UNIVERUS

TECHNICAL PROPOSAL

RFP - Software Implementation Services for an Enterprise Resource Planning (ERP) Software Systems Environment

April 15th, 2025

Prepared For: City of Superior, WI

Tom Glassco
tglassco@univerus.com
647-321-1656

www.univerus.com
4400 NE 77th Ave, Suite 275
Vancouver WA 98226

UNIVERUS

https://univerus.com/

Contact Information		
Company Name	Univerus Inc.	
Addresses	4400 NE 77th Ave, Suite 275, Vancouver WA 98226 130 Brew St, Suite 401, Port Moody, BC V3H 0E3	
Contact Name & Title	Tom Glassco – Senior EVP Univerus	Deb Collins – Sales & Marketing Coordinator
Contact Email	tglassco@univerus.com	dcollins@univerus.com
Contact Phone	647-321-1656	705-313-6545

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ATTACHMENT A – PROPOSAL FORMS

Tab 1 – Company Introduction and Relevant Experience

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	Tom Glassco
Title	Senior EVP
Name of Company	Univerus Inc.
Address	4400 NE 77th Ave, Suite 275, Vancouver, WA 98226
Telephone Number	647-321