH payments, including addendum records.	**Critical**	**S**	
AP.57	The system shall support the bank draft process.	**Desired**	**S**	Via ACI process currently; will be supported with AP Automation also which is planned for future release. Release date and additional costs are TBD.
AP.58	The system shall lock the ACH file between processing and transmittal.	**Critical**	**S**	
AP.59	The system shall print check register which indicates cleared and/or outstanding checks.	**Critical**	**S**	
AP.60	The system shall generate a refund check for revenue refunds through a voucher process with approval path.	**Desired**	**S**	
AP.61	The system shall handle the conversion of outstanding checks to unclaimed property transactions.	**Critical**	**S**	
AP.62	The system shall provide a file of the unclaimed property transactions to the State of Wisconsin.	**Critical**	**S**	
AP.63	The system shall handle the associated accounting transactions for unclaimed property.	**Critical**	**S**	
Vendor File				
AP.64	The system shall utilize the same vendor file for the purchasing and inventory application/module as all other applications/modules with the ability to update the vendor file based upon the users' security permissions.	**Critical**	**S**	
The system shall provide a vendor file that supports the following fields:				Some of the following may require user defined fields
AP.65	At least nine characters for vendor numbers;	**Desired**	**N**	6 max
AP.66	A minimum of 100 characters for vendor remit addresses;	**Desired**	**S**	
AP.67	A minimum of 100 characters for the vendor name;	**Desired**	**S**	
AP.68	Prior/Historical Name;	**Critical**	**S**	
AP.69	Misc. vendor indicator;	**Critical**	**S**	
AP.70	Parent/child relationship;	**Critical**	**S**	
AP.71	User-defined vendor fields (minimum of 5);	**Critical**	**S**	
AP.72	Fields for multiple addresses;	**Critical**	**S**	
AP.73	Fields for multiple email addresses with the ability to designate purpose for each (minimum of 5);	**Critical**	**S**	
AP.74	Designated point of contact;	**Critical**	**S**	
AP.75	Primary contact information (i.e., email address, phone, fax, etc.);	**Critical**	**S**	
AP.76	Comment or memo field that is searchable;	**Critical**	**S**	
AP.77	Record of vendor performance (to be updated at any point in the procurement process);	**Desired**	**S**	
AP.78	Vendor certifications (i.e., MWMB, HUB, etc.);		**S**	
AP.79	Flag vendors that are not in City-defined compliance;	**Desired**	**S**	
AP.80	User-defined special condition codes for vendor flags;		**S**	
AP.81	Foreign addresses;	**Critical**	**S**	

Accounts Payable				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	Comments
AP.82	User defined Vendor withholding for taxes;		**S**	
AP.83	Vendor retainage based on purchase order; and	**Critical**	**S**	
AP.84	Indicator for international vendors.		**S**	
AP.85	The system shall verify new vendors information upon entry.	**Critical**	**S**	Workflow for new vendors, also TIN Match available
AP.86	The system shall track vendor information such as Certificate of Insurance (COI) and other changes.	**Desired**	**S**	
AP.87	The system shall flag a vendor that has an outstanding bill or balance with the City.	**Desired**	**S**	
AP.88	The system shall configure multiple fields including last modified date for recording compliance information (e.g., City taxes, expired insurance, debarred).	**Desired**	**S**	
AP.89	The system shall allow searching the vendor file by any data field.	**Critical**	**S**	Most fields are searchable but some may require use of configurable reporting tools
AP.90	The system shall automatically assign a unique identification number to a vendor sequentially with the ability to override based on security permissions.	**Critical**	**S**	
AP.91	The system shall establish multiple remit-to addresses within a single vendor file (e.g., US Postal Service).	**Desired**	**S**	
AP.92	The system shall merge duplicate vendors with the ability to maintain history from both records.	**Critical**	**S**	Vendor Merge can merge one vendor into another. History from both is maintained on the merged record.
AP.93	The system shall allow "one-time" vendors to be established with limited required data entry (example: payments to jurors).	**Critical**	**S**	
AP.94	The system shall allow a system administrator to configure "required" fields in the vendor file.	**Critical**	**S**	Although there are some required fields, not all can be configured that way. User Defined Fields may be created and set to required
AP.95	The system shall maintain a complete listing of historical vendors (i.e., including those no longer active).	**Critical**	**S**	
AP.96	The system shall allow a user to query the vendor file by date range to view vendors with no recent activity.	**Critical**	**S**	
AP.97	The system shall automatically notify City staff when there is no activity (i.e., no purchase orders, invoices, checks, etc.) with a vendor after a user specified period of time.	**Desired**	**N**	Not automatic, but various reports and Hub pages/cards can show this.
AP.98	The system shall allow vendors to maintain City defined information through a vendor self-service web portal.	**Desired**	**S**	Vendor Access
AP.99	The system shall require all vendor changes to their file to be approved by designated City staff before taking effect, with the ability to configure workflow approvals and toggle this feature on or off by field.	**Critical**	**S**	Not by field
AP.100	The system shall attach documents to the vendor file.	**Critical**	**S**	Via Content Manager
AP.101	The system shall only allow changes to the vendor file based on security permissions.	**Critical**	**S**	
AP.102	The system shall require approval of all vendor changes via workflow.	**Desired**	**S**	
AP.103	The system shall maintain an audit log of all changes to the vendor file.	**Critical**	**S**	
AP.104	The system shall alert the user when a vendor record is attempting to be added with a duplicate EIN/TIN/SSN.	**Critical**	**S**	

Accounts Payable				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	Comments
AP.105	The system shall allow the City to identify fields that can be masked including but not limited to Tax ID, checking/banking account numbers, and social security numbers.	**Desired**	**S**	SSN, banking info
	Vendor Processing			
AP.106	The system shall automatically assign payment terms for vendors and provides the ability to override the payment terms at the vendor and/or invoice level.	**Desired**	**S**	
AP.107	The system shall specify the box or line on the 1099 form that the dollar amount will be printed in or on.	**Critical**	**S**	
AP.108	The system shall calculate percentage and amount discounts (i.e., early payment).	**Desired**	**S**	Percentage
AP.109	The system shall flag invoices (or groups of invoices) so that more than one check may be written to a vendor in any given check run for those transactions or vendors requiring separate checks.	**Critical**	**S**	
AP.110	The system shall calculate and track retainage for contractor or subcontractor invoices.	**Critical**	**S**	Based off contract
AP.111	The system shall override a flag on a vendor to change the payment type.	**Desired**	**S**	
AP.112	The system shall track calendar year-to-date payments in addition to fiscal year-to-date totals.	**Desired**	**S**	
AP.113	The system shall provide notification of duplicate invoice number entry of same vendor and provides for authorized user override.	**Critical**	**S**	Check for duplicate vendor/invoice combo
AP.114	The system shall show amount retained on each vendor/subcontractor check.	**Critical**	**S**	
AP.115	The system shall view and search using wildcard capabilities through vendor list on-line (alphabetically by vendor name and vendor number) and be able to select vendor from that screen for invoice entry.	**Critical**	**S**	
AP.116	The system shall create interface files with banks to process ACH transactions.	**Critical**	**S**	
AP.117	The system shall attach files to document the change of address in a vendor file.	**Critical**	**S**	Via Content Manager
	Employee Expense Reimbursement			
AP.118	The system shall accommodate employee expense reimbursements (uniform allowance, mileage, tuition reimbursement, etc.) through either the accounts payable module or the payroll module as nontaxable events.	**Critical**	**S**	Via Employee Expense Reimbursement
AP.119	The system shall provide an end-user interface (portal, form, transaction type, etc.) to allow an occasional end-user to enter expenses related to travel, uniforms, or other reimbursement types.	**Desired**	**S**	Via Employee Expense Reimbursement
AP.120	The system shall allow an end-user to enter two or more different expenses in a single screen, as separate expenses.	**Critical**	**S**	
AP.121	The system shall calculate then-current federal GSA reimbursable mileage rates and allow an end-user to enter miles driven, with the system calculating the reimbursable amounts.	**Critical**	**S**	
AP.122	The system shall programmatically look-up federal GSA per diem rates to simplify employee expense entry in accordance with a specified locality.	**Critical**	**S**	
AP.123	The system shall allow an end-user to attach separate receipts related to each travel or other expense line item.	**Critical**	**S**	Via Content Manager

Accounts Payable				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	Comments
AP.124	The system, if employee expenses are processed through AP and not payroll, shall add or update the employee's AP vendor file when an employee's direct deposit banking information is updated (e.g., in the employee self-service portal or payroll module).	**Desired**	**S**	
Reporting				
AP.125	The system shall generate a report of scheduled checks to be written.	**Critical**	**S**	
AP.126	The system shall generate a report of payments by payment type (e.g., paper checks, ACH, wires/bank draft, and credit card/e-payables).	**Critical**	**S**	
AP.127	The system shall generate a vendor master listing report.	**Critical**	**S**	
AP.128	The system shall generate a summary payment report by vendor.	**Critical**	**S**	
AP.129	The system shall generate a report of 1099 vendors by tax category.	**Critical**	**S**	
AP.130	The system shall generate an Expenditure Approval List.	**Critical**	**S**	May require use of configurable reporting tools
The system shall generate a report or allow on-screen inquiry of a variety of vendor information (outstanding checks, volume of checks, etc.):				Some of the following may require use of configurable reporting tools
AP.131	Payee;	**Critical**	**S**	
AP.132	Check number/Payment number;	**Critical**	**S**	
AP.133	Any component of account structure;	**Critical**	**S**	
AP.134	Purchase order number;	**Critical**	**S**	
AP.135	Date or date range;	**Critical**	**S**	
AP.136	Address;	**Critical**	**S**	
AP.137	Invoice number;	**Critical**	**S**	
AP.138	AP Transaction number (system generated);	**Critical**	**S**	
AP.139	Vendor number;	**Critical**	**S**	
AP.140	Vendor name;	**Critical**	**S**	
AP.141	Amount;	**Critical**	**S**	
AP.142	Employee reimbursements (travel); and	**Critical**	**S**	
AP.143	Other, user-defined (based on any element in the vendor file).	**Critical**	**S**	Via use of configurable reporting tools
AP.144	The system shall generate a report of invoices including but not limited to department, fund, grant, project number.	**Critical**	**S**	May require use of configurable reporting tools
AP.145	The system shall generate a report of invoices paid by fund.	**Critical**	**S**	
AP.146	The system shall generate a report of invoices paid by project.	**Critical**	**S**	
AP.147	The system shall generate a report of invoices paid by grants.	**Critical**	**S**	May require use of configurable reporting tools
AP.148	The system shall generate a report of invoices paid by work order.	**Critical**	**S**	Work order would need to be noted as user defined field and use of configurable reporting tools would be required
AP.149	The system shall generate a monthly expenditure report by fund.	**Critical**	**S**	
AP.150	The system shall generate a report of checks paid by fund.	**Desired**	**S**	
AP.151	The system shall generate an aging report by fund that shows the age of the invoices vs paid date.	**Critical**	**S**	May require use of configurable reporting tools

Accounts Payable				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	Comments
AP.152	The system shall generate an aging report by department that shows the age of the invoices vs paid date.	**Critical**	**S**	May require use of configurable reporting tools
AP.153	The system shall generate a monthly check reconciliation report of manual/off-cycle checks.	**Critical**	**S**	
AP.154	The system shall email ACH and direct deposit remittances to the vendors.	**Critical**	**S**	
AP.155	The system shall provide a hyperlink to the image of the check that was issued.	**Critical**	**S**	On a report from within Enterprise ERP (EERP), the hyperlink would refer to the EERP check record and from there the hyperlink for the archive copy can be clicked.

Indicator	Definition	Instruction
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.
F	**Future:** Feature/Function **will be available** in a future software release available to the City **by January 1, 2026**, at which point it will be implemented in accordance with agreed-upon configuration planning with the City.	If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version, as well as the time the release will be generally available.
C	**Customization:** Feature/Function is **not included** in the current software release, and is not planned to be a part of a future software release. However, **this feature could be provided with custom modifications.** All related customization costs should be indicated in Attachment C – Cost Worksheet.	If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.
T	**Third Party:** Feature/Function is **not** included in the current software release, and is **not** planned to be a part of a future software release. However, this feature could be **provided with integration with a third-party system.** This system should be specified.	If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system. If the third-party system is a part of the proposal, the third-party shall respond to the appropriate requirements using the "S"/"C"/"T"/"N" response indicators with a clear notation that the responses are provided by the third-party.
N	**No: Feature/Function cannot be provided.**	N/A

Project Accounting and Grant Management

Req #	Description of Requirement	Criticality	Vendor Response	Comments
Project Accounting General Requirements				
PG.1	The system shall provide a Project Accounting module that is integrated with all other proposed system modules including (but not limited to) general ledger, budgeting, accounts receivable, accounts payable, purchasing, grants, and payroll.	**Critical**	**S**	
PG.2	The system shall provide a subsidiary ledger for tracking detailed transaction data for projects.	**Critical**	**S**	
PG.3	The system shall support multi-year parent projects, at least 10 years in length.	**Desired**	**S**	
PG.4	The system shall support linked parent/child relationships for projects and sub-projects.	**Critical**	**S**	
PG.5	The system shall allow multiple user defined project status codes (e.g., proposed, active, etc.).	**Desired**	**S**	Standard options are Active, Pending , Hold Closed; additional would require user defined fields but would not be tied directly to status (i.e. to close a project).
PG.6	The system shall accommodate at least 99 user defined different project types that integrate with the general ledger.	**Desired**	**S**	Project types are site-defined
PG.7	The system shall accommodate at least 99 user defined different project sub-types that integrate with the general ledger.	**Desired**	**S**	Via user defined fields
PG.8	The system shall accommodate user defined project types that integrate with the general ledger as well as those that do not.	**Critical**	**S**	Project types are site-defined

Project Accounting and Grant Management				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
PG.9	The system shall allow a user to establish project templates for common project types.	**Desired**	**S**	Projects can be copied to be used as a template
PG.10	The system shall store at least 99 project templates.	**Desired**	**S**	Projects can be copied to be used as a template
PG.11	The system shall provide the ability to copy a project and modify appropriate sections to create a new project.	**Critical**	**S**	
PG.12	The system shall accommodate projects occurring across multiple funds and departments, down to a specific GL number.	**Critical**	**S**	
PG.13	The system shall associate different account numbers to different components of a project.	**Critical**	**S**	
PG.14	The system shall accommodate projects occurring across a minimum of 50 funds and/or third-party funding sources (e.g., grants and debt).	**Desired**	**S**	
PG.15	The system shall designate a project as a fixed cost or a variable cost.	**Desired**	**S**	
PG.16	The system shall allow for project forecasting capabilities, including ongoing operational expenditures resulting from the project, for a minimum of 5 years (i.e., current, plus four years).	**Desired**	**S**	
PG.17	The system shall provide a workflow routine to assist in the annual process of determining fiscal year expenses and revenues for each project.	**Critical**	**S**	No workflow for Project Ledger budgeting, but this is supported if the project is part of the GL account and budget.
PG.18	The system shall provide user-defined cost allocation codes.	**Critical**	**S**	Allocation codes by % within Purchasing and Payroll
PG.19	The system shall link projects to grants.	**Critical**	**S**	
PG.20	The system shall link multiple projects to one another.	**Desired**	**S**	Via project types or user defined fields
Project Tracking and Closing				
PG.21	The system shall track city-defined project information (e.g., project schedule, budget).	**Critical**	**S**	
PG.22	The system shall control project budgets by project expenses/revenues.	**Critical**	**S**	
PG.23	The system shall store historical budget and actuals data for each year.	**Critical**	**S**	
PG.24	The system shall track retainage withheld on a project up to 100 percent.	**Critical**	**S**	
PG.25	They system shall identify retainage paid and unpaid on a specific project.	**Critical**	**S**	
PG.26	The system shall retrieve and apply labor rates from the payroll module that account for salaries and benefits.	**Critical**	**S**	
PG.27	The system shall link to the federal labor rate table.	**Desired**	**S**	Assuming these rates are set up in Enterprise HCM
PG.28	The system shall allow a user to manually edit labor rates and values charged to a project, based on appropriate security permissions.	**Desired**	**S**	
PG.29	The system shall track a minimum of fifteen custom date fields and title of the date field for each project.	**Desired**	**S**	
PG.30	The system shall track a data field for a minimum of ten project phases (design, construction, ROW acquisition).	**Desired**	**S**	
PG.31	The system shall track percentage complete for each phase, without overwriting status information of previous phases.	**Desired**	**S**	

Project Accounting and Grant Management				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
PG.32	The system shall track and change multiple funding sources with the appropriate security permissions.	**Critical**	**S**	
PG.33	The system shall prioritize funding sources and correlate spending.	**Critical**	**S**	
PG.34	The system shall track anticipated expenditures for future years which may require future funding modifications.	**Desired**	**S**	
PG.35	The system shall track expenditures based on the funding source.	**Critical**	**S**	
PG.36	The system shall provide dashboard reporting on the status of projects for user departments with the appropriate security permissions.	**Critical**	**S**	
PG.37	The system shall flag capital vs. operational projects types and all associated expenditures.	**Desired**	**S**	
PG.38	The system shall transfer funding sources from one project to another project.	**Critical**	**S**	
PG.39	The system shall apply overhead to projects based on defined rates.	**Desired**	**S**	
PG.40	The system shall track the funding sources for each project, the amount of expenditures that have been charged to the project that are to be paid by multiple funding sources, and any budget transfers that have moved the funding sources from one project to another.	**Critical**	**S**	
PG.41	The system shall allow the user to add balance sheet accounts to projects (e.g., receivables, escrows).	**Critical**	**S**	Assuming the project is tied to a GL account
PG.42	The system shall retain historical information for all projects for at least 50 years after the project close, whether in the live environment or archived.	**Desired**	**S**	
PG.43	The system shall retain historical information for all projects for at least 30 years after the project close.	**Desired**	**S**	
PG.44	The system shall close projects either partially or completely without losing the reporting history.	**Critical**	**S**	Partially by closing project string
PG.45	The system shall allow the closing of multiple projects at the same time (i.e., related projects).	**Desired**	**S**	
PG.46	The system shall allow the closing of a "child" project without having to close the "parent" project, and vice versa.	**Critical**	**S**	
PG.47	The system shall re-open a closed project, with appropriate security permissions.	**Critical**	**S**	
PG.48	The system shall produce reports to satisfy local, state, and federal requirements.	**Critical**	**S**	Tyler will commit to providing all state and federal mandated reports with data file submissions required to be submitted to the state that are not already provided through standard reports or inquiry functions. In addition, any changes to mandated State/Federal specified file layouts will be provided for no additional license/maintenance fees to all clients who have a current Maintenance Agreement in place.
PG.49	The system shall generate user-defined reports by date range.	**Critical**	**S**	
PG.50	The system shall report on contract change orders and contingencies related to the project.	**Desired**	**S**	
PG.51	The system shall report on resource time towards projects.	**Critical**	**S**	

Project Accounting and Grant Management				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
PG.52	The system shall support integration of the project accounting module with a third-party time/attendance solution to support time tracking against a project or project code.	**Desired**	**N**	Time and attendance is not tracked on the project code directly. This would be tracked in Payroll.
PG.53	The system shall report on the remaining PO and/or contract balance by fiscal year, life-to-date, or other user-specified date.	**Critical**	**S**	
PG.54	The system shall report on open encumbrances by project and vendor.	**Critical**	**S**	
PG.55	The system shall calculate interest earned on the remaining advanced funding.	**Critical**	**N**	
PG.56	The system shall allow changes to the detail level of report parameters, with appropriate security permissions.	**Critical**	**S**	
PG.57	The system shall track interest earnings on related projects relative to arbitrage.	**Desired**	**N**	
Grant Management				
PG.58	The system shall provide a Grant Management module that is integrated with all other proposed system modules including (but not limited to) General Ledger, Budgeting, Accounts Receivable, Accounts Payable, Purchasing, Projects, and Payroll.	**Critical**	**S**	
PG.59	The system shall provide for multi-year grants.	**Desired**	**S**	
PG.60	The system shall allow multiple grants to roll into one project, with the ability to track each grant separately.	**Critical**	**S**	
PG.61	The system shall provide unique identifiers to grants.	**Critical**	**S**	
PG.62	The system shall generate a hard stop when a grant account is used for an expenditure and a grant identifier is not referenced.	**Desired**	**N**	There is no hard stop. A user can run a report to see transactions without project strings which is how grants are linked to transactions.
PG.63	The system shall link City-defined grant numbers with issuing agency grant numbers.	**Desired**	**S**	Grant numbers are user defined.
PG.64	The system shall interface with third-party grant management software systems (e.g., external agency systems).	**Desired**	**S**	Can export grant information, import/export transactions
PG.65	The system shall duplicate pre-existing grants to establish templates for new grants.	**Desired**	**S**	
PG.66	The system shall generate a repository/library of all documentation related to a grant that is all accessible from a single location.	**Critical**	**S**	Via Content Manager
PG.67	The system shall maintain the grantor's closeout date.	**Critical**	**S**	
PG.68	The system shall generate an alert on a user-defined number of days prior to the grantor's closeout date, up to 365 days.	**Desired**	**S**	Via alerts
PG.69	The system shall retain grant information for at least ten years after the close of a grant.	**Critical**	**S**	
PG.70	The system shall export all documentation for a specific grant to electronic format (i.e., during an audit).	**Critical**	**S**	
PG.71	The system shall generate export files (e.g., csv, xlsx, pdf, txt) for the purpose of uploading data to third-party applications (e.g., State or Federal).	**Desired**	**S**	

Project Accounting and Grant Management				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
PG.72	The system shall allow grants to be established with multiple funding sources, with the ability to track funding sources separately.	**Desired**	**S**	
PG.73	The system shall track the use of program income prior to reimbursement.	**Critical**	**S**	
PG.74	The system shall track reimbursements and link to the initial request.	**Critical**	**S**	
PG.75	The system shall track the use of multi-year deferred revenue prior to reimbursement.	**Desired**	**S**	
PG.76	The system shall generate a report that contains a summary of the original grant amount, reimbursements to date, expenditures to date and remaining balance.	**Critical**	**S**	May require use of configurable reporting tools
PG.77	The system shall utilize workflow for the grant management process that has the capability to flow across other system modules/applications.	**Desired**	**S**	Workflow on transactions associated with grants
	Grant Applications			
PG.78	The system shall attach documents to the grant applications.	**Critical**	**S**	Via Content Manager
PG.79	The system shall record information related to local approval dates (Council approving, approval date, etc.).	**Critical**	**S**	
PG.80	The system shall track City-defined information for grants (e.g., grant number, grant budget).	**Critical**	**S**	
PG.81	The system shall convert stored application data into a new grant record upon approval.	**Critical**	**N**	
PG.82	The system shall support configurable workflow routines to support the grant application process.	**Desired**	**S**	
PG.83	The system shall retroactively link revenue or expenditures to any type of grant identifier without losing detail information about transaction history with the appropriate security permissions.	**Critical**	**S**	Grants on GL can be applied to revenue and expense accounts and pull in existing data. Revenue Allocation can be done for project ledger grants.
	Grant Tracking			
PG.84	The system shall track CDBG (Community Development Block Grants).	**Critical**	**S**	Assuming they are entered/tracked as any other grant in the system; user-defined type is available to flag as CDBG.
PG.85	The system shall track funding agency and grant specific information.	**Critical**	**S**	
PG.86	The system shall allocate a user defined percentage of the City's annual Community Development Block Grant to fund local public services.	**Critical**	**N**	Not the system automatically, but a user could calculate and allocate funding outside of the system and apply it to budget amounts manually.
PG.87	The system shall maintain a grant budget that is different and separate from all other budgets.	**Desired**	**S**	
PG.88	The system shall link individual grant budgets to the City budget based on user preference.	**Desired**	**S**	
PG.89	The system shall generate any indirect costs associated with a grant.	**Critical**	**S**	
PG.90	The system shall support at least 99 different user defined types of grant categories.	**Desired**	**S**	Grant types are site-defined
PG.91	The system shall support the configuration of different requirements by grant category.	**Desired**	**N**	
PG.92	The system shall link grants to projects.	**Critical**	**S**	

Project Accounting and Grant Management				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
PG.93	The system shall link grants to projects in 1-to-1, 1-to-many and many-to-1 relationships.	**Critical**	**S**	
PG.94	The system shall record all grant activity in the general ledger.	**Critical**	**S**	
PG.95	The system shall track compliance of the grant through a City-defined checklist by individual grant.	**Critical**	**S**	Via workflow and/or attachments in Content Manager
PG.96	The system shall view and track all assets acquired through grant funding as indicated through the capital/fixed asset module.	**Desired**	**S**	
PG.97	The system shall accommodate user defined performance metrics associated with a grant.	**Desired**	**N**	Metrics are not tracked; only budget/actuals
PG.98	The system shall allow grant metrics to be established.	**Critical**	**N**	Metrics are not tracked; only budget/actuals
PG.99	The system shall track grant metrics associated with a pass-through/sub-grant.	**Critical**	**N**	Metrics are not tracked; only budget/actuals
PG.100	The system shall flag grants coming from pass-through agencies vs. original grantor agencies.	**Critical**	**S**	
PG.101	The system shall track grant activity by active fiscal year and all years within the grant contract (e.g., across multiple fiscal years).	**Critical**	**S**	
PG.102	The system shall track grant activity over the life of the grant.	**Critical**	**S**	
PG.103	The system shall track notes associated with each grant.	**Desired**	**S**	
PG.104	The system shall provide notifications or alerts for remaining grant balances or percent complete.	**Desired**	**N**	In the GL, budget profiles allow users to define a threshold percentage to notify users as a fund reaches a specified percent of the available budget, but this is not defined on a grant directly or an individual GL account tied to a grant.
PG.105	The system shall record the source of origin of a grant (e.g., federal, state, local, other).	**Critical**	**S**	
PG.106	The system shall record all grant expenditure and revenue information.	**Critical**	**S**	
PG.107	The system shall define allowable expenditures.	**Desired**	**S**	
PG.108	The system shall restrict grant expenditures not within grant dates.	**Desired**	**S**	
PG.109	The system shall allow restriction on grant expenditures to be overridden, with appropriate security permissions.	**Desired**	**S**	
PG.110	The system shall provide forecasting capabilities for budgeted grant amount that use real-time data and information.	**Desired**	**S**	May require use of configurable reporting tools
PG.111	The system shall suspend a grant prior to completion.	**Desired**	**S**	
PG.112	The system shall allow the user to choose which salary or benefit expenditures to assign to a grant through integration with the payroll and time and attendance applications (e.g., salary, overtime, benefits).	**Critical**	**S**	
PG.113	The system shall limit the application of payroll expense to grants through security permissions.	**Desired**	**S**	
PG.114	The system shall separate actual expenditures against allowable expenditures.	**Desired**	**S**	
PG.115	The system shall allow remaining funding to be setup as a new grant or grant program.	**Desired**	**S**	
PG.116	The system shall allow the transfer of grant funding between City departments.	**Desired**	**S**	

Req #	Description of Requirement	Criticality	Vendor Response	Comments
Project Accounting and Grant Management				
Grant Reimbursements				
PG.117	The system has the ability, with integration with the AR module, to support the process of reimbursement requests for grants that are initially paid by the City, for grants for which the City is requesting reimbursement.	**Critical**	**S**	
PG.118	The system shall track all reimbursement requests through the life of the grant.	**Critical**	**S**	
PG.119	The system shall track the number of reimbursement requests to ensure the number does not exceed a grant limit.	**Critical**	**S**	
PG.120	The system shall allow "checklists" to be established to track the necessary documentation related to a reimbursement request.	**Desired**	**S**	Via attachments in Content Manager
PG.121	The system shall allow established "checklists" to be modified during the life of the grant with appropriate security permissions.	**Desired**	**S**	Via attachments in Content Manager
PG.122	The system shall trigger notifications based on established timelines associated with the reimbursement request process.	**Desired**	**S**	May require use of date alerts
PG.123	The system shall limit the reimbursement request to prescribed internal processes based on an established timeline.	**Desired**	**S**	Can only enter transactions for a project string within the established date range.
PG.124	The system shall submit electronic check images as part of the reimbursement request process.	**Critical**	**S**	Via Content Manager
PG.125	The system shall submit electronic payment method images (EFT, ACH etc.) as part of the reimbursement request process.	**Critical**	**S**	Via Content Manager
PG.126	The system shall electronically store the "final" documents associated with a submitted reimbursement request.	**Critical**	**S**	Via Content Manager
PG.127	The system shall support interdepartmental billing and transfers.	**Desired**	**S**	
PG.128	The system shall reference and include the grantors grant or funding number(s) for both state and federal agencies in reimbursement requests.	**Critical**	**S**	
Grant Reporting				
PG.129	The system shall generate reports for all grant history.	**Critical**	**S**	
PG.130	The system shall generate reports for multiple grants that are not in sequential series (i.e., report by year, category etc.).	**Desired**	**S**	
PG.131	The system shall generate a report of all active and inactive grants.	**Desired**	**S**	
PG.132	The system shall maintain a calendar or scheduling of required grant reports (e.g., schedule a monthly report for submitting to grantor).	**Desired**	**S**	Via integrated Scheduler
PG.133	The system shall generate all state and federally required reports.	**Desired**	**S**	Tyler will commit to providing all state and federal mandated reports with data file submissions required to be submitted to the state that are not already provided through standard reports or inquiry functions. In addition, any changes to mandated State/Federal specified file layouts will be provided for no additional license/maintenance fees to all clients who have a current Maintenance Agreement in place.

Project Accounting and Grant Management				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
PG.134	The system shall provide dashboard reporting on the status of grants for user departments.	**Critical**	**S**	
PG.135	The system shall query on all data fields in the grant management module in order to provide a user defined query screen.	**Desired**	**S**	Some may require use of configurable reporting tools
The system shall generate Reports, including but not limited to:				Some may require use of configurable reporting tools
PG.136	Five Year Consolidated Plan;	**Critical**	**S**	
PG.137	Single Audit Report (SEFA);	**Critical**	**S**	
PG.138	SESA (State single audit);	**Critical**	**S**	
PG.139	Action Plan;	**Critical**	**S**	
PG.140	Consolidated Annual Performance and Evaluation Report;	**Critical**	**S**	
PG.141	Expenditures and revenues;	**Critical**	**S**	
PG.142	Sources of revenues;	**Critical**	**S**	
PG.143	Reimbursed costs;	**Critical**	**S**	
PG.144	Reimbursed costs by percentage detail;	**Critical**	**S**	
PG.145	Budget to actual costs;	**Critical**	**S**	
PG.146	Projected vs. actual budget;	**Critical**	**S**	
PG.147	Grants trial balance;	**Critical**	**S**	
PG.148	Pending approval grant funding;	**Critical**	**S**	
PG.149	Quarterly encumbered balance; and	**Critical**	**S**	
PG.150	Monthly encumbered balance.	**Critical**	**S**	
PG.151	The system shall report on specific activity of a grant within a user-defined date range.	**Critical**	**S**	May require use of configurable reporting tools

City of Superior
Functional and Technical Requirements

Indicator	Definition	Instruction
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.
F	**Future:** Feature/Function **will be available** in a future software release available to the City **by January 1, 2026**, at which point it will be implemented in accordance with agreed-upon configuration planning with the City.	If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version, as well as the time the release will be generally available.
C	**Customization:** Feature/Function is **not included** in the current software release, and is not planned to be a part of a future software release. However, **this feature could be provided with custom modifications.** All related customization costs should be indicated in Attachment C – Cost Worksheet.	If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.
T	**Third Party:** Feature/Function is **not** included in the current software release, and is **not** planned to be a part of a future software release. However, this feature could be **provided with integration with a third-party system.** This system should be specified.	If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system. If the third-party system is a part of the proposal, the third-party shall respond to the appropriate requirements using the "S"/"C"/"T"/"N" response indicators with a clear notation that the responses are provided by the third-party.
N	**No: Feature/Function cannot be provided.**	N/A

Human Resources, Personnel Management, and Employee Relations

Req #	Description of Requirement	Criticality	Vendor Response	Comments
	General Requirements			
HRE.1	The system shall provide an employee central/master file that is the single source of employee records in which all other proposed system modules interact with.	**Critical**	**S**	
HRE.2	The system integrates with the proposed Payroll and Financial modules, including (but not limited to) the following: Time Entry, Payroll, General Ledger, Project Accounting, Grant Management, and Budget.	**Critical**	**S**	
HRE.3	The system shall provide audit trail reporting of all data entries, changes and deletions by user, date, time and workstation.	**Desired**	**S**	May require use of configurable reporting tools
HRE.4	The system shall establish workflow rules by department, employee group, or other user-defined criteria.	**Desired**	**S**	With existing workflow configuration options
The system shall provide workflow functionality to support Human Resources Management processes, including (but not limited to) the following:				
HRE.5	Personnel Actions;	**Critical**	**S**	
HRE.6	New Hire On-Boarding;	**Desired**	**S**	
HRE.7	Employee Termination Activities;	**Critical**	**S**	
HRE.8	Discipline;	**Desired**	**S**	
HRE.9	Grievances; and	**Desired**	**S**	
HRE.10	Performance Management.	**Desired**	**S**	
The system shall maintain an Activity Log to record conversations and correspondence with employees and maintains, at a minimum, the following information:				
HRE.11	Contact person;	**Desired**	**N**	

Indicator	Definition	Instruction		
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
HRE.12	Date and time of contact;	**Desired**	**N**	
HRE.13	Means of contact (e.g., phone, email, etc.);	**Desired**	**N**	
HRE.14	Nature of the contact; and	**Desired**	**N**	
HRE.15	Information collected as a result of contact.	**Desired**	**N**	
HRE.16	The system shall track reasonable accommodation requests and interaction under the ADA.	**Desired**	**S**	With proper setup. Non dynamic tracking, may require user defined fields
HRE.17	The system shall track reasonable accommodations provided under the ADA.	**Desired**	**S**	With proper setup. Non dynamic tracking, may require user defined fields
HRE.18	The system shall create user modified letter templates to support the interactive process under the ADA.	**Desired**	**S**	May require mail merge
HRE.19	The system shall classify and filter correspondence Activity Log entries by type of activity (as defined by user, e.g., PA, grievance, discipline, benefits, etc.).	**Desired**	**N**	
HRE.20	The system shall limit user access to correspondence Activity Log items, as defined by user security/role.	**Critical**	**N**	
Employee Central/Master File Data				
HRE.21	The system shall set up an employee master file for each employee.	**Critical**	**S**	
HRE.22	The system shall maintain all employee file change history (including pay, position, status, etc.).	**Critical**	**S**	
The system shall maintain employee master file for the following types of employees:				
HRE.23	Regular full-time and part-time employees;	**Critical**	**S**	
HRE.24	Temporary full-time and part-time employees;	**Critical**	**S**	
HRE.25	Elected officials;	**Critical**	**S**	
HRE.26	Seasonal employees (full-time and part-time);	**Critical**	**S**	
HRE.27	Retirees;	**Critical**	**S**	
HRE.28	Paid and unpaid interns; and	**Critical**	**S**	
HRE.29	Other user defined.	**Critical**	**S**	
HRE.30	The system shall maintain a unique employee number for each person regardless of their employment status within the system (i.e., termination, reinstatement, retirement).	**Critical**	**S**	
HRE.33	The system shall maintain separate profiles for employees holding multiple positions.	**Critical**	**S**	Separate job/salary records, single employee master record
The system shall maintain and track at a minimum the following employee data, with effective dating, for each employee:				Some may require user defined fields
HRE.34	Employee Number (Minimum 6 characters/digits);	**Critical**	**S**	
HRE.35	Employee status (active, inactive, on leave, etc.);	**Critical**	**S**	
HRE.36	Name (Last, First, Middle, Suffix);	**Critical**	**S**	
HRE.37	Preferred Name;	**Critical**	**S**	
HRE.38	Maiden/Former Name/Aliases/Nicknames;	**Desired**	**S**	
HRE.39	Sex;	**Critical**	**S**	
HRE.40	Gender;	**Critical**	**S**	

Indicator	Definition	Instruction		
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
HRE.41	Preferred Pronoun(s);	**Desired**	**S**	
HRE.42	Race/Ethnicity;	**Critical**	**S**	
HRE.43	Social Security number;	**Critical**	**S**	
HRE.44	Date of Birth;	**Critical**	**S**	
HRE.45	Marital Status;	**Critical**	**S**	
HRE.46	If married, identify if spouse works for the City and spouse name;	**Desired**	**S**	
HRE.47	Relationship with other City employees;	**Desired**	**S**	
HRE.48	If relationship, employee name and position;	**Desired**	**S**	
HRE.49	Background check results (State, Federal), with access limited by security roles;	**Desired**	**S**	User defined field and/or attachment via Content Manager
HRE.50	Badge Number (i.e., officer badge);	**Desired**	**S**	
HRE.51	Multiple Telephone Numbers;	**Desired**	**S**	
HRE.52	Multiple Addresses (including mailing address);	**Desired**	**S**	
HRE.53	Multiple E-Mail Addresses;	**Critical**	**S**	
HRE.54	Seniority Date;	**Critical**	**S**	
HRE.55	Hire/Rehire Date;	**Critical**	**S**	
HRE.56	Multiple Employee Event Dates (e.g., hire, full-time, etc.);	**Critical**	**S**	
HRE.57	Citizenship;	**Desired**	**S**	
HRE.58	Military Status and Branch;	**Desired**	**S**	
HRE.59	Veteran Status (user defined list of values);	**Desired**	**S**	
HRE.60	Retired (Y/N);	**Critical**	**S**	
HRE.61	W-4 and Indicators;	**Critical**	**S**	
HRE.62	Medical certification expiration date;	**Critical**	**S**	
HRE.63	Driver's License Class (multiple user defined);	**Critical**	**S**	
HRE.64	Driver's License Expiration Date;	**Critical**	**S**	
HRE.65	Driver's License Issue Date;	**Critical**	**S**	
HRE.66	Driver's License Number;	**Critical**	**S**	
HRE.67	Driver's License Restrictions;	**Critical**	**S**	
HRE.68	Driver's License State;	**Critical**	**S**	
HRE.69	Driver's License Endorsements;	**Critical**	**S**	
HRE.70	Multiple Emergency Contacts;	**Critical**	**S**	
HRE.71	Equipment issued to employees (e.g., phone, laptop, keys) and asset tag numbers where applicable;	**Desired**	**S**	
HRE.72	Certifications and Licenses;	**Desired**	**S**	
HRE.73	Immigration Status (I9);	**Critical**	**S**	
HRE.74	Work status expiration date (e.g., I9); and	**Critical**	**S**	
HRE.75	Other User Defined.	**Desired**	**S**	

Indicator	Definition	Instruction		
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
HRE.76	The system shall preclude employees from user defined actions/processes based on employee status (e.g., employee on FMLA will not accrue leave, an employee with an expired CDL license would not receive incentive pay etc.).	**Critical**	**S**	With existing configuration options, some scenarios may be manual
HRE.77	The system shall allow an unlimited number of employee file user-defined fields. Vendor to define any limitations in the comments field.	**Desired**	**S**	
HRE.78	The system shall assign role-based security to a position, supervisor, or individual user to control what employee information is accessible with limiting view and/or edit access including limiting a supervisor to their direct reports.	**Critical**	**S**	
HRE.79	The system shall provide online inquiry to user-defined portions of the personnel master file by employee number, by employee name, or user defined criteria with appropriate security restrictions.	**Critical**	**S**	Based on configured role based security access. May require use of configurable reporting tools
HRE.80	The system shall approve temporary access to an employee file or other records by department (e.g., if a department needs to hire from another department and needs access to performance reviews).	**Desired**	**S**	Would require adjustment to security defined within assigned role-based security configuration to the user
HRE.81	The system shall scan and store employee images (photos).	**Critical**	**S**	Employee photos can be stored and displayed within Employee Inquiry as part of standard functionality, however scanning and storing of employee photos on employee file is also supported as attachments via integrated Content Manager
HRE.82	The system shall archive and easily retrieve on-line employee records based on City retention requirements after retirement/termination, with various time periods based upon the records (e.g., audit records, asset records, etc.).	**Critical**	**S**	Records remain unless manually purged
HRE.83	The system shall provide automated record purge functionality, based on City-defined criteria and record retention policies.	**Desired**	**N**	
HRE.84	The system shall specifically mark records to prevent deletion based on standard record retention policies.	**Critical**	**S**	core records have features in place to help manage record retention policies.
HRE.85	The system shall define multiple working titles for a position with effective dating (where changes require workflow approvals).	**Critical**	**S**	
HRE.86	The system shall notify a supervisor/manager when a new employee file is created within their reporting organization/hierarchy.	**Desired**	**S**	With proper setup
	Job Classification Tables			
HRE.87	The system shall store job descriptions, with controls in place to limit edits, and to maintain historical job descriptions.	**Critical**	**S**	Job descriptions are effective dated
The system shall track the following job classification information:				Some may require user defined fields
HRE.88	Pay grade and step plan;	**Critical**	**S**	
HRE.89	Pay schedule;	**Critical**	**S**	With existing configuration options
HRE.90	Position Type (classified, unclassified, reduced hours);	**Critical**	**S**	
HRE.91	Job Classification Code;	**Critical**	**S**	
HRE.92	Job Classification Title;	**Critical**	**S**	
HRE.93	Subject to shift work;	**Critical**	**S**	
HRE.94	Date established or approved;	**Critical**	**S**	

Indicator	Definition	Instruction		
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
HRE.95	EEO Function;	**Critical**	**S**	
HRE.96	EEO Category;	**Critical**	**S**	
HRE.97	Management level;	**Critical**	**S**	
HRE.98	Workers Compensation code;	**Critical**	**S**	
HRE.99	Hazardous pay code;	**Desired**	**S**	
HRE.100	Employee category (e.g., overtime, comp time, straight time, or either, etc.);	**Critical**	**S**	
HRE.101	FLSA Status;	**Critical**	**S**	
HRE.102	Multiple safety sensitive position flags, per position (City drug testing eligibility and Department of Transportation (DOT) regulatory indicators); and	**Critical**	**S**	
HRE.103	Other user-defined.	**Desired**	**S**	
HRE.104	The system shall integrate or link job descriptions with HR system modules/functional areas (e.g., Recruiting, Performance Management, Compensation Management, ESS).	**Critical**	**S**	
HRE.105	The system shall maintain minimum qualifications for each position.	**Critical**	**S**	
HRE.106	The system shall turn off wage progression and turn it back on.	**Critical**	**S**	Frozen flag
	Personnel Actions			
HRE.107	The system shall support centralized Personnel Actions (P.A.s), whereby end-users initiate P.A.s within the system (including at the department level and from within HR).	**Critical**	**S**	
The system shall provide an electronic Personnel Action form that includes the following features:				
HRE.108	Dynamic help, including form assistance that guides the user through required fields and screens (e.g., the type of PA selected determines the information user must provide on the form):	**Desired**	**S**	Key functionality leverages walk-me or guide-me steppers or wizards. (i.e. W2 Wizard)
HRE.109	Integrated data (e.g., employee data populates when employee ID entered);	**Critical**	**S**	
HRE.110	Required fields;	**Critical**	**S**	
HRE.111	Multi-directional configurable workflow processing/approvals (e.g., department director approval may be required in some departments but not others);	**Desired**	**S**	Assumes use of existing workflow configuration options, multi directional supported as progressive step approval and/or multiple approvers on a single step
HRE.112	Electronic signature;	**Desired**	**S**	Approver ID serves as electronic signature
HRE.113	Printable PA forms - completed and blank;	**Desired**	**S**	Enterprise Forms does have PA, New Hire, Change and Termination Forms for Completed. Blank forms would only be available as a custom Form(Billable, not included as standard).
HRE.114	Includes generation of other forms/sub-forms associated with PA (e.g., military leave request form);	**Desired**	**N**	
HRE.115	Accommodates attachments; and	**Desired**	**S**	Attachments via Content Manager
HRE.116	PA description field containing at least 255 characters.	**Desired**	**S**	Via note

Indicator	Definition	Instruction		
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
HRE.117	The system shall print a PA on more than one page, and not truncate fields or comments.	**Critical**	**S**	Printing on more than one page for PA's can be accommodated, however it is possible specific scenarios would need a Custom (Billable) form. Analysis would be required to quote
HRE.118	The system shall copy an existing PA.	**Desired**	**N**	
The system shall set up and establish rules, workflows, and track changes for the following Personnel Actions:				With existing configuration options
HRE.119	New Hire;	**Critical**	**S**	
HRE.120	Position Changes (e.g., Transfer, Promotion);	**Critical**	**S**	
HRE.121	Rehire;	**Critical**	**S**	
HRE.122	Reclassification;	**Critical**	**S**	
HRE.123	Name changes;	**Critical**	**S**	
HRE.124	Various types of Retirement (user-defined);	**Critical**	**S**	
HRE.125	Various types of Separation/Terminations (voluntary, involuntary, Reduction in Force - user-defined);	**Critical**	**S**	
HRE.126	Various types of suspensions (user-defined);	**Critical**	**S**	
HRE.127	Multiple probationary periods (introductory period and others);	**Critical**	**S**	
HRE.128	Transition on/off Modified Duty and other types of injury;	**Critical**	**S**	
HRE.129	Demotion;	**Critical**	**S**	
HRE.130	Discipline;	**Critical**	**S**	
HRE.131	Multiple Longevity Types (e.g., duration of time in current position);	**Critical**	**S**	
HRE.132	Compensation changes to base salary (with a user defined list of comp increases/decreases types - e.g., across the board, equity adjustments, merit increases, comp decrease, step increases);	**Critical**	**S**	
HRE.133	Add pays not included in base both regular and one time payments (e.g., uniform allowances, bilingual pay, assignment pay);	**Critical**	**S**	
HRE.134	Changes to position status (e.g., inactivate/reactivate);	**Critical**	**S**	
HRE.135	Multiple types of service years;	**Critical**	**S**	
HRE.136	Standard hours change (e.g., 30-hr to 40-hr, 52-hr to 40-hr);	**Critical**	**S**	
HRE.137	Leaves (per user defined list - e.g., FMLA, military, LWOP, administrative leave); and	**Critical**	**S**	
HRE.138	Other user-defined.	**Desired**	**S**	
HRE.139	The system shall prevent additional changes to an employee record if a personnel action is in workflow.	**Critical**	**N**	Warning, not prevention
HRE.140	The system shall make personnel actions effective in the middle of a pay period (per user defined business rules).	**Critical**	**S**	Personnel actions include an effective date defined by the user
HRE.141	The system shall prompt a user to complete a personnel action when a position is vacated.	**Desired**	**N**	

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HRE.142	The system shall establish and track expiration dates and notifications related to job status.	**Desired**	**S**	End dates can be tracked in addition to a status. Notifications may be manual (i.e. mail merge) and may require use of configurable reporting tools
HRE.143	The system shall display all personnel actions within a department to an approver with the appropriate security permissions.	**Critical**	**S**	With proper setup
HRE.144	The system shall send an alert to a user when a temporary employee is near the end of his/her contract.	**Desired**	**N**	
HRE.145	The system shall track seasonal employee's working hours to determine benefit eligibility.	**Critical**	**S**	
HRE.146	The system shall maintain an audit log of all personnel-related transactions and activity.	**Critical**	**S**	
HRE.147	The system shall maintain a record of all personnel-related transactions and activity, and provides the ability to view and/or print any electronic approval or action that has been taken.	**Critical**	**S**	
HRE.148	The system shall transfer an employee to a different department/division or payroll group without re-entering the entire employee file.	**Critical**	**S**	
HRE.149	The system shall default specified Job Code data (e.g., pay grade, schedule, probation period, leave types, pay types, civil service classification) to new position and employee record, with ability for default values to be overridden by the user (with appropriate security).	**Critical**	**S**	With existing configuration options
HRE.150	The system shall automatically update an employee's accruals when a job change results in accrual plan changes.	**Critical**	**N**	
HRE.151	The system shall allow users to configure assignment of employee IDs when entering more than one new hire (resulting in the ID showing seniority/order of hire).	**Desired**	**S**	With existing employee number configuration options (numerical)
HRE.152	The system shall accept retroactive changes to any element of a personnel record, with appropriate security permissions, ensuring all forward-calculations are made appropriately (including retroactive calculations of pay and deductions - including the appropriate pay rate/table, leave accrual, retirement, benefit calculations, etc.).	**Critical**	**S**	Based on proper setup and user initiated retro pay
HRE.153	The system shall provide a date-based personnel system that allows "personnel/employee actions" to be automatically triggered based upon effective dates.	**Critical**	**S**	
HRE.154	The system shall provide a notification to manager(s) or (other designated role/end-user) based on effective date (e.g., step increase, end of assignment pay, probationary period, temporary light-duty end-date).	**Desired**	**N**	
HRE.155	The system shall provide a notification to manager(s) or (other designated role/end-user) in advance of change (e.g., step increase, end of assignment pay, probationary period, temporary light-duty end-date).	**Desired**	**N**	
HRE.156	The system shall establish personnel action workflow rules by department, or employee group.	**Desired**	**S**	With existing workflow configuration options
HRE.157	The system shall establish personnel action workflow rules by personnel action reason/type.	**Desired**	**S**	With existing workflow configuration options

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HRE.158	The system shall provide workflow for approval processes at multiple approval levels with date/time/ID stamp for electronic signature.	**Desired**	**S**	Approver ID serves as electronic signature
HRE.159	The system shall provide all personnel transaction processing (new hire, term, etc.) across multiple functional areas so that a single process includes employment, payroll, benefits, etc.	**Critical**	**S**	
HRE.160	The system shall automate personnel record, compensation, and benefits information updates to be automatically applied within the appropriate file records based on successful completion an approval of related workflow processes.	**Desired**	**S**	
HRE.161	The system shall automatically initiate onboarding notifications and provide checklists for employee hire and termination process to ensure all steps are completed (checklist should include policy and agreement documents).	**Desired**	**S**	Based on user initiated action. Assumes use of existing workflow configuration/notification options
HRE.162	The system shall automatically initiate termination notifications and/or workflow processes for separated employees (i.e., City system access, physical access, equipment collection, final paycheck).	**Critical**	**S**	Based on user initiated action. Assumes use of existing workflow configuration/notification options
HRE.163	The system shall support user-defined onboarding/termination checklists.	**Desired**	**S**	
HRE.164	The system shall manually assign or automatically generate an employee number.	**Critical**	**S**	
HRE.165	The system shall request and accept electronic credit and background checks from outside agencies.	**Desired**	**N**	
HRE.166	The system shall scan, link or upload and categorize/classify different types of documents and associate them with an employee.	**Critical**	**S**	Via Content Manager
HRE.167	The system shall provide a report of pending personnel actions.	**Critical**	**S**	May require use of configurable reporting tools
	Performance Management			
HRE.168	The system shall provide a Performance Management module that is integrated with other system modules, including Employee Relations, Compensation, Human Resources, and Payroll.	**Desired**	**S**	
HRE.169	The system shall provide audit trail reporting of all data entries, changes and deletions by user, date, time.	**Critical**	**S**	May require use of configurable reporting tools
The system shall allow for the entry and maintenance of employee performance reviews (orientation period and on-going) on the following schedules:				
HRE.170	Due date (i.e., date of hire, promotion date, fiscal year-end);	**Critical**	**S**	
HRE.171	End of orientation/probation;	**Critical**	**S**	
HRE.172	Extended orientation/probation;	**Critical**	**S**	
HRE.173	Training periods;	**Desired**	**S**	
HRE.174	Performance improvement plans; and	**Desired**	**S**	
HRE.175	Other user-defined event.	**Desired**	**S**	Evaluation Types are site defined
HRE.176	The system shall track multiple orientation (probation) periods and performance review schedules separately by position and employee.	**Critical**	**S**	
HRE.177	The system shall track orientation (probation) periods of differing lengths including initial, extended, department transfer, promotion, demotion and job code.	**Critical**	**S**	

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HRE.178	The system shall provide multi-step workflow for review and approval of performance evaluations, with the ability to restart the workflow if changes are	**Desired**	**S**	
HRE.179	The system shall provide the user a view of prior evaluations and copy prior comments into the current evaluation.	**Desired**	**N**	
HRE.180	The system shall provide self-, peer- or "360" evaluation functionality.	**Critical**	**S**	
HRE.181	The system shall record a variety of performance ratings (e.g., alpha and numeric scales).	**Desired**	**N**	Numeric only
HRE.182	The system shall perform a variety of performance rating analyses (e.g., by division, supervisor).	**Desired**	**S**	May require use of configurable reporting tools
HRE.183	The system shall allow a user to override performance ratings, based on permissions.	**Desired**	**S**	
HRE.184	The system shall allow the City to limit user visibility of performance ratings, based on user permissions and effective date.	**Critical**	**S**	Assumes use of existing role based security configuration options
HRE.185	The system shall allow the evaluators to view a summary of all ratings for an employee before submitting it to the approval workflow.	**Critical**	**S**	May require use of configurable reporting tools
HRE.186	The system shall accommodate review schedules and notify employees and supervisors of evaluation due dates.	**Critical**	**S**	Vis user initiated custom emails
HRE.187	The system shall associate core competencies with a specific job or department.	**Desired**	**S**	
HRE.188	The system shall trigger e-mail notification to employees of upcoming self-evaluation due.	**Critical**	**N**	employee evaluations can send emails, however they are not automatically triggered, users will need to find the proper active set and define the email program.
HRE.189	The system shall allow authorized users to override performance review dates.	**Critical**	**S**	
HRE.190	The system shall accommodate multiple milestone dates in a performance review and development plan schedules (e.g., planning, quarterly, midterm, end-of-term).	**Desired**	**S**	Goals
HRE.191	The system shall trigger e-mail notification for an evaluation based on a user-definable amount of time prior to due date.	**Desired**	**N**	
HRE.192	The system shall electronically notify supervisor that a review or other performance management milestone is due or overdue.	**Critical**	**S**	Via Alert Business Rules - or alerts in Employee Access, also HUB cards.
HRE.193	The system shall provide email notification to employee when evaluation has been completed and approved.	**Desired**	**S**	Via user initiated custom emails
HRE.194	The system shall provide supervisors with list of their employees and projected review date.	**Critical**	**S**	May require use of configurable reporting tools
HRE.195	The system shall integrate employee performance review documentation with employee development and training information (including employees' development plans and learning management assigned courses).	**Critical**	**N**	
HRE.196	The system shall allow viewing of salary information (including position in range) at any point during the performance review (per system security settings).	**Desired**	**S**	With proper permissions
HRE.197	The system shall provide for more than one supervisor to complete evaluation for same time period when employee works in a job with multiple supervisors.	**Desired**	**S**	With proper permissions
HRE.198	The system shall provide for more than one supervisor to complete evaluation for same time period when employee changed positions during that time period.	**Desired**	**S**	

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HRE.199	The system shall attach documents to the performance review.	**Desired**	**S**	Attachments via Content Manager
HRE.200	The system shall allow employees to document their responses to performance reviews.	**Desired**	**S**	
HRE.201	The system shall allow employees to set and track goals for performance reviews.	**Desired**	**S**	
HRE.202	The system shall support a performance review template that pre-populates employee goals and essential job functions based on job type and other user-defined criteria (per user security).	**Desired**	**S**	With existing evaluation template configuration options
HRE.203	The system shall have finalization of performance review to automatically generate an action to an employee record (i.e., change the next review date).	**Desired**	**N**	Not automated, would be user initiated
HRE.204	The system shall have finalization of performance review to automatically generate a Personnel Action as required, based on user defined rules (e.g., probationary period end).	**Desired**	**N**	Not automated, would be user initiated
HRE.205	The system shall allow users to override a performance/step increase due to disciplinary action, per user defined security, with the ability to turn this feature on/off.	**Desired**	**S**	Authorized users can override step increases, however not a defined feature to turn on/off, override is determined by permissions
HRE.206	The system shall generate a printable copy of employee performance reviews that is accessible to the employee.	**Desired**	**S**	Employees can print their review from self-service portal
HRE.207	The system shall maintain history of all performance evaluations for active employees according to a user-defined employee file retention rules or other user-defined periods that may be shorter.	**Desired**	**S**	Records remain unless manually purged
HRE.208	The system shall maintain history of all performance evaluations for inactive employees according to a user-defined employee file retention rules or other user-defined periods that may be shorter.	**Desired**	**S**	Records remain unless manually purged
HRE.209	The system shall create cascading goals from the organization level down to the employee level.	**Desired**	**N**	Default goals can be created by various demographics, like group b/u or job class.
HRE.210	The system shall create City defined compliance reports.	**Desired**	**S**	Assuming all necessary data is stored within the system. May require use of configurable reporting tools
HRE.211	The system shall archive the performance management reports.	**Desired**	**S**	No formal archiving, however report results can be saved and stored outside of the application as desired
Employee Relations				
HRE.212	The system shall record and track various employee-related issues (e.g., disciplinary actions, counseling, grievances) in an Activity Log that is maintained by the HR department.	**Critical**	**S**	Via Case Management
HRE.213	The system shall record and track disciplinary actions (and maintain history) including information on incidents causing the action, steps taken in resolution, and the personnel involved (captured by employee), with appropriate security.	**Critical**	**S**	
HRE.214	The system shall capture user-entered narrative for each step of the disciplinary process with appropriate security permissions.	**Critical**	**S**	Via notes
HRE.215	The system shall tie employee relations cases to the employee master file.	**Critical**	**S**	Employee Case Management

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HRE.216	The system shall allow supervisors to keep a journal of employee discipline and accomplishments throughout the year that would then be accessible when completing the performance review.	**Critical**	**S**	Not a dedicated journal, however authorized users can review employee goals, employee grievances, and case management information when completing employee evaluations
HRE.217	The system shall allow a supervisor to view prior discipline action, with appropriate security permissions.	**Critical**	**S**	
HRE.218	The system shall permit City staff to assign various levels of access for a supervisor to view current/prior discipline action/status, with appropriate security (e.g., see some but not all discipline steps/actions, or only certain types).	**Desired**	**S**	Via Case Management
HRE.219	The system shall restrict the ability for a former/previous supervisor to view employee discipline action, upon transfer/other move to a new supervisor.	**Desired**	**S**	With proper setup of role-based security configurations
The system shall capture disciplinary case data including the following fields:				
HRE.220	Multiple incident/category types (per user-defined list, with ability to select more than one for a single entry);	**Desired**	**N**	
HRE.221	Incident date/s;	**Desired**	**S**	Case number
HRE.222	Incident number;	**Desired**	**S**	
HRE.223	Date action taken;	**Desired**	**S**	Process stage date
HRE.224	Date City notified;	**Desired**	**S**	Process stage date
HRE.225	Date Employee notified;	**Desired**	**S**	Process stage date
HRE.226	Department;	**Desired**	**S**	Location code or within notes
HRE.227	Supervisor;	**Desired**	**S**	
HRE.228	Related employees;	**Desired**	**S**	Employee involved can be captured, however related employees may be captured within notes
HRE.229	Open comment field;	**Desired**	**S**	Notes
HRE.230	Ability to attach documents;	**Desired**	**S**	Via Content Manager
HRE.231	Action taken;	**Desired**	**S**	Process stages can be tracked as well as resolution
HRE.232	Close date;	**Desired**	**S**	Resolution date
HRE.233	Follow-up steps;	**Desired**	**S**	Process stage
HRE.234	Multiple Appeal steps with the associated date/s;	**Desired**	**S**	Process stage
HRE.235	Multiple Appeal decisions with associated date/s;	**Desired**	**S**	Process stage
HRE.236	Incident determination per appeal step (i.e., substantiated, unsubstantiated, undetermined);	**Desired**	**S**	Process stage
HRE.237	Discipline determination;	**Desired**	**S**	Resolution
HRE.238	Current status (active, inactive, on leave, etc.);	**Desired**	**S**	
HRE.239	HR contact;	**Desired**	**S**	
HRE.240	Disciplinary action purge flag;	**Desired**	**N**	
HRE.241	Disciplinary action purge date; and	**Desired**	**N**	
HRE.242	Other user-defined fields.	**Desired**	**S**	Additional information can be captured within notes
HRE.243	The system shall query incidents based on all fields.	**Desired**	**S**	Via use of configurable reporting tools for data stored within the system

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HRE.244	The system shall generate alerts about incident patterns based on user-defined logic/criteria (e.g., by issue, by employee, by supervisor).	**Desired**	**N**	
HRE.245	The system shall archive files of disciplinary actions after a user-defined period.	**Desired**	**S**	No formal archiving, however records remain unless manually purged
HRE.246	The system shall maintain historical disciplinary action detail, including (but not limited to): employee, date, type of incident, follow-up action.	**Desired**	**S**	Via Case Management
HRE.247	The system shall calculate deadlines for the discipline process based on City-defined thresholds.	**Desired**	**N**	each stage of a process in Case Mgmt will need to have its deadlines manually entered.
HRE.248	The system shall classify disciplinary records as formal and informal, with the ability to report on only one of these types.	**Desired**	**S**	Via use of site defined type/categories used with Case Management
The system shall record and track a multi-step grievance process, including the following information through multiple iterations:				
HRE.249	Grievance number;	**Desired**	**S**	Case number
HRE.250	Date grievance occurred;	**Desired**	**S**	Issue date
HRE.251	Date grievance filed;	**Desired**	**S**	
HRE.252	Step 1 (2, 3, etc.) Scheduled Date for each step;	**Desired**	**S**	Process stage
HRE.253	Step 1 (2, 3, etc.) Decision Issued at each step (e.g., denied, upheld, reduced, settled, reversed);	**Desired**	**S**	Via completion notes associated with process stage
HRE.254	Date grievance closed;	**Desired**	**S**	Resolution
HRE.255	Date declared inactive;	**Desired**	**S**	Recorded within case notes
HRE.256	Hearing officer/Department Head (at each step);	**Desired**	**N**	Not at each step
HRE.257	Mediator (at each step);	**Desired**	**N**	Not at each step
HRE.258	Grievance committee members (at each step);	**Desired**	**N**	Not at each step
HRE.259	Supervisor (at each step);	**Desired**	**N**	Not at each step
HRE.260	Department head (at each step);	**Desired**	**N**	Not at each step
HRE.261	City Manager (at each step);	**Desired**	**N**	Not at each step
HRE.262	Prevailing party;	**Desired**	**S**	Can be captured with notes/text or based on defined resolution
HRE.263	Outcome;	**Desired**	**S**	Resolution
HRE.264	Cost of mediation;	**Desired**	**N**	
HRE.265	Any other associated costs;	**Desired**	**N**	
HRE.266	Total cost;	**Desired**	**S**	
HRE.267	Unlimited notes and/or text entry; (freeform notes and text entry, vendor to notate any limitations that exist);	**Desired**	**S**	
HRE.268	Related case number;	**Desired**	**S**	Linked cases via case manager
HRE.269	Ability to attach documents; and	**Desired**	**S**	Attachments via Content Manager
HRE.270	Other user-defined.	**Desired**	**S**	Via notes/texts in addition to site defined process stages
HRE.271	The system shall track all activities associated with the management of the grievance.	**Desired**	**S**	Process stages, notes/texts/attachments

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HRE.272	The system shall archive files of grievances after a user-defined period.	**Desired**	**S**	No formal archiving, however records remain unless manually purged
Reporting and Querying				
HRE.273	The system shall provide a user-friendly ad-hoc reporting tool.	**Critical**	**S**	Via configurable reporting tools
HRE.274	The system shall create custom reports using an internal Report Writer.	**Critical**	**S**	Via configurable reporting tools
HRE.275	The system shall generate "canned" reports that users may run with limited options of input values.	**Critical**	**S**	
HRE.276	The system shall provide point-in-time (any user-specific date or date range) for various reporting.	**Critical**	**S**	Limited point in time reporting. Some reporting may require use of configurable reporting tools
HRE.277	The system shall provide historical reporting (e.g., job history, etc.).	**Critical**	**S**	
HRE.278	The system shall schedule reports at a user-defined date/time and frequency.	**Critical**	**S**	
HRE.279	The system shall provide a management level dashboard that allows users to perform analysis and view metrics at the employee, division, department and organizational level (accessed according to user role/security).	**Critical**	**S**	Via Hub
HRE.280	The system shall generate all Human Resources and Risk Management reporting necessary and required to meet external mandates (including City/Local, State, Federal). These should include the generation of all reports and forms that comply with EEOC, OSHA, Department of Labor, Military Status, and FLSA standards and regulations.	**Critical**	**S**	Tyler will commit to providing all state and federal mandated reports with data file submissions required to be submitted to the state that are not already provided through standard reports or inquiry functions. In addition, any changes to mandated State/Federal specified file layouts will be provided for no additional license/maintenance fees to all clients who have a current Maintenance Agreement in place.
HRE.281	The system shall generate all benefits reporting necessary and required to meet external mandates (including City/Local, State, Federal). These should include the generation of all reports and forms that comply with FMLA, IRS, and ACA standards and regulations.	**Critical**	**S**	Tyler will commit to providing all state and federal mandated reports with data file submissions required to be submitted to the state that are not already provided through standard reports or inquiry functions. In addition, any changes to mandated State/Federal specified file layouts will be provided for no additional license/maintenance fees to all clients who have a current Maintenance Agreement in place.
HRE.282	The system shall export data from reports into standard applications (including Excel) for spreadsheet comparison, graphing, etc.	**Critical**	**S**	Excel exports where available
HRE.283	The system shall provide dashboard displays for certain data to report such things as number of accidents, employees on leave, or other information that user departments may want to regularly view.	**Critical**	**S**	Via Hub
HRE.284	The system shall generate new hire reporting.	**Critical**	**S**	

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HRE.285	The system shall provide online view and reporting of employee's total compensation package including but not limited to: benefits, employee and employer contributions, base pay, add pay, accruals, FLSA status, and overtime.	**Critical**	**S**	Total Compensation Report available
HRE.286	The system shall alert when the funding of a grant will end that is currently funding a position.	**Desired**	**N**	No automated alerts, custom reports could be used and run frequently to identify these scenarios
HRE.287	The system shall report on and project training costs.	**Desired**	**N**	
HRE.288	The system shall track and report current and historical benefit costs including (but not limited to): employer cost; employee cost; and total premiums/contributions.	**Critical**	**S**	May require use of configurable reporting tools
HRE.289	The system shall report compensation trends and costs.	**Desired**	**S**	Assuming all necessary data is stored within the system. May require use of configurable reporting tools
HRE.290	The system shall report on vacancy requirements.	**Desired**	**S**	Assuming all necessary data is stored within the system. May require use of configurable reporting tools
The system shall report total hours and cost of training by:				May require use of configurable reporting tools
HRE.291	Employee;	**Desired**	**S**	
HRE.292	Year;	**Desired**	**S**	
HRE.293	Department;	**Desired**	**S**	
HRE.294	Training Sessions;	**Desired**	**S**	Course sequence
HRE.295	Cost to receive certification/license; and	**Desired**	**S**	Cumulating cost of employee training can be reported on with configurable reporting tools assuming all necessary data is stored within the system
HRE.296	Other, user-defined.	**Desired**	**S**	Assumes use of existing tracking configuration options, may require use of configurable reporting tools
HRE.297	The system shall record and report on employee skills and competencies, including history.	**Desired**	**S**	May require use of configurable reporting tools
The system shall report all required and optional training, licenses, certifications, and other related reports by:				May require use of configurable reporting tools
HRE.298	Employee;	**Critical**	**S**	
HRE.299	Year;	**Critical**	**S**	
HRE.300	Department;	**Critical**	**S**	
HRE.301	Training Sessions;	**Critical**	**S**	Course sequence
HRE.302	Training source (i.e., web-based external training); and	**Critical**	**S**	With existing configuration options
HRE.303	Other, user-defined.	**Critical**	**S**	Assumes use of existing tracking configuration options, may require use of configurable reporting tools
The system shall generate the following performance measurement reports:				
HRE.304	Benefits to Revenue Cost (Total Cost of Benefits / Total Revenue of the City);	**Critical**	**S**	Assuming all necessary data is stored within the system. May require use of configurable reporting tools

Indicator	Definition	Instruction		
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
HRE.305	Time to complete position control Requests (annual basis);	**Critical**	**S**	Assuming all necessary data is stored within the system. May require use of configurable reporting tools
HRE.306	Sworn Police Turnover on an Annual Basis (# of police turnover / # of total sworn police);	**Critical**	**S**	Assuming all necessary data is stored within the system. May require use of configurable reporting tools
HRE.307	Sworn Fire Turnover on an Annual Basis (# of fire turnover / # of total sworn fire);	**Critical**	**S**	Assuming all necessary data is stored within the system. May require use of configurable reporting
HRE.308	Full-Time General Government Turnover - Annualized (Turnover of FT General Government Employees / # of FT General Government Employees);	**Desired**	**S**	Assuming all necessary data is stored within the system. May require use of configurable reporting tools
HRE.309	Number of Employees on a Performance Improvement Plan on Quarterly basis;	**Desired**	**S**	Assuming all necessary data is stored within the system. May require use of configurable reporting
HRE.310	Corrective Actions Administered on a quarterly basis;	**Desired**	**S**	Assuming all necessary data is stored within the system. May require use of configurable reporting tools
HRE.311	Employee Suspensions on a quarterly basis;	**Critical**	**S**	Assuming all necessary data is stored within the system. May require use of configurable reporting tools
HRE.312	Employees Terminated on a quarterly basis;	**Critical**	**S**	Assuming all necessary data is stored within the system. May require use of configurable reporting tools
HRE.313	Workers Comp Cost Incurred on a quarterly basis;	**Critical**	**S**	Assuming all necessary data is stored within the system. May require use of configurable reporting tools
HRE.314	Liability Cases Cost Incurred (liability cases paid / total liability cases);	**Critical**	**S**	Assuming all necessary data is stored within the system. May require use of configurable reporting tools
HRE.315	Training Program Evaluation Overall Score (Overall ratings of training programs/5); and	**Critical**	**S**	Assuming all necessary data is stored within the system. May require use of configurable reporting tools
HRE.316	Lock editing an employee file for legal hold.	**Critical**	**N**	

City of Superior

Functional and Technical Requirements

Indicator	Definition	Instruction
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.
F	**Future:** Feature/Function **will be available** in a future software release available to the City **by January 1, 2026**, at which point it will be implemented in accordance with agreed-upon configuration planning with the City.	If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version, as well as the time the release will be generally available.
C	**Customization:** Feature/Function is **not included** in the current software release, and is not planned to be a part of a future software release. However, **this feature could be provided with custom modifications.** All related customization costs should be indicated in Attachment C – Cost Worksheet.	If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.
T	**Third Party:** Feature/Function is **not** included in the current software release, and is **not** planned to be a part of a future software release. However, this feature could be **provided with integration with a third-party system.** This system should be specified.	If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system. If the third-party system is a part of the proposal, the third-party shall respond to the appropriate requirements using the "S"/"C"/"T"/"N" response indicators with a clear notation that the responses are provided by the third-party.
N	**No: Feature/Function cannot be provided.**	N/A

Applicant Tracking

Req #	Description of Requirement	Criticality	Vendor Response	Comments
General Requirements				
REC.1	The system shall provide a Recruitment module that is integrated with all other proposed system modules such as the Employee File, Payroll, Time Entry and	**Critical**	**S**	

Applicant Tracking

Req #	Description of Requirement	Criticality	Vendor Response	Comments
REC.2	The system shall provide audit trail reporting of all data entries, changes and deletions by user, date, time and workstation.	**Critical**	**S**	Tyler applications include comprehensive auditing integrated directly within the application. This assists clients in supporting internal control requirements and includes system and program level auditing. Process auditing allows an administrator to see who ran what, when, where, and for how long. Change audits allow the viewing of who changed what, where, when, and both the old and new values. Select applications also include query audits that can be optionally enabled to log who looked at what and when.Process and query audits can be turned on and off by the client and can be purged by client users with appropriate permissions at any time. Change audits cannot be turned off and cannot be purged from the system.Tyler's Content Manager audits are also provided to provide a full audit history of all changes and viewing of the integrated content manager. Administrators can see user date/time stamp of attachment and metadata changes, the old value and new value; as well as who opened and closed the document.User Monitoring & Response (UMR) for EERP Tyler's' optional User Monitoring & Response (UMR) cybersecurity service is designed to uncover and identify suspicious and potentially dangerous network and application activity. Enterprise ERP and Tyler Identity Workforce log activity is collected and monitored by Tyler's 24/7/365 Security Operations Center with real-time alerting for: · International logins · Out of region logins · Public cloud logins · User accessed modules within the EERP application · AI-based behavioral analytics alert to abnormal user activity
REC.3	The system shall provide mobile optimization (e.g., allow for resizing and formatting of the applicant screen if viewed on a mobile device such as cell phone	**Desired**	**S**	
The system shall generate electronic requisitions to fill vacancies, containing:				
REC.4	Department number;	**Critical**	**S**	
REC.5	Division;	**Critical**	**S**	
REC.6	Location;	**Critical**	**S**	
REC.7	Shift;	**Critical**	**S**	
REC.8	Position number;	**Critical**	**S**	
REC.9	Job/Position title;	**Critical**	**S**	
REC.10	Class code;	**Critical**	**S**	
REC.11	Status (full-time/part-time, permanent/temporary);	**Critical**	**S**	
REC.12	Reason for vacancy (e.g., promotion, transfer, termination, etc.);	**Critical**	**S**	
REC.13	Date vacancy created;	**Critical**	**S**	
REC.14	Date requisition created;	**Critical**	**S**	

Applicant Tracking				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
REC.15	Date needed;	**Critical**	**S**	
REC.16	Closing date (date field);	**Critical**	**S**	
REC.17	Open until filled (Yes/No);	**Critical**	**S**	
REC.18	Pay grade;	**Critical**	**S**	
REC.19	Salary range (with no min or max limits i.e., not limited to the positions salary range);	**Critical**	**S**	
REC.20	Multiple budget account codes;	**Critical**	**S**	
REC.21	Recruitment type (general public, City only, department only);	**Critical**	**S**	
REC.22	Exempt/non-exempt status;	**Critical**	**S**	
REC.23	User-defined special requirements for the position (e.g., CDL);	**Critical**	**S**	
REC.24	Multiple hiring officers/Division Director;	**Desired**	**S**	
REC.25	Contact name;	**Desired**	**S**	
REC.26	Contact phone;	**Desired**	**S**	
REC.27	Requisition status (close, re-open, or update requisition); and	**Desired**	**S**	
REC.28	Other user-defined fields.	**Desired**	**S**	
REC.29	The system shall, upon creation of a job requisition, create a system-generated requisition number, and creation date and tie requisition to a specific job code.	**Critical**	**S**	
REC.30	The system shall allow for varying requisition numbers, including City-defined requisition numbers that are alphanumeric.	**Critical**	**N**	Numeric only
REC.31	The system shall pre-populate requisition fields based on position control number (e.g., salary ranges, job description) with the ability to override.	**Critical**	**S**	
REC.32	The system shall allow users to copy information from a previously submitted requisition to a new one.	**Critical**	**S**	
REC.33	The system shall restrict entry of personnel requisitions to only those eligible and fully funded positions with a position control number (e.g., vacancies).	**Desired**	**S**	
REC.34	The system shall restrict entry of personnel requisitions to only one in-progress (e.g., submitted, pending, held) requisition per available position control number at a time. This intends to restrict two or more requisitions being entered for the same available position.	**Critical**	**N**	No dynamic restriction, management and awareness of only one per position would be manually managed
REC.35	The system shall support both internal and external posting of job openings that are open to a single or multiple departments (e.g., advertise only to water vs. advertise City-wide).	**Desired**	**S**	
REC.36	The system shall restrict user access to requisitions according to user-defined authorization rules.	**Desired**	**S**	With existing role based security configurations
REC.37	The system shall allow authorized users to search within any field within the requisition for the purposes of querying and ad-hoc report creation.	**Desired**	**S**	With configurable reporting tools
The system shall allow authorized users to view and sort all job requisitions on various fields, including (but not limited to):				The following may require use of configurable reporting tools
REC.38	Requisition number/ID;	**Critical**	**S**	
REC.39	Requisition creation date;	**Critical**	**S**	
REC.40	Requisition status (open/closed);	**Critical**	**S**	
REC.41	Filled requisitions; and	**Critical**	**S**	
REC.42	Other user-defined.	**Desired**	**S**	For data stored within the system

Applicant Tracking				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
REC.43	The system shall tie requisitions to job codes (or other City-defined codes), allowing for sorting/querying based on classification.	**Desired**	**S**	May require use of configurable reporting tools
REC.44	The system shall ensure appropriate approvals have been received on position requests.	**Critical**	**S**	Via proper workflow configuration
REC.45	The system shall set a user-defined job posting time period.	**Critical**	**S**	
REC.46	The system shall permit authorized users to close or delete a requisition manually.	**Critical**	**S**	
REC.47	The system shall automatically close the requisition when the hiring process has been completed (i.e., if a one-to-one ratio between the requisition and the number of vacancies being filled).	**Critical**	**S**	
REC.48	The system shall automatically track "Date of last update," including name of user making the last saved update.	**Critical**	**S**	Captured within audit
REC.49	The system shall notify requestor when position has been approved and initiate other related events (e.g., recruitment process).	**Critical**	**S**	With proper setup of existing configuration options
REC.50	The system shall establish varying workflow rules based on whether a requisition entered is for filling a vacancy versus a reclassification of a position (e.g., position control Request).	**Desired**	**N**	
REC.51	The system shall auto-populate job postings with job description data.	**Critical**	**S**	
REC.52	The system shall override and modify the job posting (e.g., narrative blurb about that position) and maintain version history (e.g., information prior to any changes made) with appropriate security.	**Critical**	**S**	Job descriptions are effective dated
REC.53	The system shall forward job postings to managers for review/updates/edits (via workflow).	**Critical**	**S**	With existing options
REC.54	The system shall indicate job posting type (internal/external recruitment) and post as designated.	**Desired**	**S**	
REC.55	The system shall assign job postings to a specific recruiter or staff member(s) within HR.	**Critical**	**S**	
The system shall display the following information on the job posting:				
REC.56	Department;	**Critical**	**S**	
REC.57	Location;	**Critical**	**S**	
REC.58	Shift;	**Critical**	**S**	
REC.59	Job/Position title;	**Critical**	**S**	
REC.60	Job category (safety sensitive, CDL, etc.);	**Critical**	**S**	
REC.61	Status (full-time/part-time, permanent/temporary);	**Critical**	**S**	
REC.62	Open date;	**Critical**	**S**	
REC.63	Closing date (date field);	**Critical**	**S**	
REC.64	Open until filled (Yes/No);	**Critical**	**S**	
REC.65	Salary range;	**Critical**	**S**	
REC.66	Pay Grade;	**Critical**	**S**	
REC.67	Other user defined salary/pay field;	**Critical**	**S**	
REC.68	Exempt/non-exempt status;	**Critical**	**S**	
REC.69	User-defined special requirements for the position (e.g., CDL); and	**Critical**	**S**	
REC.70	Other user-defined fields.	**Desired**	**S**	
REC.71	The system shall future date job postings.	**Critical**	**S**	

Applicant Tracking				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
REC.72	The system shall automatically close a job posting at a user-defined time to reflect the close of business for the job posting closing date.	**Critical**	**N**	Can be set by date, but not time
REC.73	The system shall utilize a single job posting in instances where there may be multiple vacancies (as driven by position control numbers) available under that posting (e.g., the City has 5 equipment operator vacancies but only one job posting is presented on the website).	**Critical**	**S**	
REC.74	The system shall automatically post job openings to City-defined external job posting websites.	**Critical**	**S**	Via leveraging of Recruiting API Toolkit

Applicant Tracking				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
Application Data				
REC.75	The system shall allow configuration of the applicant data that is captured by the City.	**Critical**	**S**	
The system shall maintain, at a minimum, the following applicant data:				Some may require tracking via user defined fields
REC.76	Applicant Name;	**Critical**	**S**	
REC.77	Previous Name(s);	**Critical**	**S**	
REC.78	Date of application;	**Critical**	**S**	
REC.79	Time of application;	**Critical**	**S**	
REC.80	Source of application information;	**Critical**	**S**	Custom datatype to capture during application process.
REC.81	Address;	**Critical**	**S**	
REC.82	Phone number/s;	**Critical**	**S**	
REC.83	Email address/es;	**Critical**	**S**	
REC.84	Positions applied/referred for;	**Critical**	**S**	
REC.85	Ability to be legally employed in the USA (Y/N);	**Critical**	**S**	
REC.86	Reference detail;	**Critical**	**S**	
REC.87	Verification that references can be called (specific to each reference);	**Critical**	**S**	
REC.88	Attached supporting documentation (consistent with general file formats);	**Critical**	**S**	Attachments via Content Manager
REC.89	Previous employment information (e.g., previous salary, hours worked, title, dates of employment);	**Critical**	**S**	
REC.90	Previously employed by the City (Y/N);	**Critical**	**S**	
REC.91	Education;	**Critical**	**S**	
REC.92	Veteran Status or Military Service;	**Critical**	**S**	
REC.93	Certificates/licensure;	**Critical**	**S**	
REC.94	Driver's License Number, State issues, class;	**Critical**	**S**	
REC.95	Desired Salary;	**Critical**	**S**	
REC.96	Supplemental Questions (position specific);	**Critical**	**S**	
REC.97	Criminal History/Background;	**Desired**	**S**	
REC.98	Other skills; and	**Desired**	**S**	
REC.99	Other user-defined.	**Desired**	**S**	
REC.100	The system shall save applicant data upon initial entry for user's profile with blocks prefilled for multiple application submissions with the ability to override.	**Critical**	**S**	Quick apply option with ability to disable
The system shall track EEO and demographic data for use in statistical analysis and reporting, including but not limited to:				Some may require tracking via user defined fields. Analysis and reporting may require use of configurable reporting tools
REC.101	Race;	**Critical**	**S**	
REC.102	Ethnicity;	**Critical**	**S**	
REC.103	Sex;	**Critical**	**S**	
REC.104	Gender;	**Critical**	**S**	
REC.105	Age range (per user defined ranges);	**Desired**	**S**	
REC.106	Hiring Department;	**Critical**	**S**	
REC.107	Highest grade completed, and type of education completed;	**Critical**	**S**	

Applicant Tracking				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
REC.108	GED; and	**Critical**	**S**	
REC.109	Other user-defined fields.	**Desired**	**S**	
REC.110	The system shall store EEO data separate from the applicant record.	**Critical**	**N**	
REC.111	The system shall restrict access to EEO data to authorized users as determined by City user profiles.	**Critical**	**S**	Via proper setup of role access
REC.112	The system shall populate EEO data by electronic submissions from applicant record and requisition data.	**Critical**	**S**	
REC.113	The system shall redact identifying information (Name, DOB, etc.) from an application prior to submission to a hiring manager.	**Critical**	**N**	Applications can be configured to not include select information, category access is also available as part of role based security configurations, however no redacting functionality is available to suppress/remove name
REC.114	The system shall track ADA requests with an applicant.	**Critical**	**S**	With proper setup. Non-dynamic tracking, may require user defined fields
REC.115	The system shall notify defined users when an ADA accommodation request has been submitted.	**Critical**	**S**	Assuming managed by personnel actions with proper workflow notification setup
REC.116	The system shall track ADA accommodations with an applicant.	**Critical**	**S**	With proper setup. Non-dynamic tracking, may require user defined fields
REC.117	The system shall apply user-defined scoring criteria to any field in the application, including supplemental questions.	**Desired**	**S**	Via applicant scoring
REC.118	The system shall support EEO and ADA analysis.	**Critical**	**S**	EEO4/5 reporting is supported. More information regarding ADA analysis would be required to confirm.
REC.119	The system shall flag applicant records based on user-defined criteria (e.g., termed employee unable to reapply, applicant rejected due to criminal background results).	**Desired**	**S**	May require user defined fields
Online Employment Application				
REC.120	The system shall provide an online employment application interface.	**Critical**	**S**	
REC.121	The system shall support for online employment application from a mobile device.	**Critical**	**S**	
REC.122	The system shall allow job posting web pages to be customized to match the City website in format, presentation, and other characteristics as defined by the City.	**Desired**	**S**	With existing configuration options
REC.123	The system shall restrict user-access through use of user-ID and password.	**Critical**	**S**	
REC.124	The system shall administer password changes and revisions to support applicant needs.	**Critical**	**S**	
REC.125	The system shall allow an applicant user to manage password changes and revisions to support applicant needs.	**Critical**	**S**	
REC.126	The system shall store job postings and/or descriptions in an easily updated format.	**Critical**	**S**	
REC.127	The system shall maintain job posting and/or description history, including prior versions and active dates.	**Critical**	**S**	Job descriptions are effective dated
REC.128	The system shall provide online completion of application on any Internet enabled computer through a web browser.	**Critical**	**S**	

Applicant Tracking				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
REC.129	The system shall provide a view for internal and external users for job postings available to both groups.	**Critical**	**S**	
The system shall provide applicants with an interface with a variety of functions, including but not limited to:				
REC.130	Instructions for system use;	**Critical**	**S**	
REC.131	Create new employment application;	**Critical**	**S**	
REC.132	Print job posting;	**Critical**	**S**	
REC.133	Print application;	**Critical**	**S**	
REC.134	Save application; and	**Critical**	**S**	
REC.135	Suspend/withdraw application (before/after closing date).	**Critical**	**S**	Ability to withdraw
REC.136	The system shall allow applicants to retrieve and print previously created/submitted applications.	**Critical**	**S**	
REC.137	The system shall allow applicants to suspend or withdraw their application, and to allow City users to view the status of the application after the fact.	**Critical**	**S**	
REC.138	The system shall require a resume (or other defined documents such as a cover letter or proof of licensure/certification) be uploaded for certain postings, as defined by a City user.	**Critical**	**S**	
REC.139	The system shall require multiple documents be uploaded for certain postings, as defined by a City user.	**Critical**	**S**	
REC.140	The system shall allow applicants to attach supplemental documentation in several formats (PDF, DOCX, XLSX, CSV, TXT).	**Critical**	**S**	
REC.141	The system shall perform OCR on resumes to populate fields based off of uploaded resumes.	**Desired**	**N**	
REC.142	The system shall allow applicants to save their own application data for future retrieval (using user-ID and password).	**Critical**	**S**	
REC.143	The system shall allow applicants to submit multiple applications without re-entering information.	**Critical**	**S**	
REC.144	The system shall allow applicants to update previously created and saved applications (based on user-defined status of application).	**Critical**	**S**	
REC.145	The system shall allow applicants to review applications prior to submittal (e.g., preview mode).	**Critical**	**S**	
REC.146	The system shall designate mandatory fields in an application.	**Critical**	**S**	
REC.147	The system shall allow applicants to search posted jobs before and after submitting applications.	**Critical**	**S**	
REC.148	The system shall allow applicants to save information and return later to complete and/or update their application.	**Critical**	**S**	
REC.149	The system shall allow customized supplemental questions/sections option as determined by the City.	**Critical**	**S**	
REC.150	The system shall save configurable applications by positions. (e.g., Police applications require DOB, while other positions Citywide may not).	**Critical**	**S**	
REC.151	The system shall track, maintain, and notify applicants of application status (e.g., application received, meets/does not meet qualifications, vacancy filled, referred for interview, vacancy cancelled) via configurable email.	**Critical**	**S**	

Applicant Tracking				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
REC.152	The system shall track, maintain, and notify applicants of application status (e.g., application received, meets/does not meet qualifications, vacancy filled, referred for interview, vacancy cancelled) via web portal.	**Critical**	**N**	
REC.153	The system shall allow applicants to check the status of their application.	**Critical**	**S**	
REC.154	The system shall allow a pool of applicants to remain under consideration for an open posting when one or more of the same position are posted, and one becomes filled (e.g., do not eliminate all candidates if more than one of the same position is available).	**Critical**	**S**	
REC.155	The system shall allow LinkedIn integration.	**Desired**	**S**	Via Recruiting API Toolkit (i.e. job postings)
REC.156	The system shall automatically notify applicants of upcoming job openings based on applicant's selection of job interest.	**Critical**	**S**	

Applicant Tracking				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
	Applicant Screening			
REC.157	The system shall permit the creation of a pre-application questionnaire to be completed prior to completing the application to advise the applicant of the need to fulfill minimum requirements of the position.	**Critical**	**S**	Via knockout questions
REC.158	The system shall generate an automatic response for applicants who do not meet the minimum requirements as defined in the pre-application questionnaire (e.g., advising that it does not appear as if they meet minimum standards for the position, and providing an option to return to the job posting list or to continue with the completion of the application).	**Critical**	**S**	Via knockout questions
REC.159	The system shall track applicant screening events including but not limited to: written, oral, performance, physical agility, training, and experience ratings.	**Critical**	**S**	Via applicant tests and conditions
REC.160	The system shall link pre-screen requirements to a job code.	**Critical**	**S**	Via knockout questions
REC.161	The system shall provide configurable applicant screening events based on requisition type in user-defined sequence.	**Critical**	**S**	Via knock out questions, or other tests/conditions based on job family.
REC.162	The system shall allow applicant screening events to consist of a combination of a variety of types of tests (e.g., both written and oral needed).	**Critical**	**S**	Assumes use of applicant tests and conditions records tracking
REC.163	The system shall allow a user-defined weight for each screening event.	**Critical**	**S**	Via tests/conditions
REC.164	The system shall allow a user-defined overall passing score or separate passing scores for various parts of the applicant screening event.	**Desired**	**N**	
REC.165	The system shall allow user-defined conditions for the application of flat rate or percentage point (e.g., extra points for veterans).	**Critical**	**S**	Via weights in tests/conditions
REC.166	The system shall ensure that candidates who are invited for an applicant screening event must pass each portion of the screening process in order to move forward in the process.	**Critical**	**N**	
REC.167	The system shall provide each applicant with a notice of the final grade and relative standing on the employment list or failure to attain a place on the list.	**Critical**	**N**	
REC.168	The system shall interface with E-Verify (or other Federal immigration systems).	**Desired**	**F**	Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer
REC.169	The system shall allow sorting of applications by any available application field for viewing/reviewing.	**Critical**	**S**	May require use of configurable reporting tools
REC.170	The system shall allow the user to cut and paste information from the job posting into the criteria matrix sheet, (e.g., to develop a Training and Experience point scale).	**Desired**	**N**	Need more information
REC.171	The system shall capture job requirements (per the job posting), such as necessary skills and competencies, for use in recruiting, and analytics and reporting.	**Desired**	**S**	With existing configuration options. Reporting via use of configurable reporting tools

Applicant Tracking				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
REC.172	The system shall support various workflow approval routing for departments with openings to make them aware of qualified applicants.	**Desired**	**S**	No formal workflow, however proper setup of existing configurations (i.e. applications with knockout questions to determine qualification) in conjunction with Hub dashboards allows users to be made aware/view qualified applicants. Additional information regarding workflow approval component needed.
REC.173	The system shall inactivate and purge job postings after a user-defined period.	**Desired**	**S**	Manual
REC.174	The system shall apply a temporary bar/restriction on applicants, prohibiting reapplication for a set period of time (e.g., multiple applications for the same posting).	**Critical**	**S**	
REC.175	The system shall maintain an eligible application list for a City-defined period of time with the option for extension.	**Critical**	**N**	Need more information regarding eligible application list
REC.176	The system shall notify potential applicants when a new position is posted.	**Critical**	**S**	
Employment Application Tracking				
REC.177	The system shall store applicant records that are received in response to a specific job requisition.	**Critical**	**S**	
REC.178	The system shall perform application/resume routing via workflow.	**Desired**	**N**	No formal workflow configurations for resume routing, however Recruiting functionality supports the ability to update an applicants status to candidate which would allow filtered display for users to view only those who have been elevated to candidates
REC.179	The system shall allow authorized user to post available interview times and allow invited candidates to view and select an interview time and notify hiring manager of schedule.	**Desired**	**S**	
REC.180	The system shall track interview results.	**Critical**	**S**	
The system shall define different application types and content for the following employee groups:				
REC.181	Regular Full-Time;	**Critical**	**S**	
REC.182	Regular Part-Time;	**Critical**	**S**	
REC.183	Seasonal;	**Critical**	**S**	
REC.184	Temporary or on call;	**Critical**	**S**	
REC.185	Sworn police;	**Critical**	**S**	
REC.186	Sworn fire;	**Critical**	**S**	
REC.187	Interns; and	**Critical**	**S**	
REC.188	Other user-defined.	**Desired**	**S**	
The system shall allow inquiry on applicant records, where users can track a variety of functions, including but not limited to:				May require use of user defined fields and configurable reporting tools
REC.189	Applications received to-date;	**Critical**	**S**	
REC.190	Pre-employment testing, including multiple tests;	**Critical**	**S**	

Applicant Tracking				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
REC.191	Screening results;	**Critical**	**S**	
REC.192	Reason for screening failure (user-defined);	**Desired**	**S**	Comment field available on applicant tests and conditions records
REC.193	Applicants selected for interview;	**Desired**	**S**	
REC.194	(Pre)Interview Panel Members evaluations/input;	**Desired**	**N**	
REC.195	Number of applications applied for position;	**Critical**	**S**	
REC.196	Background check date complete;	**Desired**	**S**	Background check integration available via AmericanChecked and JD Palatine. Some information may require use of user defined fields
REC.197	Background completed by;	**Desired**	**S**	Background check integration available via AmericanChecked and JD Palatine. Some information may require use of user defined fields
REC.198	Reference check date complete;	**Desired**	**S**	
REC.199	Reference completed by;	**Desired**	**S**	
REC.200	Position numbers;	**Desired**	**S**	
REC.201	Requisition number;	**Critical**	**S**	
REC.202	Applicant first name;	**Critical**	**S**	
REC.203	Applicant last name;	**Critical**	**S**	
REC.204	Applicant prior name;	**Critical**	**S**	
REC.205	Applicant ID;	**Desired**	**S**	
REC.206	Applicant address (or City);	**Desired**	**S**	
REC.207	Department/division name;	**Desired**	**S**	
REC.208	Department/division number;	**Desired**	**S**	
REC.209	Job Code;	**Desired**	**S**	
REC.210	Job title;	**Desired**	**S**	
REC.211	Declined offer (reason for decline);	**Critical**	**S**	
REC.212	Selected for hire;	**Desired**	**S**	
REC.213	Number/types of positions applicant applied for; and	**Desired**	**S**	
REC.214	Any other field, including user-defined fields (e.g., driver's license, drug screening, criminal check).	**Desired**	**S**	Assumes use of user defined fields and/or attachments via Content Manager
REC.215	The system shall allow view of all records of a specific applicant.	**Critical**	**S**	
REC.216	The system shall track multiple position opportunities for a single applicant.	**Critical**	**S**	
REC.217	The system shall track multiple position offers with detail in conjunction with the applicant record (e.g., date of offer, amount, status, etc.).	**Desired**	**S**	
REC.218	The system shall generate interview invitations.	**Desired**	**S**	
REC.219	The system shall generate a master schedule based upon applicant-selected time slots for an individual hiring event.	**Desired**	**N**	

Req #	Description of Requirement	Criticality	Vendor Response	Comments
Applicant Tracking				
REC.220	The system shall generate or send calendar events, including MS Outlook, to update interview panel members calendars with scheduled interview events, with or without direct integration into MS Outlook (or other calendaring application).	**Desired**	**N**	
REC.221	The system shall track interview results.	**Desired**	**S**	
REC.222	The system shall reject unsuccessful applications en masse.	**Critical**	**S**	
REC.223	The system shall interface with word processing applications (e.g., MS Word) for customizing recruitment letters and other hiring correspondence (e.g., substance pre-employment testing).	**Critical**	**S**	Mail Merge
REC.224	The system shall generate multiple customizable offer (new hire) letters.	**Critical**	**S**	
REC.225	The system shall generate thank you letters to unsuccessful candidates from a menu of templates.	**Desired**	**S**	
REC.226	The system shall send system-generated email notifications to unsuccessful candidates, with the ability for City users to edit notification content, with appropriate security permissions.	**Critical**	**S**	
REC.227	The system shall track the number of applicants that progressed through the screening process.	**Critical**	**S**	
REC.228	The system shall track the duration of time passed from the position posting date to hiring date.	**Critical**	**S**	Assuming all necessary data is stored within the system. Use of configurable reporting tools may be required
REC.229	The system shall track advertising source, location, and organizations for recruitment.	**Critical**	**S**	Assumes use of existing options
REC.230	The system shall track cost of recruiting for specific job openings (e.g., newspaper costs, City staff time, temporary fill).	**Desired**	**S**	May require user defined fields
REC.231	The system shall accommodate continuous recruitment (e.g., Police recruitment).	**Critical**	**S**	
New Hire Processing and Onboarding				
REC.232	The system shall promote the selected applicant to the vacant position, without having to re-enter employee information or attach associated documentation such as resume or certification, with appropriate review and authorization.	**Desired**	**S**	
REC.233	The system shall provide an onboarding interface to allow new employees to complete new hire paperwork.	**Desired**	**S**	
REC.234	The system shall provide an onboarding interface that supports workflow and electronic signature capabilities.	**Desired**	**S**	Onboarding forms supports electronic signature by employee. Workflow approval supports electronic signature as approver ID
The system shall establish and track multiple methods of hiring via recruitment, including:				
REC.235	Selection from a certified list;	**Critical**	**S**	
REC.236	Reinstatement;	**Critical**	**S**	
REC.237	Rehire;	**Critical**	**S**	
REC.238	Transfer to a different department;	**Critical**	**S**	
REC.239	Promotion;	**Critical**	**S**	
REC.240	Demotion;	**Critical**	**S**	
REC.241	Grant related; and	**Desired**	**S**	
REC.242	Other, user-defined.	**Desired**	**S**	

Applicant Tracking				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
REC.243	The system shall route completed new employee forms to appropriate departments, based upon multiple workflows.	**Desired**	**S**	With existing workflow configuration options
REC.244	The system shall define different escalation factors based upon checklist item (e.g., a required item has a certain time frame that warrants escalation vs. an optional item that may not be escalated at all).	**Desired**	**N**	checklist items are informational only and don't drive any dynamic functionality
REC.245	The system shall override missing required checklist items with security permissions.	**Desired**	**N**	no required checklist items must be completed before posting the personnel action or on the pending applicant record
REC.246	The system shall correct and make adjustments to forms based upon effective date and/or retroactively.	**Desired**	**N**	
REC.247	The system shall produce a user-defined pre-employment checklist of forms that must be completed electronically, manually, etc.	**Critical**	**S**	As part of onboarding checklist
REC.248	The system shall identify training requirements based on multiple factors including the position ID, job code, department, division/service area.	**Desired**	**S**	With existing configuration options. Training can be required by Position, Job Class
REC.249	The system shall assign and track multiple equipment or items provided to new employees, employee changes or other criteria such as telecommuters (e.g., cell phone, laptop, tablet, uniforms, and other equipment).	**Desired**	**S**	
REC.250	The system shall allow multiple departments to assign assets to an employee.	**Desired**	**S**	
REC.251	The system shall flag return of multiple equipment or items from employee changes (e.g., employee change requires cell phone return from previous position)	**Desired**	**S**	
REC.252	The system shall create a pre-set orientation check-list defined by department or job code.	**Desired**	**S**	Via onboarding checklist
The system shall define different onboarding checklists for the following employee groups:				
REC.253	Regular Full-Time;	**Critical**	**S**	
REC.254	Regular Part-Time;	**Critical**	**S**	
REC.255	Seasonal;	**Critical**	**S**	
REC.256	Temporary or on call;	**Critical**	**S**	
REC.257	Sworn police;	**Critical**	**S**	
REC.258	Sworn fire;	**Critical**	**S**	
REC.259	Interns; and	**Critical**	**S**	
REC.260	Other user-defined.	**Desired**	**S**	
REC.261	The system shall define job change checklists for existing City employees.	**Desired**	**S**	
REC.262	The system shall define a job change checklist for existing City employees who change FLSA status	**Desired**	**S**	
REC.263	The system shall define the frequency of items within a checklist (e.g., annual training requirements vs. bi-annual training).	**Desired**	**S**	Non-dynamic, can be recorded as a defined checklist item for tracking purposes
REC.264	The system shall create a turnover rate report.	**Critical**	**S**	Via configurable reporting tools assuming all necessary data is stored within the system
REC.265	The system shall create a transfer rate report.	**Critical**	**S**	Via configurable reporting tools assuming all necessary data is stored within the system
REC.266	The system shall create a vacancy rate report.	**Critical**	**S**	Via configurable reporting tools assuming all necessary data is stored within the system

City of Superior

Functional and Technical Requirements

Indicator	Definition	Instruction
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.
F	**Future:** Feature/Function **will be available** in a future software release available to the City **by January 1, 2026**, at which point it will be implemented in accordance with agreed-upon configuration planning with the City.	If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version, as well as the time the release will be generally available.
C	**Customization:** Feature/Function is **not included** in the current software release, and is not planned to be a part of a future software release. However, **this feature could be provided with custom modifications.** All related customization costs should be indicated in Attachment C – Cost Worksheet.	If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.
T	**Third Party:** Feature/Function is **not** included in the current software release, and is **not** planned to be a part of a future software release. However, this feature could be **provided with integration with a third-party system.** This system should be specified.	If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system. If the third-party system is a part of the proposal, the third-party shall respond to the appropriate requirements using the "S"/"C"/"T"/"N" response indicators with a clear notation that the responses are provided by the third-party.
N	**No: Feature/Function cannot be provided.**	N/A

Benefits Administration

Req #	Description of Requirement	Criticality	Vendor Response	Comments
	General Requirements			
BA.1	The system shall provide a Benefits module that is integrated with all other system modules such as the General Ledger, Budget, Project Accounting, Grant Management, Payroll, Time Keeping, and Human Resources.	**Critical**	**S**	
BA.2	The system shall provide proper levels of data encryption for defined data fields that are considered private to the employee and/or subject to HIPAA.	**Critical**	**S**	Tyler applications include a variety of security controls to protect application data. Applications require end-user authentication through client provided supported identity
BA.3	The system shall provide audit trail reporting of all data entries, changes and deletions by user, date, time and workstation.	**Critical**	**S**	May require use of configurable reporting tools
BA.4	The system shall configure benefits eligibility according to employee type.	**Critical**	**S**	
BA.5	The system shall provide for a Benefits-specific new employee orientation checklist that can be customized by and for each department, job class, and status (temporary or permanent).	**Desired**	**S**	
BA.6	The system shall start and stop any deductions at any given time (including a future date).	**Critical**	**S**	
BA.7	The system shall suspend benefits and reinstate based upon City-defined criteria (e.g., military leave).	**Critical**	**S**	Manual
BA.8	The system shall restrict certain benefits-related entry based on City-defined characteristics (e.g., deductions of part-time employees).	**Critical**	**S**	With proper setup
BA.9	The system shall capture and maintain Health, Dental, and other insurance ID numbers.	**Desired**	**S**	May require user defined fields

Benefits Administration				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
BA.10	The system shall identify type of coverage (e.g., single, 2-person, family).	**Critical**	**S**	
BA.11	The system shall capture and maintain waiting period by CBA, MOU, MOA or other employee group type.	**Desired**	**S**	
BA.12	The system shall establish multiple eligibility rules.	**Critical**	**S**	With existing options
BA.13	The system shall track benefits eligibility.	**Critical**	**S**	With existing options
BA.14	The system shall notify employees of benefit eligibility dates.	**Desired**	**S**	May require mail merge
BA.15	The system shall calculate premiums based on user-defined tables.	**Critical**	**S**	Based on setup of existing configuration options
BA.16	The system shall allow user (with appropriate security) to override employee benefits and leave eligibility dates.	**Critical**	**S**	
The system shall track the following:				
BA.17	Coverage effective dates;	**Critical**	**S**	
BA.18	Coverage history;	**Critical**	**S**	
BA.19	Coverage at a point in time (i.e., three months for a specific year);	**Desired**	**S**	
BA.20	Name change history;	**Critical**	**S**	
BA.21	Dependent information;	**Critical**	**S**	
BA.22	Beneficiary information;	**Desired**	**S**	
BA.23	Years of service; and	**Critical**	**S**	
BA.24	Other, City-defined.	**Critical**	**S**	With existing options
The system shall maintain premium and deduction amounts for multiple benefit plans including but not limited to:				
BA.25	Health Insurance;	**Critical**	**S**	
BA.26	Dental Insurance;	**Critical**	**S**	
BA.27	Life Insurance;	**Critical**	**S**	
BA.28	Deferred compensation and defined benefit plans, including all retirement plans;	**Critical**	**S**	
BA.29	Flexible spending accounts for medical and child care reimbursement accounts;	**Critical**	**S**	
BA.30	Health Savings Accounts (H.S.A.s);	**Critical**	**S**	
BA.31	Non-City benefit providers (e.g., Aflac); and	**Critical**	**S**	
BA.32	Other, City-defined.	**Critical**	**S**	
BA.33	The system shall produce benefits confirmation (for current comparison to next year), including plan, coverage, dependent coverage, employee ID number, and SSN.	**Desired**	**S**	Via Mail Merge
BA.34	The system shall have two years open for benefits enrollments and closeouts.	**Critical**	**S**	
BA.35	The system shall establish the appropriate tax ramifications for the deferred compensation amounts.	**Critical**	**S**	Based on setup of existing configuration options
BA.36	The system shall manually adjust benefit withholdings.	**Critical**	**S**	With proper permissions
BA.37	The system shall support pre and post tax payroll deductions and benefits.	**Critical**	**S**	Based on setup
BA.38	The system shall automatically produce payroll deductions based on benefit plan enrollments.	**Critical**	**S**	

Benefits Administration				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
BA.39	The system shall recalculate life insurance amounts and costs to be recalculated for all employees at any time during the year based on changed age, salary, coverage, and/or plan cost parameters.	**Critical**	**S**	Not automated, another process would need to be run to get coverage values and information updated for calculation purposes.
BA.40	The system shall automatically calculate long/short term disability premiums and deductions based on salary amounts.	**Desired**	**S**	With proper setup
BA.41	The system shall maintain benefit coverage for employees on leave who elect to pay for his or her own coverage.	**Critical**	**S**	
BA.42	The system shall integrate with the City's accounts payable and accounts receivable systems for the purpose of billing for benefits.	**Critical**	**S**	
BA.43	The system shall collect benefits in arrears.	**Critical**	**S**	
BA.44	The system shall support multiple types of donated leave banks.	**Desired**	**S**	Sick Bank program can allow for multiple banks and employees being included in multiple banks.
BA.45	The system shall track full-time equivalent (FTE) employee information for compliance with Affordable Care Act regulations.	**Critical**	**S**	
BA.46	The system shall apply a stipend to premiums.	**Desired**	**S**	via additional recurring pay
BA.47	The system shall track and apply a stipend to premiums for retirees.	**Desired**	**S**	via additional recurring pay
Eligibility and Enrollment				
The system shall maintain benefit eligibility data including:				
BA.48	Length of service;	**Critical**	**S**	
BA.49	Age;	**Critical**	**S**	
BA.50	Marital status;	**Critical**	**S**	
BA.51	Dependent information for multiple dependents (including name, SSN, address, other contact information);	**Critical**	**S**	
BA.52	Spouse and Dependent Information - with the ability for contact information to be different for each party;	**Critical**	**S**	
BA.53	Hours worked by various search criteria (e.g., weekly, bi-weekly, pay period, annually); and	**Critical**	**S**	Assuming all necessary data is stored within the system. May require use of configurable reporting tools
BA.54	Other, City-defined.	**Critical**	**S**	Assumes use of existing options
BA.55	The system shall track rolling military leave based on a one year fiscal year for the Uniformed Services Employment and Reemployment Act (USERRA).	**Critical**	**S**	
BA.56	The system shall track multiple types of City-defined leave.	**Critical**	**S**	
BA.57	The system shall require a SSN when adding benefit(s) for dependent(s).	**Desired**	**S**	Based on setup
BA.58	The system shall allow the addition of benefit(s) for dependent(s) without a social security number, with the ability to prompt a user after a specified period of time that a SSN is required.	**Critical**	**S**	Based on setup
BA.59	The system shall provide tracking for death of employees, retirees, or dependents.	**Desired**	**S**	With existing tracking options
BA.60	The system shall allow mass updates of employee plan designation.	**Desired**	**S**	May require use of import function with compatible file formats

Benefits Administration				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
BA.61	The system shall allow online update of benefits on an individual employee basis, with the ability to provide notification of approval/finalization of workflow.	**Critical**	**S**	With proper setup
BA.62	The system shall generate summary statements (e.g., benefits statement) by employee and employer contributions.	**Critical**	**S**	
BA.63	The system shall validate that the employee is eligible for the plan selected.	**Critical**	**S**	
BA.64	The system shall determine coverage and deduction amounts for the employee using parameters stored in the benefit plan structure tables.	**Critical**	**S**	
BA.65	The system shall create a computer-generated application packet for distribution (e.g., PDF).	**Critical**	**N**	
BA.66	The system shall produce letters, emails, and other notifications to employees announcing open enrollment.	**Critical**	**S**	May require mail merge
BA.67	The system shall produce confirmation letters indicating the employee's current participation levels in all benefit plans.	**Desired**	**S**	
BA.68	The system shall provide employee self-service for benefit plan open enrollment, new hire benefits enrollment, and other benefits changes, with mobile functionality.	**Desired**	**S**	
BA.69	The system shall provide employee support through a chatbot in English and Spanish language through messaging applications, websites, mobile applications or by phone to answer FAQ.	**Desired**	**N**	
BA.70	The system shall produce benefits confirmation statements in multiple languages (e.g., English and Spanish).	**Desired**	**N**	
BA.71	The system shall interface with the employee self-service module for benefit plan open enrollment, new hire benefits enrollment, and other benefits changes.	**Desired**	**S**	
BA.72	The system shall retroactively enroll employees in plans, and automatically impact payroll to compute the proper pay adjustments and deductions.	**Critical**	**N**	
BA.73	The system shall retroactively enroll dependents in plans, and automatically impact payroll to compute the proper pay adjustments and deductions.	**Critical**	**N**	
BA.74	The system shall enter new enrollment data for a future date without changing the current elections until the date of the new enrollment period begins.	**Critical**	**S**	
BA.75	The system shall identify court-ordered dependents.	**Desired**	**S**	
BA.76	The system shall restrict the removal of court-ordered dependent from an employee's benefits master (add/delete lock).	**Desired**	**S**	Assumes use of existing role based security configuration options (add/update/delete vs inquiry vs no access), no designated lock
BA.77	The system shall attach documentation to court-ordered dependent record.	**Desired**	**S**	Attachments via content manager
BA.78	The system shall compile, process, and electronically transfer enrollment information to vendors according to 834 Carrier Guidelines HIPPA Compliance.	**Critical**	**S**	System can produce 834 files, however Tyler's software and services are generally not subject to HIPAA because Tyler is not acting as a Business Associate, as that term
Reporting				
BA.79	The system shall create ad hoc reports and export them to third-party applications (e.g., Microsoft Excel, PDF).	**Critical**	**S**	Assuming all necessary data is stored within the system and use of configurable reporting tools
BA.80	The system shall report on benefit collection in arrears, including the employee and arrearage amount.	**Desired**	**S**	Assuming all necessary data is stored within the system and use of configurable reporting tools

Benefits Administration				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
BA.81	The system shall report on dependents aging out of coverage (e.g., dependents at age 26 or employee coverage expiring at age 65).	**Critical**	**S**	Assuming all necessary data is stored within the system and use of configurable reporting tools
BA.82	The system shall notify users of minimum and maximum amount for accruals.	**Desired**	**N**	Need more information
BA.83	The system shall create Form 1094 for transmittal to IRS.	**Critical**	**S**	
BA.84	The system shall electronically transmit Form 1094.	**Critical**	**S**	Electronic files can be created from the system and are transmitted by a user
BA.85	The system shall create Form 1095-C for distribution to employees.	**Critical**	**S**	
BA.86	The system shall automatically fill Form 1095-C accurately.	**Critical**	**S**	based on accurate setup
BA.87	The system shall create Form 1095-C for transmittal to IRS.	**Critical**	**S**	Electronic files can be created from the system and are transmitted by a user
BA.88	The system shall provide a variety of ad hoc query and reporting capabilities when determining eligibility status.	**Critical**	**S**	Assuming all necessary data is stored within the system and use of configurable reporting tools
BA.89	The system shall provide a variety of ad hoc query and reporting capabilities when determining individuals with qualifying coverage.	**Critical**	**S**	Assuming all necessary data is stored within the system and use of configurable reporting tools
BA.90	The system shall provide a variety of ad hoc query and reporting capabilities when researching disputes.	**Critical**	**S**	Assuming all necessary data is stored within the system and use of configurable reporting tools
BA.91	The system shall report benefit trends and costs for employees.	**Desired**	**S**	Assuming all necessary data is stored within the system and use of configurable reporting tools
BA.92	The system shall report benefit trends and costs for retirees.	**Desired**	**S**	Assuming all necessary data is stored within the system and use of configurable reporting tools
BA.93	The system shall produce reports reflecting eligible employees not enrolled in benefit plans.	**Desired**	**S**	Assuming all necessary data is stored within the system and use of configurable reporting tools
BA.94	The system shall produce reports reflecting eligible retirees not enrolled in benefit plans.	**Desired**	**S**	Assuming all necessary data is stored within the system and use of configurable reporting tools
BA.95	The system shall produce billing notice for employees on leave of absence.	**Critical**	**S**	User initiated
BA.96	The system shall produce a warning/error report of employees with no benefit deductions due to low or no paycheck prior to running payroll.	**Critical**	**S**	May require use of configurable reporting tools

Indicator	Definition	Instruction		
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
F	**Future:** Feature/Function **will be available** in a future software release available to the City **by January 1, 2026**, at which point it will be implemented in accordance with agreed-upon configuration planning with the City.	If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version, as well as the time the release will be generally available.		
C	**Customization:** Feature/Function is **not included** in the current software release, and is not planned to be a part of a future software release. However, **this feature could be provided with custom modifications.** All related customization costs should be indicated in Attachment C – Cost Worksheet.	If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.		
T	**Third Party:** Feature/Function is **not** included in the current software release, and is **not** planned to be a part of a future software release. However, this feature could be **provided with integration with a third-party system.** This system should be specified.	If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system. If the third-party system is a part of the proposal, the third-party shall respond to the appropriate requirements using the "S"/"C"/"T"/"N" response indicators with a clear notation that the responses are provided by the third-party.		
N	**No: Feature/Function cannot be provided.**	N/A		

Time Entry

Req #	Description of Requirement	Criticality	Vendor Response	Comments
	General Requirements			
TE.1	The system shall provide a Time Entry module that is integrated with all other proposed system modules such as the General Ledger, Budget, Project Accounting, Grant Management, Payroll, Benefits, and Human Resources.	**Critical**	**S**	
TE.2	The system shall provide audit trail reporting of all data entries, changes and deletions by user, date, time and workstation.	**Critical**	**S**	
TE.3	The system shall interface in real-time, with the employee on-boarding module to populate data elements for the first pay period.	**Critical**	**S**	
The system shall provide the ability for end-users to enter time concurrently in one or more of the following ways:				
TE.4	Web-based, employee-self-service portal;	**Critical**	**S**	
TE.5	Manual entry at a workstation;	**Critical**	**S**	
TE.6	Batch entry at a work station;	**Critical**	**S**	
TE.7	Mobile device;	**Desired**	**S**	
TE.8	File import from City defined time entry applications;	**Desired**	**S**	With compatible file formats
TE.9	File import from Excel spreadsheet; and	**Desired**	**S**	With compatible file formats
TE.10	The system shall enter and view time via a mobile app.	**Desired**	**S**	
TE.11	The system shall display a complete list of error messages for an entry (i.e., not only the first error).	**Critical**	**N**	Dashboards with violations available
TE.12	The system shall allow corrections to be made to postings suspended due to validation errors.	**Critical**	**S**	

Indicator	Definition	Instruction		
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
TE.13	The system shall enforce full edit/validation rules for all updates with the appropriate security permissions.	**Critical**	**S**	
TE.14	The system shall provide edits to ensure that timesheet entry is completed and required approvals have been received before submitting to automated payroll processing.	**Critical**	**S**	Based on export settings but the workflow process will require employee to supervisor level approvals
TE.15	The system shall allow end users (with appropriate security permissions) to configure audit and entry rules to align with City business needs.	**Critical**	**S**	Assumes use of existing configuration options. More information may be required
TE.16	The system shall handle schedule/department/job changes retroactive to reported time being entered prior to submission.	**Desired**	**S**	Assumes use of existing options, can save time for current or future pay period. More information may be required to confirm exact scenario is supported
TE.17	The system shall display employee accrual balances on time entry screen to consolidate and simplify time entry.	**Critical**	**S**	
TE.18	The system shall show accrual balances in real time in the employee timecard.	**Critical**	**S**	
TE.19	The system shall provide the option to restrict entries by inactive/terminated employees.	**Critical**	**S**	
TE.20	The system shall record employee's approval of a timesheet.	**Critical**	**S**	
TE.21	The system shall designate a back-up for employees that are unable to enter or approve their time (e.g., due to sick leave).	**Critical**	**S**	Supervisors can enter time on behalf of employees
TE.22	The system shall secure the timesheet data from any updates or changes after a designated sign-off.	**Critical**	**S**	
TE.23	The system shall allow staff with the appropriate security permissions to make edits to the timesheet data after sign-off.	**Critical**	**S**	Would require re-approval following changes
TE.24	The system shall provide warning or to prevent employees (per user-defined criteria) from making duplicate time entries (e.g., cannot submit time twice).	**Critical**	**N**	System does not prevent time from creating multiple entries (e.g. Regular time used within the same day as PTO). There are some cases where manual entry is needed within the same day/pay period, and this is not restricted.
TE.25	The system shall provide notifications to employees, supervisors and timekeepers of any duplicate time entered in the system.	**Critical**	**N**	See TE. 24
TE.26	The system has the ability for an employee to record time for multiple positions as a result of a mid-period transfer.	**Critical**	**S**	
TE.27	The system has the ability for the employee to record time for multiple jobs worked (e.g., an employee holds two different jobs or positions within the city on a regular basis at the same time).	**Critical**	**S**	
TE.28	The system shall restrict time reporting codes entered by employees to those selected for the employee individually or employee's group.	**Desired**	**S**	
TE.29	The system shall restrict time reporting codes to be entered by staff with appropriate security permissions (e.g., FMLA, worker's comp).	**Critical**	**S**	
TE.30	The system shall allow staff with appropriate security permissions to upload documentation in support of time entries (e.g., travel expense reimbursements).	**Desired**	**S**	Via Employee Expense Reimbursement
TE.31	The system shall require online approval of time by managers.	**Critical**	**S**	

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TE.32	The system shall provide the ability to designate a backup for managers that are unable to enter or approve time (e.g., due to sick leave).	**Critical**	**S**	
TE.33	The system shall process and approve timesheets and time reports in a decentralized and electronic format.	**Critical**	**S**	Timesheets can be configured for approval and processing. Reporting is available on processed time.
TE.34	The system shall route (through workflow) timecards to multiple managers (including Finance Department) for review, edit, and approval (i.e., in instances where employee has worked for multiple managers).	**Desired**	**S**	With proper setup
TE.35	The system shall allow management review of timecards on the detail and summary levels.	**Critical**	**S**	
TE.36	The system shall notify employees and/or a supervisor of rejected timecard (via workflow).	**Critical**	**S**	Based on setup
TE.37	The system shall provide reminders to employees to complete time entry.	**Critical**	**S**	Assumes use of announcements
TE.38	The system shall notify approvers of timecards pending approval.	**Critical**	**S**	With proper setup of existing options
TE.39	The system shall notify employee/approvers of timecard errors. The system must be able to send additional e-mail alerts escalating the issue to higher level individuals or designated backup individuals.	**Critical**	**N**	Violations are displayed within the timecard as well as reports.
TE.40	The system shall notify employees or managers when they have not submitted or approved timesheets. The system must be able to send additional e-mail alerts escalating the issue to higher level individuals or designated backup individuals.	**Critical**	**N**	Prior pay periods (processed) will be locked for processing and can be unlocked to make adjustments. Will not send notification.
TE.41	The system shall allow a supervisor or other time reviewer/approver to view the status of submitted/unsubmitted time sheets for all of their direct reports.	**Critical**	**S**	
TE.42	The system shall allow employees to submit leave requests.	**Critical**	**S**	
TE.43	The system shall validate leave requested or leave time entered by staff.	**Critical**	**S**	
TE.44	The system shall notify employees of rejected leave requests.	**Critical**	**S**	
TE.45	The system shall designate a back-up for leave request approval (e.g., when approving manager is not available).	**Critical**	**S**	
TE.46	The system shall require electronic signatures for time approval.	**Critical**	**S**	Unique user ID entry of initials serves as electronic signature
TE.47	The system shall allow approval of extra hours to occur prior to the work being performed.	**Desired**	**S**	Based on setup
TE.48	The system shall allow approval of extra hours to occur after the work has been performed.	**Desired**	**S**	Based on setup
TE.49	The system shall enforce requiring preapproval of extra hours to occur prior to when the work has been performed.	**Desired**	**S**	Based on setup
TE.50	The system shall allow employees to enter time on demand.	**Critical**	**S**	
TE.51	The system shall allow employees to edit the current period time after manager approval, requiring the manager to reapprove any changes.	**Desired**	**S**	
TE.52	The system shall allow managers to edit employee timecards in the current period without employee intervention.	**Critical**	**S**	Employee would then need to re-approve changes
TE.53	The system shall notify employees of any edits to their reported time.	**Critical**	**S**	

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TE.54	The system shall default a standard number of hours per pay period for exempt employees with the ability to reduce hours by exception time (e.g., vacation, sick).	**Critical**	**S**	With proper setup
The system shall store time and attendance history data, including:				
TE.55	Employee name;	**Critical**	**S**	
TE.56	Employee ID number;	**Critical**	**S**	
TE.57	Work group;	**Critical**	**S**	
TE.58	Dates;	**Critical**	**S**	
TE.59	Time/leave, including time and type (e.g., overtime, vacation, etc.);	**Critical**	**S**	
TE.60	Time entry location; and	**Critical**	**S**	
TE.61	Manager approval history.	**Critical**	**S**	
TE.62	The system shall store time and attendance history for a City-defined period of time with the ability to archive data.	**Critical**	**S**	History remains unless manually purged
TE.63	The system shall accommodate Fair Labor Standards Act (FLSA) laws based on the City's current pay codes.	**Critical**	**S**	
TE.64	The system should adhere to all current and future local, State, and Federal laws.	**Critical**	**S**	Tyler will commit to providing all state and federal
TE.65	The system shall capture additional information associated with time entry, such as projects, cost center, department ID, program, activity code, and tasks.	**Critical**	**S**	
TE.66	The system shall link labor distribution to Project Management, Grant Management, etc. including specific hours worked.	**Critical**	**S**	With proper setup
TE.67	The system shall validate labor distribution field values through an integrated link to the source module.	**Critical**	**S**	
The system shall support multiple timesheet layouts that include:				
TE.68	Exempt view where only exception time (e.g., time off) is entered;	**Desired**	**S**	
TE.69	Hourly view where all hours worked are reported, but where hours worked are reported in time in/out format;	**Desired**	**S**	
TE.70	Hourly format where hours worked are reported in elapsed hours; and	**Desired**	**S**	Elapsed hours by in/out
TE.71	Schedule-based view (e.g., by two-week pay period, 28-day cycle).	**Desired**	**S**	
TE.72	The system shall allow time to be entered based on City-defined rules including daily, weekly, and bi-weekly.	**Critical**	**S**	Assumes use of existing options
TE.73	The system shall default the schedule for time entry purposes.	**Desired**	**S**	
TE.74	The system shall default the defined pay period for time entry.	**Critical**	**S**	Pay periods setup within payroll
TE.75	The system shall provide an alert when the employee is reaching or has reached minimum or maximum banks of accruals.	**Critical**	**S**	Accrual threshold alerts available
TE.76	The system shall provide an alert when the employee is reaching or has reached minimum or maximum banks of special time codes (i.e., comp time earned).	**Critical**	**S**	Accrual threshold alerts available, assuming comp time is configured as accrual
TE.77	The system shall limit use of time codes by employee status.	**Critical**	**S**	Based on setup

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TE.78	The system shall allow entry for timecards for current plus at least 5 additional (future) pay periods.	**Desired**	**F**	Currently previous and current periods. Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.
TE.79	The system shall allow immediate time entry for employees newly entered into the employee master.	**Critical**	**S**	
TE.80	The system shall configure the time entry hierarchy for approvals.	**Desired**	**S**	Based on existing configuration options
TE.81	The system has the ability for an employee to enter all time for all time worked and all time off.	**Critical**	**S**	
TE.82	The system shall print a timecard from the system for manual time tracking.	**Desired**	**S**	Available within reporting
TE.83	The system shall print a range of timecards by employee group, time period, or other user-defined criteria.	**Desired**	**S**	Available within reporting
TE.84	The system shall provide assistance (e.g., FAQ, contextual assistance, etc.) for time entry to aid in the entry process.	**Critical**	**S**	Assumes use of Help documentation, Knowledgebase, Tyler Community
TE.85	The system shall accommodate time-tracking for part time, contingent, contract and seasonal employees.	**Critical**	**S**	
TE.86	The system has the ability to record time for personnel, either employee or non-employees who are paid for occasional work (e.g., board and committee members)	**Critical**	**S**	Assuming setup and recorded as employees

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	Project and Grant Time Entry			
TE.87	The system shall separate exception based and non-exception based time entry in order to accommodate for the varying types of employees at the City and to better track projects and grants.	**Critical**	**S**	
TE.88	The system shall charge time into project and/or grant accounting on a fixed percentage, fixed dollar, and allocation formula to each project/grant or other user-defined options.	**Critical**	**S**	With existing options and allocation setup
TE.89	The system shall charge time into project accounting on an hours by day basis to each project.	**Critical**	**S**	Based on setup and entry
TE.90	The system shall track time towards projects or grants based upon the specific pay code at the time it was worked.	**Critical**	**S**	Based on setup and entry
TE.91	The system shall provide a drop-down of project and/or grant codes/names that an employee is eligible to enter time against, avoiding the need to manually enter each project code/name with the ability to filter by user-defined parameters (e.g., department, division).	**Critical**	**S**	Dropdown or type ahead based on employee access/security
TE.92	The system has the ability for an employee to select favorites for projects and/or grants against which time was worked.	**Desired**	**F**	Typer ahead available currently. Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.
TE.93	The system shall support the entry of time by a single employee against a minimum of 5 projects and/or grants per pay period.	**Critical**	**S**	Assuming proper setup and entry with allocations
	Leave Time Accrual and Use			
TE.94	The system shall track all types of leaves in user-defined units (i.e., hours, days).	**Critical**	**S**	Hours, Days
TE.95	The system shall account for all leave time at varying accrual rates.	**Critical**	**S**	
The system shall capture and track leave for multiple leave types, including:				
TE.96	Vacation (used and unused);	**Critical**	**S**	
TE.97	Sick leave (used and unused);	**Critical**	**S**	
TE.98	Sick leave - donations (vacation donated into a sick leave bank);	**Critical**	**S**	
TE.99	Compensatory time (used and unused);	**Critical**	**S**	
TE.100	Workers' compensation;	**Critical**	**S**	
TE.101	Injury leave;	**Critical**	**S**	
TE.102	Holiday and floating holidays;	**Critical**	**S**	
TE.103	Personal days;	**Critical**	**S**	
TE.104	FMLA and medical leaves;	**Critical**	**S**	
TE.105	Leave without pay (with and without benefits);	**Critical**	**S**	
TE.106	Suspension;	**Critical**	**S**	

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TE.107	Military leave;	**Critical**	**S**	
TE.108	Funeral/bereavement leave;	**Critical**	**S**	
TE.109	Professional/educational leave;	**Critical**	**S**	
TE.110	Administrative leave;	**Critical**	**S**	
TE.111	Jury duty/witness duty;	**Critical**	**S**	
TE.112	Short and long term disability;	**Critical**	**S**	
TE.113	Transitional duty (e.g., light duty); and	**Critical**	**S**	
TE.114	Other user-defined.	**Critical**	**S**	
TE.115	The system shall maintain leave accrual schedules, containing leave type and accrual rates.	**Critical**	**S**	Assumes use of existing configuration options. More information may be required regarding accrual schedules
TE.116	The system shall apply and track compensatory time for exempt employees that work more than 40 hours per week.	**Critical**	**S**	
TE.117	The system shall enforce user-defined rules for leave accrual and usage (e.g., holiday accrual and usage may differ across employee groups).	**Critical**	**S**	Assumes use of existing configuration options
TE.118	The system shall configure leave accruals according to employee type and other user-defined groups including limits on time earned.	**Critical**	**S**	Assumes use of existing configuration options
TE.119	The system shall define and assign leave accrual schedules by job class and FLSA (or other user-defined classification), with override capability at the individual employee level.	**Critical**	**S**	Assumes use of existing configuration options. More information may be required regarding accrual schedules
TE.120	The system shall accommodate partial leave accrual for part-time employees based on actual time worked.	**Critical**	**S**	
TE.121	The system shall accrue sick time at the end of a user specified period (e.g., day, week, pay period, or month).	**Critical**	**S**	
TE.122	The system shall capture and maintain breaks in service.	**Critical**	**S**	May require manual tracking
TE.123	The system shall track and maintain shared leave detail including (but not limited to) donating employee, receiving employee, leave balances.	**Critical**	**S**	
TE.124	The system shall accommodate cumulative (rollover) and non-cumulative (use-it-or-lose-it) leave accruals.	**Critical**	**S**	
TE.125	The system shall set a maximum for cumulative (rollover) leave accruals.	**Critical**	**S**	
TE.126	The system shall allow for establishing City-defined business rules for leave roll-overs (e.g., unused personal day automatically rolls into vacation day).	**Critical**	**S**	Assumes use of existing configuration options
TE.127	The system shall temporarily suspend leave accrual (e.g., during unpaid leave).	**Critical**	**S**	Based on setup, may require manual intervention to inactivate accrual record
TE.128	The system shall require that accruals be configured to accrue on any frequency, including (but not limited to) daily, each holiday, weekly, bi-weekly, semi-monthly, monthly, quarterly, semi-annually, annually.	**Critical**	**N**	Cannot support daily, which is generally seen as the "earn-and-burn" method of comp time.
TE.129	The system shall project future balances based on debits and credits of leave time.	**Desired**	**N**	Projected balances are not available in Employee
TE.130	The system shall provide daily balances in real-time of available employee comp and leave time.	**Critical**	**S**	

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TE.131	The system shall provide a view/query into prior leave accrual balances as of a certain past date or prior pay period (e.g., look-back to see leave balance as of two months ago).	**Critical**	**S**	May require use of configurable reporting tools
TE.132	The system shall calculate liability for unused earned leave at regular intervals and on demand.	**Critical**	**S**	May require use of configurable reporting tools
TE.133	The system shall allow a system-generated flag to be configured for the expiration of a certain leave type (e.g., alert appears at 60-days prior, 30-days prior, etc.).	**Critical**	**N**	
TE.134	The system shall alert managers/supervisors on leave usage exceptions.	**Critical**	**N**	Need more information regarding exception examples
TE.135	The system shall override leave balances based on leave type with appropriate security permissions.	**Critical**	**S**	
TE.136	The system shall add, edit, or delete leave events in current pay period with appropriate security permissions.	**Critical**	**S**	

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Attendance Tracking				
TE.137	The system shall compare absence time with scheduled work time to detect absence conditions.	**Desired**	**S**	Scheduled vs. actual available for Advanced scheduling
TE.138	The system shall process mass absences at the City, Department, Division or other user-defined level.	**Critical**	**S**	With existing options
TE.139	The system shall track and detect certain absence conditions (undocumented leave or comp time used).	**Critical**	**N**	
TE.140	The system shall flag various attendance conditions, including in early, in late, out early, out late, and unexcused absences.	**Critical**	**S**	Can use grace periods for violations for late/early, but not for unexcused absences.
TE.141	The system shall coordinate usage of City specific absence types with regulated leave types when appropriate (e.g., when sick time is taken that is also an FMLA event, eligibility for both is reduced either simultaneously or consecutively, as per City policies).	**Desired**	**S**	Simultaneously is supported. More information regarding consecutively would be required to confirm
TE.142	The system shall provide numerous canned reports related to all aspects of absence tracking.	**Desired**	**S**	
TE.143	The system shall conduct ad-hoc queries of absence data, without the need to join table information.	**Desired**	**S**	For data stored in the system, may require use of configurable reporting tools
Time Off Requests				
TE.144	The system shall provide a web-interface for time off request submittal by employees (vacation time, comp time, planned sick time, holiday special).	**Critical**	**S**	
TE.145	The system shall display leave accrual rates, codes, maximum balances and history to employee as time is being entered with data as of the prior pay period.	**Critical**	**N**	TA does not hold rates, but will display leave eligible pay codes and history.
TE.146	The system shall validate leave balances real-time (based on the actuals from the previous period) at the point of entry.	**Critical**	**S**	
The system shall perform workflow functions for electronic leave request approval, including:				
TE.147	Request submittal;	**Critical**	**S**	
TE.148	Manager(s)/Supervisor(s) review/decision;	**Critical**	**S**	
TE.149	Request status monitoring;	**Critical**	**S**	
TE.150	Notification of request approval/decline; and	**Critical**	**S**	
TE.151	Other user-defined.	**Critical**	**S**	Attributes
TE.152	The system shall set limits and qualifying conditions on use of leave time.	**Critical**	**S**	Assumes use of existing configuration options
TE.153	The system shall project an employee's leave balance, considering any future accruals and existing requests.	**Desired**	**N**	Projected balances are not available in Employee Access

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TE.154	The system shall provide proper levels of data encryption for data that is considered private to the employee and/or subject to HIPAA.	**Critical**	**S**	Tyler applications include a variety of security controls to protect application data. Applications require end-user authentication through client provided supported identity provider or application accounts and employ a comprehensive role-based access control (RBAC) security model. Integrated RBAC controls facilitate the management of access through highly customizable roles and assigning roles to users. This includes access to applications, processes, records, and fields. Automated document redaction is also available with Tyler's integrated Content Manager. Application data is encrypted in-transit through Transport Layer Security (TLS) protected HTTPS and at rest using server-side encryption with AWS Key Management Service (AWS KMS). Tyler's software and services are generally not subject to HIPAA because Tyler is not acting as a Business Associate, as that term is defined under the law. The only health related information stored in Enterprise ERP is benefit election information (e.g., the health plan a worker is enrolled in); no protected health data is stored. Organizations can configure security to restrict access to the data as narrowly as desired, such as specific HR employees and the actual participant.
TE.155	The system shall show the employee and supervisor whether the time off requested will actually be available at the future date, when considering all other approved time off and any other accrued time off in the meantime that is scheduled to occur.	**Desired**	**N**	TA can calculate current balance, approved, pending and remaining balance but projection is not showcased on benefit summary.
TE.156	The system shall notify user of attempt to submit leave request where accrued time is less than requested time.	**Critical**	**S**	Based on setup
TE.157	The system shall provide the ability to make certain dates "unavailable"; meaning no leaves will be accepted by the system for those days for some or all employees.	**Desired**	**N**	Blackout dates can be suggested.
TE.158	The system shall restrict or allow sick and vacation leave to be used only after it is earned.	**Critical**	**S**	Based on setup
TE.159	The system shall send an alert/notification to employee and supervisor when accrual maximum/minimum for leave time/s is approaching.	**Critical**	**S**	Accrual threshold alerts available for employees
TE.160	The system shall allow real-time access to accumulated sick and vacation time, based on access level of the user.	**Critical**	**S**	

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TE.161	The system shall view leave request in a calendar view format per work group.	**Desired**	**S**	Can use benefits calendar view with leave codes
	Scheduling			
TE.162	The system shall provide a scheduling module that is integrated with the time/attendance module.	**Desired**	**S**	Some items below may require optionally proposed Advanced Scheduling
The system shall accommodate the following types of schedules:		**Desired**		
TE.163	Group schedules;	**Desired**	**S**	
TE.164	Individual schedules;	**Desired**	**S**	
TE.165	Rotation schedules;	**Desired**	**S**	
TE.166	Shift Schedules;	**Desired**	**S**	
TE.167	Post/location;	**Desired**	**S**	
TE.168	On-call/standby;	**Desired**	**S**	
TE.169	Demand-based schedules; and	**Desired**	**S**	
TE.170	Other, user-defined.	**Desired**	**S**	Assumes use of existing options. More information may be required to confirm
TE.171	The system shall support a minimum of 100 schedules, including user-defined schedules.	**Critical**	**S**	
The system shall maintain the following tables for schedule creation:				
TE.172	Shift;	**Desired**	**S**	
TE.173	Division;	**Desired**	**S**	
TE.174	Rotation (number of days on and off);	**Desired**	**S**	
TE.175	Work positions;	**Desired**	**S**	
TE.176	Work assignments;	**Desired**	**S**	
TE.177	Work location;	**Desired**	**S**	
TE.178	Collective Bargaining Unit;	**Desired**	**S**	
TE.179	Leave types (sick, vacation, military, etc.); and	**Desired**	**S**	
TE.180	Mandatory or non-mandatory fill position indicator.	**Desired**	**S**	
TE.181	The system shall accommodate unlimited schedule changes and adjustments on demand.	**Desired**	**S**	
The system shall maintain various defined shifts with the following characteristics and information:				Some items below may require optionally proposed Advanced Scheduling
TE.182	Varying hours per shift;	**Desired**	**S**	
TE.183	Start times and end times;	**Desired**	**S**	
TE.184	Duration;	**Desired**	**S**	
TE.185	Multiple shift patterns;	**Desired**	**S**	
TE.186	Multiple employee roles;	**Desired**	**S**	
TE.187	Required certifications of resources for the shift;	**Desired**	**S**	
TE.188	Multiple locations;	**Desired**	**S**	
TE.189	Multiple sub-locations; and	**Desired**	**S**	Via user defined field

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TE.190	Multiple skill requirements.	**Desired**	**S**	
TE.191	The system shall maintain at least 50 different shift configurations in the table of defined shifts.	**Desired**	**S**	
TE.192	The system shall prohibit resources from being scheduled for a particular shift that do not meet prescribed requirements.	**Desired**	**S**	Via optionally proposed Advanced Scheduling
TE.193	The system shall override restrictions on employees being scheduled for a particular shift.	**Desired**	**S**	Via optionally proposed Advanced Scheduling
TE.194	The system shall assign the number of personnel required each day for defined positions.	**Desired**	**S**	Via optionally proposed Advanced Scheduling
TE.195	The system shall identify variances (both positive and negative) between required number of personnel and actual scheduled for a given position on a given day.	**Desired**	**S**	Via optionally proposed Advanced Scheduling
TE.196	The system shall assign the number of personnel required at each location for defined positions and days (e.g., minimum clerical staff at a particular office on Mondays).	**Desired**	**S**	Via optionally proposed Advanced Scheduling
TE.197	The system shall identify variances (both positive and negative) between required number of personnel and actual scheduled for a given location on a given day.	**Desired**	**S**	Via optionally proposed Advanced Scheduling
TE.198	The system shall create calendars/rosters of projected absences.	**Desired**	**N**	Need more information regarding where projected absences would come from
The system shall utilize department roles for automated staffing including the following characteristics and information:				Some items below may require optionally proposed Advanced Scheduling
TE.199	Staffing minimums;	**Desired**	**S**	
TE.200	Roster vacancies due to leave time; and	**Desired**	**S**	
TE.201	Insufficient "qualified" candidates (e.g., certifications, etc.).	**Desired**	**S**	
TE.202	The system shall automatically contact employees via telephone, email, text messaging and web to offer an assignment (e.g., overtime availability, open shifts) and update the real-time roster.	**Desired**	**S**	Based on setup. Telephone requires optionally proposed IVR Interface
TE.203	The system shall support the shift bid process for certain eligible groups of employees.	**Desired**	**S**	Via optionally proposed Advanced Scheduling
TE.204	The system shall support the time off bid process for certain eligible groups of employees.	**Desired**	**S**	Via optionally proposed Advanced Scheduling
TE.205	The system shall support the overtime bid process for certain eligible groups of employees.	**Desired**	**S**	Via optionally proposed Advanced Scheduling
TE.206	The system shall allow the configuration of the order in which employees are contacted based on any data field in the employee master file (e.g., seniority, last shift worked, etc.).	**Desired**	**S**	Via optionally proposed Advanced Scheduling. Hire date/Seniority, scheduled hours, scheduled leave, overtime hours and date of last offer
TE.207	The system shall maintain a log of all employees who have been contacted.	**Desired**	**S**	May require optionally proposed Advanced Scheduling
TE.208	The system shall produce a list for each absence by rules and create the call log.	**Desired**	**N**	
The system shall support multiple notification methods including but not limited to:				

Indicator	Definition	Instruction		
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
TE.209	Telephone (by type such as home, cell, etc.);	**Desired**	**S**	Telephone requires optionally proposed IVR Interface
TE.210	Text Messaging/SMS; and	**Desired**	**S**	
TE.211	Email.	**Desired**	**S**	
TE.212	The system shall accommodate work time trades between employees.	**Desired**	**S**	Via optionally proposed Advanced Scheduling
TE.213	The system shall allow time to be tracked using either AM/PM or military time.	**Desired**	**F**	Currently military time only. Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.
TE.214	The system shall define split shift rotations.	**Desired**	**S**	May require use of optionally proposed Advanced Scheduling
TE.215	The system shall identify employee as unavailable for overtime for a given time period and specify reason.	**Desired**	**S**	Can indicate employee not eligible for OT, but not by time period or reason.
TE.216	The system shall schedule shifts that cross multiple days (e.g., start at 6:00 p.m. on one day and complete at 2:00 a.m. on day two).	**Desired**	**S**	May require use of optionally proposed Advanced Scheduling
TE.217	The system shall define workload restrictions for each position. These could include number of hours between shifts, maximum hours worked per regular shift, maximum overtime hours per time period.	**Desired**	**S**	Via Rest and Recovery policies with optionally proposed Advanced scheduling
TE.218	The system shall override workload restrictions.	**Desired**	**S**	By default, Time & Attendance system enforces all active rest and recovery policies via optionally proposed Advanced Scheduling. However, a supervisor can override the Rest & Recovery policy when the shift is offered through Wheel Offer. For all active rest and recovery policies, the Wheel Offer page includes an Enforce Rest & Recovery Policy checkbox. Clearing this checkbox overrides all rest and recovery polices for that Wheel offer.
TE.219	The system shall alert when minimum or maximum thresholds are not met.	**Desired**	**N**	It will start enforcement when threshold is met.
TE.220	The system shall implement alternate schedules (e.g., ad-hoc schedules for circumstances of single occurrence).	**Desired**	**S**	May require optionally proposed Advanced Scheduling
TE.221	The system shall temporarily assign employees.	**Desired**	**S**	May require optionally proposed Advanced Scheduling
TE.222	The system shall view multiple schedules at once.	**Desired**	**S**	May require optionally proposed Advanced Scheduling
TE.223	The system shall publish and print an official/final schedule.	**Desired**	**S**	May require optionally proposed Advanced Scheduling

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S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
TE.224	The system shall preserve the schedule in the event the system is unavailable due to planned or unplanned downtime.	**Desired**	**S**	
TE.225	The system shall identify an assignment that conflicts with a rule.	**Desired**	**S**	May require optionally proposed Advanced Scheduling
TE.226	The system shall define a mandatory-overtime backfill list based on prescribed business rules.	**Desired**	**S**	Via optionally proposed Advanced Scheduling
TE.227	The system shall alert a shift scheduler when assignment conflicts with a rule.	**Desired**	**S**	Via optionally proposed Advanced Scheduling
TE.228	The system shall schedule meals and breaks, as well as start and end times.	**Desired**	**S**	May require optionally proposed Advanced Scheduling
TE.229	The system shall accommodate meals and breaks as paid or unpaid based on criteria such as department/division, collective bargaining agreement, shift, etc.	**Desired**	**S**	May require optionally proposed Advanced Scheduling
TE.230	The system shall support user-defined flex schedules (e.g., 50/30, 9/80, etc.).	**Desired**	**S**	May require optionally proposed Advanced Scheduling
TE.231	The system shall calculate overtime based on FLSA regulations.	**Desired**	**S**	With proper setup
TE.232	The system shall view and maintain all previous schedules.	**Desired**	**S**	
TE.233	The system shall route an alert/notification when defined hour-limit is reached.	**Desired**	**S**	Via optionally proposed Advanced Scheduling
TE.234	The system shall populate entities for holidays and other closures in the schedule, system-wide.	**Desired**	**S**	Utilize holiday schedule setup
TE.235	The system shall support varying types of scheduled weeks, including 48/60/72 hour weeks for public safety.	**Desired**	**S**	May require optionally proposed Advanced Scheduling
TE.236	The system shall accommodate department schedules with three shifts, and 24 hours per shift.	**Desired**	**S**	May require optionally proposed Advanced Scheduling
TE.237	The system shall accommodate out of class work paid based on hours worked in the out of class position, prorated to a 56-hour period. For example: Firefighter scheduled 48hr week (2 x 24hr days) works 1 day (24hrs) as regular job (Firefighter) and 1 day (24hrs) as Out Of Class Driver. Pay will be 28hrs Regular Pay, 28hrs Pay as Driver (50% of 56 hrs.).	**Desired**	**N**	

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Reporting & Querying				
TE.238	The system shall use a single data source for report generation.	**Critical**	**S**	
TE.239	The system shall generate "canned" reports that users may run with limited options of input values.	**Critical**	**S**	
TE.240	The system shall generate user-defined reports on any time entry field and/or combination of fields.	**Critical**	**S**	May require use of configurable reporting tools
TE.241	The system shall provide an ad-hoc reporting tool without the use of a third-party report writing tool.	**Critical**	**S**	May require use of configurable reporting tools
TE.242	The system shall provide role-based security on running and viewing reports.	**Critical**	**S**	May require use of configurable reporting tools
TE.243	The system shall import data from reports into standard applications for spreadsheet comparison, graphing, etc.	**Desired**	**N**	Additional information required. Select imports are available throughout Tyler's EERP solution, as well as exports of data reported on, however clarification of importing data from reports is required as data reported on from Tyler's proposed solution would already be stored within the system, therefore not requiring an import
TE.244	The system shall export data from reports into standard applications for spreadsheet comparison, graphing, etc.	**Critical**	**S**	Assumes use of compatible export file
The system shall generate reports on time worked by the following:				May require use of configurable reporting tools
TE.245	Location;	**Critical**	**S**	
TE.246	Department;	**Critical**	**S**	
TE.247	Division;	**Critical**	**S**	
TE.248	Team;	**Desired**	**S**	
TE.249	Task/Work Order;	**Desired**	**S**	
TE.250	Project/Grant;	**Critical**	**S**	
TE.251	Job;	**Critical**	**S**	
TE.252	Activity;	**Critical**	**S**	
TE.253	Leave type;	**Critical**	**S**	
TE.254	Hours paid by individual;	**Critical**	**S**	
TE.255	Hours entered (by type);	**Critical**	**S**	
TE.256	Position;	**Critical**	**S**	
TE.257	Event;	**Critical**	**S**	
TE.258	Work group;	**Critical**	**S**	
TE.259	Shift;	**Critical**	**S**	
TE.260	Time errors;	**Critical**	**S**	
TE.261	Overtime;	**Critical**	**S**	
TE.262	Employee status; and	**Critical**	**S**	
TE.263	Other user-defined.	**Critical**	**S**	Assuming all necessary data is stored within the system

Indicator	Definition	Instruction		
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
TE.264	The system shall provide a report that details prior periods' adjustments and corrections.	**Desired**	**S**	Transaction audit with modifications
TE.265	The system shall provide an error and warning report, listing discrepancies with time entry for all employees for the pay period as defined by the Payroll Administrator.	**Critical**	**N**	
TE.266	The system shall generate a year-to-date report (calendar or fiscal year) or user-defined period of time worked by employee.	**Critical**	**S**	May require use of configurable reporting tools
TE.267	The system shall generate an electronic copy of any previous timecard.	**Critical**	**S**	
TE.268	The system shall provide a report filtered by location that identifies the total number of hours worked per employee in a pay period or by year.	**Critical**	**S**	May require use of configurable reporting tools
TE.269	The system shall generate a report of part-time employee hours worked on a year-to-date basis or other user-defined period to monitor for hours worked exceeding user defined parameters.	**Critical**	**S**	May require use of configurable reporting tools

Indicator	Definition	Instruction
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.
F	**Future:** Feature/Function **will be available** in a future software release available to the City **by January 1, 2026**, at which point it will be implemented in accordance with agreed-upon configuration planning with the City.	If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version, as well as the time the release will be generally available.
C	**Customization:** Feature/Function is **not included** in the current software release, and is not planned to be a part of a future software release. However, **this feature could be provided with custom modifications.** All related customization costs should be indicated in Attachment C – Cost Worksheet.	If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.
T	**Third Party:** Feature/Function is **not** included in the current software release, and is **not** planned to be a part of a future software release. However, this feature could be **provided with integration with a third-party system.** This system should be specified.	If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system. If the third-party system is a part of the proposal, the third-party shall respond to the appropriate requirements using the "S"/"C"/"T"/"N" response indicators with a clear notation that the responses are provided by the third-party.
N	**No: Feature/Function cannot be provided.**	N/A

Payroll

Req #	Description of Requirement	Criticality	Vendor Response	Comments
	General Requirements			
PR.1	The system shall provide a Payroll module that is integrated with all other proposed system modules such as General Ledger, Budget, Project Accounting, Grant Management, Time Entry, Benefits, Work Orders, and Human Resources.	**Critical**	**S**	
PR.2	The system shall integrate the Payroll application with the General Ledger to make payroll journal entries.	**Critical**	**S**	
PR.3	The system shall integrate payroll with position tracking.	**Critical**	**S**	
PR.4	The system shall maintain a 5 year lookback period for terminated employees and unlimited prior year payment and deduction related details and totals for active employees.	**Critical**	**S**	History remains unless manually purged. Lookback may require use of configurable reporting tools
PR.6	The system shall allow continuous updating of employee personnel and job records in such a manner as not to interfere with payroll processing (i.e., no lock-out of users from system while payroll is being processed).	**Remove**	**S**	
PR.7	The system shall maintain payroll history, including earnings, deductions, taxes and other related supporting information for an unlimited number of years.	**Critical**	**S**	
PR.8	The system shall allow former employees limited access to payroll information through an employee portal (employee self-service) for access to prior check stubs, W-2s, and 1095s.	**Critical**	**S**	
PR.9	The system shall limit users access to view or make changes to employees' information based on security permissions (e.g., taxes, general deductions, retirement, garnishments).	**Critical**	**S**	

Indicator	Definition	Instruction		
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
PR.10	The system shall allow payroll staff to view paystub and W-2 history of individual employees based on security permissions.	**Critical**	**S**	
PR.11	The system shall allow individual employees to view full paystub and W-2 history through an employee self-service portal (ESS).	**Critical**	**S**	
PR.12	The system shall provide for complete security and restrictions to access all payroll related data.	**Critical**	**S**	
PR.13	The system shall make mass changes to employee data for reorganization needs (reassign departments or divisions), with security permissions.	**Critical**	**S**	
PR.14	The system shall allow users with appropriate security permissions to perform mass changes to paycheck detail lines during payroll processing, including positive and negative values, earnings, deductions, and taxes.	**Desired**	**S**	
PR.15	The system shall override the default supervisor assigned for workflow approvals to position control record modifications with appropriate security permissions.	**Critical**	**S**	Assumes authorized user modifying workflow configuration options for position related workflow items
Pay Calendars and Groups				
PR.16	The system shall maintain a payroll calendar.	**Critical**	**N**	Payroll calendars in Enterprise ERP are specific to employees and their work days/non-work days. The system does not include calendars outlining payroll run dates, holidays, key process times, etc.
PR.17	The system shall maintain an off-cycle payroll calendar.	**Desired**	**N**	Payroll calendars in Enterprise ERP are specific to employees and their work days/non-work days. The system does not include calendars outlining payroll run dates, holidays, key process times, etc.
PR.18	The system shall maintain a holiday payroll calendar.	**Critical**	**N**	Payroll calendars in Enterprise ERP are specific to employees and their work days/non-work days. The system does not include calendars outlining payroll run dates, holidays, key process times, etc.
PR.19	The system shall accommodate pay period end date in one calendar year and pay check date in another calendar year.	**Critical**	**S**	
The system shall process payroll on optional user-selected frequencies, for example:				
PR.20	Bi-weekly;	**Critical**	**S**	
PR.21	On-demand (e.g., terminations, corrections); and	**Critical**	**S**	
PR.22	Other, user-defined.	**Desired**	**S**	
PR.23	The system shall produce a salaried, supplemental, and hourly payroll.	**Critical**	**S**	

Indicator	Definition	Instruction		
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
PR.24	The system shall accommodate multiple payroll schedules.	**Critical**	**S**	
PR.25	The system shall specify employees to be paid by defined pay groups.	**Critical**	**S**	
PR.26	The system shall process multiple pay groups per cycle period.	**Critical**	**S**	
PR.27	The system shall accommodate various pay statuses (e.g., biweekly, monthly, hourly, fee, salaried, uncompensated, etc.).	**Critical**	**S**	
PR.28	The system shall support retro pay and deduction adjustments.	**Critical**	**S**	
PR.29	The system shall support multiple positions for individual employees.	**Critical**	**S**	
Tax Administration				
PR.30	The system shall allow for an extra withholding tax deduction in any amount at the option of the employee.	**Critical**	**S**	
PR.31	The system shall provide options to prevent Federal Tax and/or Medicare Tax from being withheld on an employee-by-employee basis.	**Critical**	**S**	Based on setup and/or manual override
PR.32	The system shall withhold tax for a particular pay check using one-time override, flat rate, federal tax tables or any combination of these, based on pay codes.	**Critical**	**S**	
PR.33	The system shall calculate and store employee and employer contributions to State, Federal, Social Security, Medicare, and retirement.	**Critical**	**S**	
The system shall maintain separate taxable wages for the following:				
PR.34	Federal and State Income;	**Critical**	**S**	
PR.35	Earned Income Tax Credit;	**Critical**	**S**	
PR.36	Social Security; and	**Critical**	**S**	
PR.37	Medicare and additional Medicare.	**Critical**	**S**	

Indicator	Definition	Instruction		
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
PR.38	The vendor will ensure software is always updated to be compliant with all Federal taxing requirements.	**Critical**	**S**	Tyler will commit to providing all state and federal mandated reports with data file submissions required to be submitted to the state that are not already provided through standard reports or inquiry functions. In addition, any changes to mandated State/Federal specified file layouts will be provided for no additional license/maintenance fees to all clients who have a current Maintenance Agreement in place.
PR.39	The vendor will ensure software is always updated to be compliant with all State taxing requirements.	**Critical**	**S**	Tyler will commit to providing all state and federal mandated reports with data file submissions required to be submitted to the state that are not already provided through standard reports or inquiry functions. In addition, any changes to mandated State/Federal specified file layouts will be provided for no additional license/maintenance fees to all clients who have a current Maintenance Agreement in place.
PR.40	The system shall support separate tax tables for special pay calculations (e.g., flat tax).	**Critical**	**S**	
PR.41	The system shall maintain YTD running total by pay period.	**Critical**	**S**	
PR.42	The system shall define special taxation rules by earnings code (e.g., supplemental tax rates, cumulative, annualized, etc.).	**Critical**	**S**	With existing options
	Payment Edit and Processing			
PR.43	The system shall edit and verify the labor distribution prior to the actual payroll check production with appropriate authorization.	**Critical**	**S**	
PR.44	The system shall establish base payrolls and process time record data for exception pay employees on a weekly, bi-weekly, semi-monthly, or monthly basis or any user-defined combination thereof.	**Desired**	**S**	
The system shall validate payroll run against:				
PR.45	Benefits;	**Critical**	**S**	
PR.46	Deductions;	**Critical**	**S**	
PR.47	Tax information;	**Critical**	**S**	
PR.48	Accruals;	**Critical**	**S**	
PR.49	Input for new employees;	**Critical**	**S**	
PR.50	Changes for current employees;	**Critical**	**S**	
PR.51	Balance of total rate, hours, over-time hours, exception hours;	**Critical**	**S**	
PR.52	Balance of vacation, sick, and other user-defined accruals;	**Critical**	**S**	
PR.53	Department;	**Critical**	**S**	
PR.54	Garnishments; and	**Critical**	**S**	

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S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
PR.55	Other user-defined data.	**Desired**	**S**	Assuming existing options
The system shall process multiple payroll runs by type including:				
PR.56	Regular Run;	**Critical**	**S**	
PR.57	Supplemental Run; and	**Critical**	**S**	
PR.58	Adjustment Pay Run.	**Critical**	**S**	
PR.59	The system shall create checks which are not regular payroll but which will be added to the regular payroll run (e.g., longevity, retro, off-cycle).	**Critical**	**S**	
PR.60	The system shall automatically calculate and pay out final pays.	**Critical**	**N**	Manual process
PR.61	The system shall automatically calculate and pay out retro pays, with the ability to reference past salary tables.	**Critical**	**S**	Via retro pay process initiated by user
PR.62	The system shall process multiple payroll runs for verification prior to posting for each payroll run type.	**Critical**	**N**	Enterprise ERP Payroll Processing is "sequestered" from all other editing, meaning payroll is generated and that data is static for that payroll unless generated again. No outside changes can impact it and verification happens on data prior to the Employee Update, which locks in calculations, history, etc.
PR.63	The system shall process fiscal year end when the date falls mid payroll period, with accrual posting to the appropriate fiscal year (prior year/new year).	**Critical**	**N**	Need More Information - further details, confirmation around accrual being GL specific or "time off" accruals
PR.64	The system shall process fiscal month end when the date falls mid-payroll period, with accrual posting to the appropriate month (prior month/new month).	**Desired**	**N**	Need More Information - further details, confirmation around accrual being GL specific or "time off" accruals
PR.65	The system shall calculate split payroll posting between multiple fiscal periods based on either a percentage of the pay period or based on the activity dates within the payroll details.	**Desired**	**S**	
PR.66	The system shall process payroll accruals based on a user defined effective date.	**Critical**	**N**	Need More Information - further details, confirmation around accrual being GL specific or "time off" accruals
PR.67	The system shall allocate costs per fiscal year and funding sources within defined fiscal periods.	**Critical**	**S**	
PR.68	The system shall pay an employee at more than one rate based on job assignment (e.g., out-of-class pay).	**Critical**	**S**	
PR.69	The system shall change an employee hour cycle within a pay period cycle.	**Desired**	**N**	Need More Information - definition of what an "hour cycle" is and the impacts of changing that.
PR.70	The system shall run pay, deduction, withheld taxes, and net pay calculations as a "proof" run for review prior to final pay run.	**Critical**	**S**	
PR.71	The system shall process, track, and reclaim payroll advances.	**Critical**	**S**	One-time are best handled with a repayment deduction, however recurring monthly draws. If it's recurring, we recommend keeping it at the pay level.
PR.72	The system shall produce a warning/error report of employees with no benefit deductions due to low or no paycheck prior to running payroll (insufficient net	**Critical**	**S**	May require use of configurable reporting tools

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PR.73	The system shall validate beginning balances against ending balances from last run, prior to payroll processing.	**Critical**	**S**	
PR.74	The system shall provide audit trail reporting of all data entries, changes and deletions by user, date, time, and location.	**Critical**	**S**	
PR.75	The system shall process zero net checks for adjustment checks or where all pay was used for deductions, with the ability to print paycheck stubs for employee.	**Critical**	**S**	
PR.76	The system shall support the batch removal of employees who have zero hours in a pay period for payroll processing.	**Desired**	**N**	Employees with zero hours and no pay won't process through payroll, no way to mass remove them
The system shall generate the following pre-payroll proof reports:				Some may require use of configurable reporting tools
PR.77	Hours Proof Report;	**Critical**	**S**	
PR.78	Accrual Exception Report;	**Critical**	**S**	Requires configurable reporting tools and confirmation of available fields needed for reporting
PR.79	Accrual Audit Report;	**Desired**	**S**	Requires configurable reporting tools and confirmation of available fields needed for reporting
PR.80	Calculations Error Listing;	**Critical**	**S**	
PR.81	Benefit Errors;	**Critical**	**S**	
PR.82	Time Setup Errors;	**Critical**	**S**	Requires configurable reporting tools and confirmation of available fields needed for reporting
PR.83	Deductions not taken;	**Critical**	**S**	
PR.84	Contribution limits for 401k and 457 and 457 Roth plans;	**Critical**	**S**	
PR.85	HSA limits;	**Critical**	**S**	
PR.86	Negative/Zero checks;	**Critical**	**S**	Can be determined through searches or Excel exports within Earnings and Deductions
PR.87	Preliminary Payroll Register; and	**Critical**	**S**	
PR.88	Other user-defined reports.	**Desired**	**S**	Assuming all necessary data is stored within the system
The system shall generate the following post-payroll proof reports:				May require use of configurable reporting tools
PR.89	Check and Advice Register;	**Critical**	**S**	
PR.90	Payroll Summary;	**Critical**	**S**	
PR.91	Quarterly Reports;	**Critical**	**S**	
PR.92	GL Reports;	**Critical**	**S**	
PR.93	Transmittal Reports (e.g., FSA, union, associations, bank file);	**Critical**	**S**	With compatible files
PR.94	Retirement report (WRS);	**Critical**	**S**	
PR.95	Add Pay Register;	**Desired**	**S**	
PR.96	Tax Register;	**Critical**	**S**	
PR.97	Deduction Register;	**Critical**	**S**	
PR.98	Grand Totals Report; and	**Critical**	**S**	

Indicator	Definition	Instruction		
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
PR.99	Other user-defined reports.	**Critical**	**S**	
Payment Calculations				
PR.100	The system shall calculate salary employee effective date step increases, as a result of actions changes (e.g., promotions, demotions, acting appointments, and other actions).	**Critical**	**S**	Calculation of salary/step increases is available based on effective date
PR.101	The system shall calculate pay based on average weekly hours worked, specifically related to the Fire department.	**Critical**	**S**	via fixed period pays
PR.102	The system shall automatically adjust calculations for mid-pay period salary and employment actions.	**Critical**	**S**	
PR.103	The system has the ability for one employee to be paid by more than one position.	**Critical**	**S**	
PR.104	The system shall calculate pay for multiple positions for one employee that transfers during a pay period (which results in a change in earning codes).	**Critical**	**S**	
PR.105	The system shall automatically calculate and deduct retroactive deductions amounts.	**Critical**	**N**	Retroactive deductions are a result of a retroactive pay change only
PR.106	The system shall automatically calculate deduction amounts for retroactive pay at the rate that was in effect (i.e., State Retirement percentage) when the pay was due to the employee.	**Critical**	**S**	Retro deductions are only as a result of a retro pay change. "Use Original Calculation Information for Retro Processing" option in Deduction Master
PR.107	The system shall calculate the appropriate benefit deductions for an employee that transfers positions during a pay period.	**Critical**	**S**	Based on setup
PR.108	The system shall calculate leave accruals for employees in more than one position, as a result of a transfer during a pay period.	**Critical**	**S**	With proper setup
PR.109	The system shall automatically calculate gross pay from multiple user defined components such as base pay, longevity, educational incentive pay, shift differential, etc.	**Critical**	**S**	
PR.110	The system shall process negative pay amounts that reduce current net pay for both pay and deductions.	**Critical**	**S**	
PR.111	The system shall re-calculate payroll for changed hours (prior period adjustments), rates, earnings codes, one-time overrides, etc.	**Critical**	**S**	
PR.112	The system shall provide multiple formulas for complex earning and deduction codes (e.g., overtime weighted average, premium overtime calculations based on standby pay).	**Critical**	**S**	With existing configuration options (i.e. category, calc code, rate, factor, etc.)
The system shall calculate/verify overtime and shift differential consistent with FLSA rules, including:				With proper setup of existing configuration options
PR.113	Overtime calculations for employees that are in more than one position as a result of a mid-period transfer;	**Critical**	**S**	
PR.114	Overtime across multiple cost centers;	**Critical**	**S**	
PR.115	Overtime by bargaining unit/group/association (e.g., MOU, CBA);	**Critical**	**S**	
PR.116	Overtime by FLSA period;	**Critical**	**S**	
PR.117	Overtime accrued while receiving out-of-class pay;	**Critical**	**S**	
PR.118	Overtime calculations for call-back pay;	**Desired**	**S**	

Indicator	Definition	Instruction		
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
PR.119	Overtime calculations for industry standard fire department i.e., 28-day cycle;	**Critical**	**S**	
PR.120	Overtime calculations for industry standard fire department over 53 hours; and	**Critical**	**S**	
PR.121	Overtime calculations for other user-defined rules.	**Critical**	**S**	
PR.122	The system shall calculate overtime on hours worked when employee has worked hours in multiple programs or positions.	**Critical**	**S**	
PR.123	The system shall compute shift and overtime premium.	**Critical**	**S**	
PR.124	The system shall provide for multiple methods of calculating overtime pay, such as time-and-a-half, double-time, and premium pay. These calculations are user defined and maintained.	**Critical**	**S**	
PR.125	The system shall process partial deductions (if an employee's pay is insufficient), track arrears, and collect the arrears amounts from specified pay periods.	**Critical**	**S**	
PR.126	The system shall calculate deductions based on net pay.	**Desired**	**S**	
PR.127	The system shall calculate and track City-paid benefits.	**Critical**	**S**	
PR.128	The system shall update all employee and employer accumulations automatically.	**Critical**	**S**	
PR.129	The system has the ability for employees to use accrued vacation, comp time, and sick leave (employees cannot use leave time accrued in the current payroll	**Critical**	**S**	
PR.130	The system shall calculate and accrue leave automatically based on user defined rules/priority based on defined business rules with appropriate security permissions.	**Critical**	**S**	With proper setup of existing configuration options
PR.131	The system shall calculate holiday benefit for part-time employees by different methods depending on bargaining unit/group (e.g., MOU, CBA).	**Critical**	**S**	With proper setup of existing configuration options
The system shall run initial payroll for review prior to the final pay run, including the following metrics/reporting:				May require use of configurable reporting tools
PR.132	Adjustments;	**Critical**	**S**	
PR.133	Recalculation;	**Critical**	**S**	
PR.134	Exceptions;	**Critical**	**S**	
PR.135	"What if" Forecasting;	**Critical**	**S**	Via Train/Test environment and/or salary and benefit projections
PR.136	Hours by type;	**Critical**	**S**	
PR.137	Earnings by type;	**Critical**	**S**	
PR.138	Employee tax liabilities;	**Critical**	**S**	
PR.139	Employee deduction amount;	**Critical**	**S**	
PR.140	Employer contribution amount;	**Critical**	**S**	
PR.141	Deductions not taken and set-up in arrears;	**Critical**	**S**	
PR.142	Employer portion of all taxes;	**Critical**	**S**	
PR.143	Any user specified chart of account field or combination of fields;	**Critical**	**S**	
PR.144	Totals by employee, project/grant, cost center, division, department, total City-wide; and	**Critical**	**S**	

Indicator	Definition	Instruction		
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
PR.145	Other, user-defined.	**Critical**	**S**	Assuming all necessary data is stored within the system
Pay Distribution and Direct Deposit				
PR.146	The system shall print checks from system without use of additional software.	**Critical**	**S**	
PR.147	The system shall print employee payment checks including bank MICR line and address bar codes.	**Critical**	**S**	This can be done, but would require Lorton Mailer (Billable add on), depending on which addresses are desired for barcodes (outgoing or incoming)
PR.148	The system shall support on-demand check writing at local printers to accommodate manual check writing.	**Critical**	**S**	
PR.149	The system shall sort and print checks by user-defined criteria.	**Desired**	**S**	Based on existing options
PR.150	The system shall check for minimum check amounts to avoid zero payments.	**Desired**	**S**	Manual searches/exports to verify
PR.151	The system shall provide check reprint features (with indication that check is a reprint and/or as a reissue).	**Critical**	**S**	
PR.152	The system shall reissue a new check number while maintaining details of the old check number.	**Desired**	**S**	
The system shall provide a Pay Check Stub that displays the following information:				
PR.153	User-defined Employee Profile (e.g., job title, annual salary, department);	**Desired**	**S**	
PR.154	Current Pay (pay code/description, rate - both hourly and FLSA rate, calculation);	**Critical**	**S**	
PR.155	Gross wages;	**Critical**	**S**	
PR.156	Deferred compensation;	**Critical**	**S**	
PR.157	Direct deposit accounts (up to 10);	**Critical**	**S**	
PR.158	Group insurance;	**Critical**	**S**	
PR.159	FICA (Social Security, Medicare, and additional Medicare);	**Critical**	**S**	
PR.160	Net pay;	**Critical**	**S**	
PR.161	Other deductions and amounts;	**Critical**	**S**	
PR.162	Leave hours beginning and end balance;	**Critical**	**S**	
PR.163	Leave taken (e.g., vacation, sick, comp);	**Critical**	**S**	
PR.164	Accrued leave;	**Critical**	**S**	
PR.165	Taxable/non-taxable earnings;	**Desired**	**S**	
PR.166	Taxable/non-taxable, before tax/after tax deductions;	**Critical**	**S**	
PR.167	Total deductions;	**Critical**	**S**	
PR.168	Employer Paid Benefit amounts (even if no employee paid portion);	**Critical**	**S**	
PR.169	Workers' comp (injury leave);	**Critical**	**S**	
PR.170	YTD Deductions;	**Critical**	**S**	
PR.171	YTD Pay;	**Critical**	**S**	
PR.172	YTD Taxes;	**Critical**	**S**	
PR.173	W-4 information;	**Desired**	**S**	

Indicator	Definition	Instruction		
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
PR.174	User-defined paycheck message field by employee group/department/other user-defined; and	**Desired**	**S**	
PR.175	Other user-defined.	**Desired**	**S**	With existing options
PR.176	The system shall identify whether any of the items in the list above are employee paid or employer paid.	**Critical**	**S**	Based on setup and existing options
PR.177	The system shall print unlimited pay codes on the paper check stub or advice.	**Critical**	**S**	
PR.178	The system shall print leave accrual rate, leave taken in hours or days, and leave remaining on paychecks and advices for all leave categories.	**Critical**	**S**	
PR.179	The system shall reverse a direct deposit entry in the event of an error, within the federally allowed time period.	**Desired**	**S**	
PR.180	The system shall generate and track stop payments and reversal requests.	**Desired**	**S**	Void and reissue through a manual payroll or just a straight void.
PR.181	The system shall provide the capability for automated check and direct deposit reconciliation.	**Critical**	**S**	May require use of configurable reporting tools
PR.182	The system shall print or present user-defined information on employee pay stubs, including free form text messages.	**Desired**	**S**	
PR.183	The system shall edit direct deposit file prior to transmission with security permissions, with audit trail.	**Desired**	**N**	
PR.184	The system shall comply with industry standards of service banks.	**Critical**	**S**	Assumes use of existing options, additional information may be required to confirm specific banks
PR.185	The system shall calculate a "net pay" deduction for direct deposit.	**Critical**	**S**	
PR.186	The system shall allow an employee to elect whether a percentage or fixed dollar amount is direct deposited into one or more accounts (e.g., deposit $1,000 into a checking account and the balance into a savings account, or, deposit 50% into checking and 50% into savings).	**Critical**	**S**	
PR.187	The system shall turn off direct deposit for certain employee payroll checks where the employee usually has direct deposit.	**Critical**	**S**	
PR.188	The system shall allow for individual City users to define/elect which direct deposits any special pay (e.g., one-time or off-cycle incentive or other pay) will be deposited into. This may deviate from the standard direct deposit elections the employee has in place for regular pay.	**Desired**	**S**	With proper setup
PR.189	The system shall track changes made to direct deposits.	**Desired**	**S**	
PR.190	The system shall create multiple direct deposit files (e.g., ACH and prepaid debit card).	**Desired**	**S**	Prepaid must be handled in the same fashion as a direct deposit, requiring account number, routing numbers, etc. The setup is identical to a direct deposit deduction in the system
PR.191	The system shall present/view paystubs via the employee self-service portal by a user with proper security access.	**Critical**	**S**	
PR.192	The system shall interface with the AP module to support the processing of payroll liabilities.	**Critical**	**S**	

Indicator	Definition	Instruction
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.

Reporting, Querying & Tax Filing				
PR.193	The system shall use a single data source for report generation.	**Critical**	**S**	
PR.194	The system shall provide an ad-hoc reporting tool.	**Critical**	**S**	Via configurable reporting tools
PR.195	The system shall generate "canned" reports that users may run with limited options of input values.	**Critical**	**S**	
PR.196	The system shall provide role-based security on running and viewing reports.	**Critical**	**S**	
PR.197	The system shall export data from reports into standard applications for spreadsheet comparison, graphing, etc.	**Critical**	**S**	Assumes use of compatible export files
PR.198	The system shall provide the ability to generate a report of all Payroll system activity (i.e., a complete audit trail).	**Critical**	**S**	May require use of configurable reporting tools
PR.199	The system shall provide integrity reports to ensure data and transactions are accurate.	**Critical**	**S**	May require use of configurable reporting tools
PR.200	The system shall comply with Federal and State payroll tax reporting requirements.	**Critical**	**S**	Tyler will commit to providing all state and federal mandated reports with data file submissions required to be submitted to the state that are not already provided through standard reports or inquiry functions. In addition, any changes to mandated State/Federal specified file layouts will be provided for no additional license/maintenance fees to all clients who have a current Maintenance Agreement in place.
PR.201	The system shall produce W-2 forms in electronic and paper form.	**Critical**	**S**	
PR.202	The system shall present/view W-2s via the employee self-service portal by a user with proper security access.	**Critical**	**S**	
PR.203	The system shall provide history of tax status, W-4 and State Tax withholding form information.	**Desired**	**S**	
PR.204	The system shall track reportable earnings and deductions for W-2s.	**Critical**	**S**	
PR.205	The system shall manually adjust taxable earnings for W-2 processing based on system permissions.	**Critical**	**S**	
PR.206	The system shall provide the W-2 file print sorted by user-defined criteria (e.g., alpha by last name, by department, or employee number).	**Critical**	**S**	With existing options
PR.207	The system shall generate Audit Reports of W-2 Data.	**Critical**	**S**	
PR.208	The system shall generate Audit Report of W-2 Transmission File.	**Critical**	**N**	The user ID and date/time stamp of the W-2 electronic file is part of the spool data, when the file is created in EERP
PR.209	The system shall generate a W-2c File for Transmission to IRS.	**Critical**	**S**	
PR.210	The system shall provide reprint of W-2s by individual employee.	**Critical**	**S**	
PR.211	The system shall produce W-2Cs (amended W-2s) for multiple years.	**Desired**	**S**	
PR.212	The system shall store W-2 information for a minimum of seven years.	**Critical**	**S**	Records remain unless manually purged
PR.213	The system shall reprint W-2s for a minimum of seven years.	**Critical**	**S**	

Indicator	Definition	Instruction		
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
PR.214	The system shall generate Federal Tax Summary Report by Pay Period.	**Critical**	**S**	May require use of configurable reporting tools
PR.215	The system shall track taxable earnings quarterly and annually.	**Critical**	**S**	
PR.216	The system shall generate Quarterly Federal Tax Summary Reports.	**Critical**	**S**	
PR.217	The system shall produce a report showing FICA (Medicare and Social Security) wages, by individual and in total.	**Critical**	**S**	May require use of configurable reporting tools
PR.218	The system shall produce a report showing additional Medicare wages, by individual and in total.	**Critical**	**S**	May require use of configurable reporting tools
PR.219	The system shall generate a report with a user-defined look back date/time for such purposes as average hours per week, benefit eligibility, and other user-defined criteria.	**Critical**	**S**	May require use of configurable reporting tools
PR.220	The system shall schedule reports at a user-defined date/time and frequency.	**Desired**	**S**	May require use of configurable reporting tools
The system shall produce earnings and withholdings and Medicare total reports, including associated taxes, for the following periods:				May require use of configurable reporting tools
PR.221	Fiscal Year;	**Desired**	**S**	
PR.222	Calendar Year;	**Critical**	**S**	
PR.223	Policy Year (e.g., Worker's Compensation); and	**Desired**	**S**	
PR.224	User-defined.	**Critical**	**S**	
The system shall produce the following standard reports for a point in time:				Limited point in time reporting. May require use of configurable reporting tools assuming all necessary data is stored within the system
PR.225	Annual, compensatory, sick leave accrual report;	**Critical**	**S**	
PR.226	Arrears report;	**Critical**	**S**	
PR.227	Census report/file;	**Critical**	**S**	
PR.228	Check register;	**Critical**	**S**	
PR.229	Child support report/file;	**Critical**	**S**	
PR.230	Current, quarterly, and year-to-date balancing reports;	**Critical**	**S**	
PR.231	Deduction registers by deduction code;	**Critical**	**S**	
PR.232	Department earnings and benefit report by calendar year, fiscal year, quarterly, month;	**Critical**	**S**	
PR.233	Employee history;	**Critical**	**S**	
PR.234	Employee pay stub reprint;	**Critical**	**S**	
PR.235	Federal 941 report;	**Critical**	**S**	
PR.236	FEMA Emergency time/benefits report;	**Critical**	**S**	
PR.237	Full-Time Equivalent (FTE) count by department/division;	**Critical**	**S**	
PR.238	Leave balance and usage reports;	**Critical**	**S**	
PR.239	Longevity report;	**Critical**	**S**	
PR.240	Manual issue check;	**Critical**	**S**	
PR.241	Mid-pay period changes report;	**Critical**	**S**	
PR.242	Overtime liability reports;	**Critical**	**S**	

City of Superior
Functional and Technical Requirements

Indicator	Definition	Instruction		
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
PR.243	Overtime hours;	**Critical**	**S**	
PR.244	Hours not worked;	**Critical**	**S**	Report on scheduled hours and hours processed
PR.245	Hours lost due to work related injury or illness;	**Critical**	**S**	
PR.246	Lost time injury rate;	**Critical**	**S**	
PR.247	Payroll adjustment register showing all changes to employee payroll record;	**Critical**	**S**	
PR.248	Payroll costs (including City and employee contribution);	**Critical**	**S**	
PR.249	Payroll register;	**Critical**	**S**	
PR.250	Quarterly and annual payroll control register;	**Critical**	**S**	
PR.251	Quarterly withholding summary;	**Critical**	**S**	
PR.252	Retirement report;	**Critical**	**S**	
PR.253	Retroactive pay;	**Critical**	**S**	
PR.254	Retroactive deductions;	**Critical**	**S**	Following retro pay process
PR.255	Incentive pay and base wages;	**Desired**	**S**	
PR.256	Salary changes;	**Critical**	**S**	
PR.257	Termination reports;	**Critical**	**S**	
PR.258	Turnover reports;	**Critical**	**S**	
PR.259	Vacancy reports;	**Critical**	**S**	
PR.260	W-2 transmittal report;	**Critical**	**N**	There is no automated transmission to a reporting agency within EERP. The file is produced in EERP and then transmitted to the respective reporting agencies by the EERP client.
PR.261	W-3 summary report; and	**Critical**	**S**	
PR.262	Workers Compensation report.	**Critical**	**S**	
PR.263	The system shall generate an FLSA cycle report to be run every cycle that lists all shift information worked by each employee including any overtime.	**Critical**	**S**	FLSA/Overtime reconciliation within Earnings and Deductions gives a breakdown of all pays contributing to either the hours or amount/rate used to calculate the blend. It's also period banded and can be run for the current find set. Additional information required regarding specifics around "Shift Information" to confirm
PR.264	The system shall export salary data to a .csv and .xlsx format for open data	**Critical**	**S**	May require use of configurable reporting tools
PR.265	The system shall calculate multiple child support orders based on the current amount due according to the State of Wisconsin law.	**Critical**	**S**	
PR.266	The system shall calculate multiple garnishments and other mandatory deductions.	**Critical**	**S**	
PR.267	The system shall calculate cumulative overtime per departments by calendar or fiscal year.	**Critical**	**S**	Based on proper setup of existing configuration options

Indicator	Definition	Instruction
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.
F	**Future:** Feature/Function **will be available** in a future software release available to the City **by January 1, 2026**, at which point it will be implemented in accordance with agreed-upon configuration planning with the City.	If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version, as well as the time the release will be generally available.
C	**Customization:** Feature/Function is **not included** in the current software release, and is not planned to be a part of a future software release. However, **this feature could be provided with custom modifications.** All related customization costs should be indicated in Attachment C – Cost Worksheet.	If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.
T	**Third Party:** Feature/Function is **not** included in the current software release, and is **not** planned to be a part of a future software release. However, this feature could be **provided with integration with a third-party system.** This system should be specified.	If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system. If the third-party system is a part of the proposal, the third-party shall respond to the appropriate requirements using the "S"/"C"/"T"/"N" response indicators with a clear notation that the responses are provided by the third-party.
N	**No: Feature/Function cannot be provided.**	N/A

Compensation Management

Req #	Description of Requirement	Criticality	Vendor Response	Comments
General Requirements				
COM.1	The system shall provide a date-based compensation system that allows employee salary actions to be automatically triggered based upon City-defined effective dates and rules.	**Critical**	**S**	With existing options
COM.2	The system shall automate compensation and benefits information updates with automated workflow approvals.	**Critical**	**S**	With existing options
COM.3	The system shall change the compensation table and have the change impact employee records.	**Critical**	**S**	
COM.4	The system shall allow a user to update one section of a pay table without updating the rest of the pay table.	**Critical**	**S**	
COM.5	The system shall provide a mass pay increase function based on user-defined criteria (e.g., by department, by temp or regular employee, by civil service classification).	**Critical**	**S**	With configurable options within Mass Salary Changes
COM.7	The system shall provide a mass pay increase function by percentage amount or flat dollar amount.	**Critical**	**S**	
COM.8	The system shall calculate longevity/stability payment.	**Critical**	**S**	With proper setup of longevity pay code
COM.9	The system shall calculate multiple longevity/stability payment based upon varying levels of longevity/stability criteria.	**Critical**	**S**	With proper setup of longevity pay code
COM.10	The system shall calculate longevity award amounts based on employee length of service including breaks in service.	**Critical**	**S**	Manipulation of Service Date or use of the "Other Service" field can be used to indicate adjustments to their total month calculation

Indicator	Definition	Instruction		
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
COM.11	The system shall automatically assign specific earnings codes to an employee/position based on job class, civil service classification, or other user defined fields.	**Critical**	**S**	Default pay types can be assigned via position and/or job class code
COM.12	The system shall support both grade and step compensation structures.	**Critical**	**S**	
COM.13	The system shall establish and process multiple overtime based on FLSA.	**Critical**	**S**	With proper setup
COM.14	The system shall process multiple additional pay types in one pay period.	**Critical**	**S**	
COM.15	The system shall track additional pay in order to eliminate any duplicate payments.	**Critical**	**S**	Additional pay can be tracked
COM.16	The system shall provide a mass pay function for additional payments.	**Desired**	**S**	
COM.17	The system shall track all additional payments.	**Critical**	**S**	
COM.18	The system shall identify, calculate, and pay lump sum payments by job class, employee base rate, hours of service, benefit eligible, civil service classification, and other user defined.	**Critical**	**S**	Lump sum pays can be configured with existing options to meet most needs
COM.19	The system shall provide automatic assignment (in addition to payroll) of earnings at certain scheduled times.	**Critical**	**S**	With proper setup
COM.20	The system shall identify exceptions-based employees and isolate from mass compensation adjustments.	**Critical**	**S**	Based on setup and mass adjustment definitions
COM.21	The system shall report on salary step schedules.	**Critical**	**S**	May require use of configurable reporting tools
COM.22	The system shall track part-time hours for WRS or other benefit eligibility.	**Critical**	**S**	
COM.23	The system shall round to two decimal points for hourly employees.	**Critical**	**N**	Hourly rates will round to 4 decimals and cannot be overridden to round to less (for automatic calculation)
COM.25	The system shall provide notification to HR reps about a pay increase.	**Critical**	**S**	With proper setup of workflow notifications
COM.26	The system shall calculate back pay for a minimum of two years.	**Critical**	**S**	Assumes use of existing retro pay calculations
COM.27	The system shall allow users (with appropriate security) to maintain and modify all complex pay rules without vendor intervention.	**Critical**	**S**	With existing configuration options
COM.28	The system shall validate minimum and maximum salary of grade when pay is changed (and provide warning if min/max threshold is exceeded).	**Desired**	**S**	
COM.29	The system shall perform macro-level compensation analysis for reporting purposes.	**Critical**	**S**	Assumes all necessary data is stored within the system, may require use of configurable reporting tools
COM.30	The system shall generate an active positions report that includes positions that are vacant, approved, and active positions.	**Critical**	**S**	May require use of configurable reporting tools
COM.31	The system shall perform ad-hoc reporting on any field or feature per user defined based on security permissions.	**Critical**	**S**	May require use of configurable reporting tools
Garnishments				
COM.32	The system shall withhold garnishments from employee paychecks.	**Critical**	**S**	
The system shall track, calculate and deduct employee garnishments, including but not limited to, the following:				
COM.33	Fixed amounts;	**Critical**	**S**	
COM.34	Multiple child support orders; and	**Critical**	**S**	
COM.35	Other user-defined.	**Critical**	**S**	

Indicator	Definition	Instruction		
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
COM.36	The system shall define custom disposable earnings definitions for garnishment purposes.	**Critical**	**S**	With existing configuration options
COM.37	The system shall define custom garnishment rules including exemption variables and frequency.	**Critical**	**S**	With existing configuration options
COM.38	The system shall provide pay period calculation of garnishment(s) and support amounts each period based on employee disposable earnings and garnishment rules (priority of garnishments, proration %, etc.).	**Critical**	**S**	
COM.39	Ability to calculate multiple child support orders per state law.	**Critical**	**S**	
COM.40	The system shall flag garnishments nearing end of collection based on user defined end date or dollar threshold.	**Critical**	**S**	Garnishments have a limit that is automatically enforced. No specific flag.
COM.41	The system shall input, deduct and track unlimited garnishments per employee.	**Desired**	**S**	
COM.42	The system shall process multiple garnishments per employee and assign user defined priorities.	**Critical**	**S**	
COM.43	The system shall enforce a minimum paycheck amount after all garnishments have been taken (e.g., percentage, dollar).	**Critical**	**S**	
COM.44	The system shall establish caps for garnishments so that a specified total amount is not exceeded.	**Critical**	**S**	
COM.45	The system shall establish a cap for garnishments so that a maximum percentage of total pay is not exceeded.	**Critical**	**S**	
COM.46	The system shall configure the prioritization of garnishments and support orders based on legal requirements.	**Critical**	**S**	
COM.47	The system shall define garnishment vendors including address and bank routing information.	**Desired**	**S**	
COM.48	The system shall provide a history of employee garnishments.	**Critical**	**S**	
COM.49	The system shall calculate garnishments based on state and federal calculation rulings.	**Critical**	**S**	
COM.50	The system shall recover/retrieve deduction amounts that have not been withheld from an employees' pay.	**Critical**	**S**	Via benefit arrears functionality
Pay Codes				
COM.51	The system shall support an unlimited number of earnings/pay codes.	**Critical**	**S**	Pay code range 1-999
COM.52	The system has ability to calculate prorated out of class rate based on average hours worked.	**Critical**	**S**	With proper setup of existing configuration options
COM.53	The system has ability to calculate prorated out of class rate based on user defined rules.	**Critical**	**S**	With proper setup of existing configuration options
COM.54	The system shall separately identify pension eligible earnings from non-pension eligible earnings by pay type.	**Critical**	**S**	With proper setup
The system shall establish various pay codes and special pay codes including but not limited to:				
COM.55	Administrative leave;	**Critical**	**S**	
COM.56	Allowance - gun allowance;	**Desired**	**S**	
COM.57	Allowance - uniform and clothing allowance;	**Critical**	**S**	

Indicator	Definition	Instruction		
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
COM.58	Allowance - cell phone allowance;	**Desired**	**S**	
COM.59	Allowance - car allowance;	**Critical**	**S**	
COM.60	Allowance - other allowances (e.g., tool allowance);	**Critical**	**S**	
COM.61	Bereavement;	**Critical**	**S**	
COM.62	Call-back;	**Critical**	**S**	
COM.63	FMLA (multiple types);	**Critical**	**S**	
COM.64	Floating holiday;	**Critical**	**S**	
COM.65	Holiday;	**Critical**	**S**	
COM.66	Incentive pay;	**Desired**	**S**	
COM.67	Leave adjustments;	**Critical**	**S**	
COM.68	Longevity awards (one-time pay);	**Desired**	**S**	
COM.69	Longevity pay;	**Critical**	**S**	
COM.70	Mileage;	**Critical**	**S**	
COM.71	Military leave (multiple types);	**Critical**	**S**	
COM.72	Multiple comp time accruals and payouts;	**Critical**	**S**	
COM.73	On-call;	**Critical**	**S**	
COM.74	Other differentials (e.g., driver, program manager);	**Critical**	**S**	
COM.75	Overtime (straight, time and a half, double time, two and a half, triple time, three and a half) based on association group or not;	**Critical**	**S**	
COM.76	Personal;	**Critical**	**S**	
COM.77	Regular time;	**Critical**	**S**	
COM.78	Severance/termination pay;	**Critical**	**S**	
COM.79	Shift differentials (e.g., second shift, third shift, etc.);	**Critical**	**S**	
COM.80	Leave Donation Program;	**Critical**	**S**	Assumes pay code associated with leave paid out from donated bank
COM.81	Sick leave;	**Critical**	**S**	
COM.82	Sick leave rollover;	**Critical**	**S**	
COM.83	Accrual payouts (sick, comp time, vacation, etc.);	**Critical**	**S**	
COM.84	Communicable disease leave;	**Critical**	**S**	
COM.85	Signing incentive;	**Critical**	**S**	
COM.86	Training;	**Critical**	**S**	
COM.87	Vacation;	**Critical**	**S**	
COM.88	Wellness;	**Critical**	**S**	
COM.89	Retention;	**Critical**	**S**	
COM.90	Field training; and	**Critical**	**S**	
COM.91	Other user-defined.	**Critical**	**S**	
COM.92	The system shall pay non-payroll items (e.g., boot allowance) on payroll checks via earnings codes.	**Desired**	**S**	
COM.93	The system shall define earnings with maximum amounts.	**Critical**	**S**	

Indicator	Definition	Instruction		
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
COM.94	The system shall define earnings pay frequencies, including weekly, bi-weekly, semi-monthly and monthly.	**Critical**	**S**	
COM.95	The system shall support start/stop dates on pay/earnings codes.	**Critical**	**S**	
COM.96	The system shall allow pays/earnings to be scheduled in the payroll calendar.	**Critical**	**S**	Via existing configuration options (dates, frequency, cycles, etc.)
COM.97	The system shall support an unlimited number of earning codes. Any limitations should be noted in the Comments column.	**Critical**	**S**	1-999 range
The system shall establish employee eligibility controls for pay/earnings codes, including but not limited to:				
COM.98	Position;	**Critical**	**S**	
COM.99	Department;	**Critical**	**S**	Job Class and/or Position Types should be used to control this
COM.100	Exempt;	**Critical**	**S**	Job Class and/or Position Types should be used to control this
COM.101	Non-exempt;	**Critical**	**S**	Job Class and/or Position Types should be used to control this
COM.102	Job classification;	**Critical**	**S**	
COM.103	Leave Donation Eligibility (Sick, Vacation);	**Critical**	**S**	Job Class and/or Position Types should be used to control this
COM.104	By employee (including multiple jobs); and	**Critical**	**S**	
COM.105	Other user-defined rules and controls.	**Critical**	**N**	Need More Information - specific examples
COM.106	The system shall establish multiple pay out rules by department or job class for comp and deferred holiday time.	**Critical**	**N**	Need More Information - specific examples of user-defined criteria
COM.107	The system shall define earnings that are contributable to pension, FICA, Medicare, or other accumulators.	**Critical**	**S**	
COM.108	The system shall charge hours worked without pay, for management tracking and analysis, for exempt employees.	**Critical**	**S**	
COM.109	The system shall limit chargeability to FMLA, if an employee has not worked enough hours for eligibility.	**Critical**	**S**	FMLA Eligibility Report
COM.110	The system shall accumulate, store, and maintain creditable service by employee in order to calculate the amount of an annual longevity/stability payment.	**Desired**	**S**	Assumes use of proper setup of existing configuration options and calculations
COM.111	The system shall process imputed income for non-cash benefits.	**Critical**	**S**	
COM.112	The system shall set-up standard allocations, including both one-time and special allocations (e.g., for differing projects).	**Critical**	**S**	
Deductions				
COM.113	The system shall support an unlimited number of general deduction codes for items such as insurance, retirement, child support, etc.	**Critical**	**S**	1000-9999 Range
COM.114	The system shall allow employee deductions with a stop date when amount due is paid in full.	**Critical**	**S**	Deduction limits can be enforced, end date could also be entered based on information available

Indicator	Definition	Instruction		
S	**Standard:** Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the City.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.		
COM.115	The system shall link an AR account with employee deductions for arrears collection purposes.	**Desired**	**S**	Deductions are defined as being eligible for arrears, and arrears process linked to specific charge codes on the AR side. No direct linked between the two pieces, However defining what is eligible for arrears and properly named charge codes supports requirement
COM.116	The system shall assign an unlimited number of deduction codes to each employee.	**Critical**	**S**	1000 - 9999 range
COM.117	The system shall support both pre-tax and post-tax deductions.	**Critical**	**S**	
COM.118	The system shall support deduction limits and maximum amounts.	**Critical**	**S**	
COM.119	The system shall support deduction start and end dates.	**Critical**	**S**	
COM.120	The system shall support designated default amount for each deduction code.	**Critical**	**S**	
COM.121	The system shall stop and start a deduction on an employee-by-employee basis. Year-to-date totals should be maintained.	**Critical**	**S**	
COM.122	The system shall allow a user to specify the number of pay periods for a deduction to be taken.	**Critical**	**S**	
COM.123	The system shall accommodate one-time deductions.	**Critical**	**S**	
COM.124	The system shall allow deductions to be scheduled in the payroll calendar.	**Critical**	**S**	With existing configuration options to accommodate "scheduled" requirements
COM.125	The system shall support user-defined prioritization of deductions.	**Critical**	**S**	
COM.126	The system shall allow temporary override of deduction amounts (with appropriate security).	**Critical**	**S**	
COM.127	The system shall allow temporary inactivation of deduction/s at the employee level, for one-time or on-going basis (with appropriate security).	**Critical**	**S**	
COM.128	The system shall allow temporary inactivation of deduction/s at the organization level, for one-time or on-going basis (with appropriate security).	**Critical**	**S**	
COM.129	The system shall support predefined deductions for a designated group of employees.	**Critical**	**S**	
COM.130	The system shall identify employees who have changed department, position, etc. and adjust deduction rules and payment rules based upon the new role or user defined rules.	**Desired**	**N**	Job Class and/or Position Types will control the addition of any new pays or deductions based on the new position, however it will not remove records that are no long relevant
COM.131	The system shall calculate and store tax withholdings and retirement earnings for non-cash benefits (e.g., excess life insurance, and employee incentives, etc.).	**Critical**	**S**	
COM.132	System shall automatically calculate, track, and collect deductions for previous deductions missed or arrears amounts distributed over specified period of time/pay periods due to insufficient pay for various reasons.	**Critical**	**S**	
COM.133	The system shall calculate and deduct retirement contributions for multiple retirement plans.	**Critical**	**S**	
COM.134	The system shall record Section 457 and other tax-deferral plan information in conformance with IRS and other regulations.	**Critical**	**S**	
COM.135	The system shall track IRS 125 benefits package (cafeteria plan) by employee.	**Critical**	**S**	

Potential Information Exchanges

A list of potential information exchanges for the future software environment has been developed and presented in this tab. In several instances, integration/interfacing/data transfer items presented in this list may not be required if the proposed software system can provide needed functionality. Conversely intended replacements of existing third-party systems may be adjusted if functionality in the future selected system is not adequate. As a result, the following list of potential interfaces for vendors to respond to so that the future applications environment may be considered. The types of information exchanges are:

Interface
Also known as a bridge, an interface is where two or more separate software products communicate under limited capacity. An interface will often use a standard file format such as XML to move information from one system to another. Some interfaces are separate programs that can be configured and deployed with a range of systems (e.g. Microsoft BizTalk). Examples of common Interface mechanisms include Application Program Interface (API) and web services.

Integration
A system where the different products or modules are tightly connected to function as one solution. In an integration, the systems share the same code and database.

Data transfer/exchange
A specialized interface where data is extracted from one application, usually as a data export using a specified file format, and placed in a specified location, such as a folder on a shared network drive. Another application retrieves the file, reads and imports the data. The file transfer process between the applications can be manual or automated using a scheduler to direct the applications when to export or import the data. The transfer process may be scheduled to occur as needed.

The ways in which the proposed system, and the systems identified below, may interact in terms of passing information back and forth, are as follows:

SEND: The Selected system will only need to SEND data to the third party application.
RECEIVE: The Selected system will only need to RECEIVE date from the third party application.
BOTH: The Selected system will need to both SEND and RECEIVE information to/from the third party application.

Req #	System Type	Product and Version	Desired Type of Data Transfer	Desired Frequency of Data Transfer	Data Involved in Potential Transfer	Vendor Response	Vendor Comments	Included in scope of proposal?	Cost to Develop
INT.1	Banking Information	NBC and BMO	Interface - Send and Receive Data	On-Demand	**Send:** The future ERP system should send data required for positive pay and ACH transactions to be recorded with the City's bank. **Receive:** The future ERP system should receive a file from the City's bank to assist with all payable, payroll, and miscellaneous checks that were cleared in a City-defined period of time.	Standard - File Import/Export	Assumes use of compatible import/export formats	Yes	
INT.2	Bid Management	DemandStar	File Import Into Selected System	On-Demand	**The City is interested in understanding from vendors the functionality that may be provided that supports the bid management process. If the City finds an alternative that meets its needs, the City may contemplate replacing the legacy bid system. Otherwise, it is anticipated that an interface will be needed between the bid system and the new ERP system.** **Receive:** The future ERP system should receive bid notification and communication information for tracking and reporting purposes.	Functionality Proposed to Replace the Specified System	Enterprise Bid Management proposed as replacement.	Yes	
INT.3	Purchase Cards	FNBO	File Import Into Selected System	On-Demand	**Receive:** The future ERP system should support the import of a flat file (i.e., .CSV, .XLSX, etc.) containing purchase card transaction details (i.e., vendor name, transaction date, description entered online, and account information).	Standard - File Import	Via standard p-card import	Yes	
INT.4	Productivity Suite	Microsoft	Interface - Send and Receive Data	Near-Immediate (Real-Time)	**Send:** The future ERP system should have the ability to integrate with MS Word, MS Excel, Outlook, and Access. **Receive:** The future ERP system should have the ability to consume standard Microsoft files (i.e., files from MS Word, MS Excel, Outlook, and Access).	Standard - Interface/API	Word and Excel for standard reports and exports, mail merge for Word, and Excel imports.	Yes	
INT.5	AR - Utility Billing	Munilink	File Import Into Selected System	On-Demand	**Receive:** The future ERP system should have the ability to support the import of a flat file (i.e., .CSV, .XLSX, etc.) containing utility billing information for tracking and reporting.	Standard - File Import	Assumes use of compatible import formats	Yes	
INT.6	AR - Utility Billing	Munilink	File Import Into Selected System	Daily Batch	**Receive:** The ERP system should receive customer refund information for processing payments to customers (e.g. customer has an overpayment or deposit and moves out of the City and is due a refund which would be paid from the new ERP system).	Standard - File Import	Assumes use of compatible import formats	Yes	
INT.7	AR - Broadband Network	COS	File Import Into Selected System	On-Demand	**Receive:** The future ERP system should have the ability to support the import of a flat file (i.e., .CSV, .XLSX, etc.) containing broadband access billing information for tracking and reporting.	Standard - File Import	Assumes use of compatible import formats	Yes	
INT.8	AR - Parks and Recreation	CivicPlus	File Import Into Selected System	On-Demand	**Receive:** The future ERP system should have the ability to support the import of a flat file (i.e., .CSV, .XLSX, etc.) containing parks and recreation billing information for tracking and reporting.	Standard - File Import	Assumes use of compatible import formats	Yes	
INT.10	Benefit Administration	NEOGOV Onboard	File Import Into Selected System	On-Demand	**Receive:** The future ERP system should have the ability to support the import of a flat file (i.e., .CSV, .XLSX, etc.) containing benefit onboarding information for tracking and reporting.	Standard - File Import	Assumes use of compatible import formats and/or leveraging of applicable API offering (included with optionally proposed API Toolkit bundle)	Yes	
INT.11	Benefit Administration	MissionSquare	File Export From Selected System	On-Demand	**Receive:** The future ERP system should have the ability to support the export of a flat file (i.e., .CSV, .XLSX, etc.) containing deferred compensation and Roth IRA information for tracking and reporting purposes.	Standard - File Export	Assumes use of compatible export file formats	Yes	

Req #	System Type	Product and Version	Desired Type of Data Transfer	Desired Frequency of Data Transfer	Data Involved in Potential Transfer	Vendor Response	Vendor Comments	Included in scope of proposal?	Cost to Develop
INT.12	Benefit Administration	Assurity	File Export From Selected System	On-Demand	**Receive:** The future ERP system should have the ability to support the export of a flat file (i.e., .CSV, .XLSX, etc.) containing short-term disability, accident, and critical illness information for tracking and reporting purposes.	Standard - File Export	Assuming all necessary data is stored within the system and use of compatible file formats. May require use of configurable reporting tools	Yes	
INT.13	Benefit Administration	SuperiorUSA	File Export From Selected System	On-Demand	**Receive:** The future ERP system should have the ability to support the export of a flat file (i.e., .CSV, .XLSX, etc.) containing health savings account (HSA), flexible spending account (FSA), and health reimbursement arrangements (HRA) for tracking and reporting purposes.	Standard - File Export	Assumes use of compatible export file formats	Yes	
INT.14	Job Posting/Applicant Tracking	NEOGOV Onboard	File Import Into Selected System	On-Demand	**Receive:** The future ERP system should have the ability to receive applicant data from NEOGOV.	Standard - File Import	Assumes use of compatible import formats and/or leveraging of applicable API offering (included with optionally proposed API Toolkit bundle)	Yes	
INT.15	Scheduling Software	TCP	Interface - Send and Receive Data	On-Demand	**Send:** The future ERP system will need to send employee data including position information and updated accrual balances to TCP. **Receive:** The future ERP system will need to receive hours worked, pay types, project codes from TCP.	Standard - File Import/Export	Assumes use of compatible import/export file formats where available	Yes	
INT.16	Scheduling Software	Aladtec	Interface - Send and Receive Data	On-Demand	**Send:** The future ERP system will need to send employee data including position information and updated accrual balances to Aladtec. **Receive:** The future ERP system will need to receive hours worked, pay types, project codes from Aladtec.	Standard - File Import/Export	Assumes use of compatible import/export file formats where available	Yes	
INT.17	Scheduling Software	PlanIT	Interface - Send and Receive Data	On-Demand	**Send:** The future ERP system will need to send employee data including position information and updated accrual balances to PlanIt. **Receive:** The future ERP system will need to receive hours worked, pay types, project codes from PlanIt.	Standard - File Import/Export	Assumes use of compatible import/export file formats where available	Yes	
INT.18	Project Accounting	Maximo	Interface - Send and Receive Data	Near-Immediate (Real-Time)	**Send:** The future ERP system will need to send project codes, purchases, project budget, and payroll data to Maximo for project accounting and grant management purposes. **Receive:** The future ERP system will need to receive data from purchases made in Maximo and project accounting detail.	Standard - File Import/Export	Assumes use of compatible import/export formats	Yes	
INT.19	Fleet Management	RTA	File Import Into Selected System	On-Demand	**Receive:** The future ERP system should have the ability to receive fleet purchasing information and asset data.	Standard - File Import	Assumes use of compatible import formats	Yes	
INT.20	State Unemployment	Wisconsin Department of Workforce Development	File Export From Selected System	On-Demand	**Send:** The future ERP system should have the ability to send employee information (e.g., name and SSN) and payroll information	Standard - File Export	Assumes use of compatible export file formats	Yes	
INT.21	Tax Form Development	IRS IRIS Application	File Export From Selected System	On-Demand	**Send:** The system should have the ability to send a .csv file to the IRS to support electronic 1099 filing	Standard - File Export		Yes	

Potential Data Conversions

Req #	Data Conversion Object	Source	Quantity of Data Available	Quantity of Data Needed in Future System	City Criticality	Vendor Response	Cost to Convert	Vendor Standard Conversion Scope (Please outline standard scope of conversions for the objects identified)	Vendor Comments
DC.1	Gl Account Balances	Naviline	26 years	5 years	Critical	Proposed In-Scope	4000	Accounting conversion includes: Actuals (total balances only) up to 5 years, Budgets (total balances only) up to 5 years	
DC.2	GL Account Transaction Data	Naviline	26 years	2 years	Critical	Not Proposed	-		We can provide the cost associated with the conversion process for a Detail GL History (included in Optional section of your Investment Summary); however, there are several factors that must be taken into account. The level of reconciliation required that your team must perform is a significant work effort. The labor cost and time involvement for your internal resources are in addition to the straight cost that we can quote. Based on our experience, most of our clients do not select the GL Detail History conversion option in their contract for several concerns related to internal increased level of effort, internal labor cost on top of the contract cost and the lengthened implementation timeframe. If a Detail GL History conversion option is purchased and added to your project plan, your implementation phasing would be extended by 3-4 months at a minimum to the overall project
DC.3	GL Account Summary Data	Naviline	26 years	5 years	Critical	Proposed In-Scope	-		Included with DC.1
DC.4	Budget History	Naviline	26 years	3 years	Critical	Proposed In-Scope	-		Included with DC.1
DC.5	AP History	Naviline	26 years	5 years	Critical	Proposed In-Scope	6200	Accounts Payable conversion includes: Standard - Vendors, Remit Addresses, 1099 Amounts, Check History(Header, Detail) - up to 5 years, Invoices (Header, Detail) - up to 5 years	
DC.6	AP Detail	Naviline	26 years	2 years	Critical	Proposed In-Scope	-		Included with DC.5
DC.7	Open AP Invoices	Naviline	26 years	1 year	Critical	Proposed In-Scope	-		Included with DC.5
DC.8	Vendor File (Active)	Naviline	2,367 vendors	2,367 vendors	Critical	Proposed In-Scope	-		Included with DC.5
DC.9	Vendor File (Historic)	Naviline	26 years	Non-active within 2 years	Critical	Proposed In-Scope	-		Included with DC.5

Potential Data Conversions									
Req #	**Data Conversion Object**	**Source**	**Quantity of Data Available**	**Quantity of Data Needed in Future System**	**City Criticality**	**Vendor Response**	**Cost to Convert**	**Vendor Standard Conversion Scope** (Please outline standard scope of conversions for the objects identified)	**Vendor Comments**
DC.10	AR Customer File	Naviline	200 customers	200 customers	Critical	Proposed In-Scope	6180	General Billing conversion includes: Standard - CID, Recurring Invoices, Bills(Header, Detail), Payment History, Invoices - up to 5 years	
DC.11	AR Invoice History	Naviline	26 years	2 years	Critical	Proposed In-Scope	-		Included with DC.10
DC.12	Cash Receipts History	Naviline	26 years	3 years	Critical	Proposed In-Scope	-		Included with DC.10
DC.13	Open AR Invoices	Naviline	26 years	1 year	Desired	Proposed In-Scope	-		Included with DC.10
DC.16	Fixed Assets	Naviline	~1,450 active assets	~1,450 active assets	Critical	Proposed In-Scope	1860		Tyler is proposing completing this migration through imports.
DC.17	Project Accounting Detail (Open Projects)	Naviline	26 years	5 years active	Critical	Proposed In-Scope	4000	Project Accounting conversion includes: Standard, Actuals - up to 5 years, Budgets - up to 5 years	
DC.18	Employee Master File (Active)	Naviline	~500 active employees	~500 active employees	Critical	Proposed In-Scope	1860		Tyler is proposing completing this migration through imports.

Potential Data Conversions									
Req #	**Data Conversion Object**	**Source**	**Quantity of Data Available**	**Quantity of Data Needed in Future System**	**City Criticality**	**Vendor Response**	**Cost to Convert**	**Vendor Standard Conversion Scope** (Please outline standard scope of conversions for the objects identified)	**Vendor Comments**
DC.19	Summary Historic Employee Master File (Name, SSN, Hire/Term Dates)	Naviline	~2600 historic employees	~2600 historic employees	Critical	Proposed In-Scope	14300	Human Resources Management conversion includes: Standard - Employee Master, Address, Accumulators (Earnings & Deduction totals by period) - up to 5 years, Check History - up to 5 years, Earning/Deduction History - up to 5 years, PM Action History - up to 5 years, Certifications, Education	
DC.20	Time and Attendance Accrual and Leave Data (Active)	Naviline	26 years	3 years	Critical	Proposed In-Scope	-		Included with DC.20
DC.21	Public Safety Time and Attendance Data	Naviline	26 years	3 years	Critical	Proposed In-Scope	-		Included with DC.20
DC.22	Benefit Enrollment and ACA History	Naviline	26 years	2 years	Critical	Proposed In-Scope	-		Included with DC.20
DC.24	Employee Personnel Action Data	Naviline	26 years	2 years	Critical	Proposed In-Scope	-		Included with DC.20
DC.25	Employee Payroll History	Naviline	26 years	3 years	Critical	Proposed In-Scope	-		Included with DC.20
DC.26	Compensation Data	Naviline	26 years	3 years	Critical	Proposed In-Scope	-		Included with DC.20

ACORD®

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 06/21/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
MARSH USA, LLC.
99 HIGH STREET
BOSTON, MA 02110

CN102891976-TTI-GAWX+-24-25

CONTACT NAME: Finn Davis
PHONE (A/C, No, Ext): (617) 999-7893 **FAX (A/C, No):**
E-MAIL ADDRESS: Finn.Davis@marsh.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : Hartford Fire Insurance Co	19682
INSURER B : Trumbull Insurance Company	27120
INSURER C : Hartford Casualty Insurance Company	29424
INSURER D : The Hartford	19682
INSURER E : QBE Specialty Insurance Company	11515
INSURER F :	

INSURED
Tyler Technologies, Inc.
NIC Inc. & its subsidiaries
5101 Tennyson Parkway
Plano, TX 75024

COVERAGES **CERTIFICATE NUMBER:** NYC-011379641-12 **REVISION NUMBER:** 2

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY			10UENBA4DHY	04/01/2024	04/01/2025	EACH OCCURRENCE	$ 1,000,000
	CLAIMS-MADE X OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 1,000,000
							MED EXP (Any one person)	$ 10,000
							PERSONAL & ADV INJURY	$ 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$ 2,000,000
	X POLICY PRO-JECT LOC						PRODUCTS - COMP/OP AGG	$ 2,000,000
	OTHER:							$
B	AUTOMOBILE LIABILITY			10 UEN DI9897	04/01/2024	04/01/2025	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
	X ANY AUTO						BODILY INJURY (Per person)	$
	OWNED AUTOS ONLY / SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	HIRED AUTOS ONLY / NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
								$
C	X UMBRELLA LIAB X OCCUR			10XHUBC1DGX	04/01/2024	04/01/2025	EACH OCCURRENCE	$ 25,000,000
	EXCESS LIAB CLAIMS-MADE						AGGREGATE	$ 25,000,000
	DED X RETENTION $ 10,000							$
D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N; ANYPROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) N; If yes, describe under DESCRIPTION OF OPERATIONS below	N/A		10WNS88300	04/01/2024	04/01/2025	X PER STATUTE / OTH-ER	
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000
E	Professional Liability/Cyber			130001996	06/17/2024	06/17/2025	Limit	10,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Evidence Only

CERTIFICATE HOLDER
Tyler Technologies, Inc.
5101 Tennyson Parkway
Plano, TX 75024

CANCELLATION
SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE
Marsh USA LLC

AGENCY CUSTOMER ID: CN102891976

LOC #: Boston

ADDITIONAL REMARKS SCHEDULE

AGENCY		NAMED INSURED
MARSH USA, LLC.		Tyler Technologies, Inc. and its subsidiaries, Including US eDirect, LLC 5101 Tennyson Parkway Plano, TX 75024
POLICY NUMBER		
CARRIER	NAIC CODE	EFFECTIVE DATE:

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: 25 **FORM TITLE:** Certificate of Liability Insurance

The Professional Liability / Cyber policies evidenced contain Self Insured Retentions to various perils covered. If you would like additional information regarding these sub limits or deductibles, please contact the insured.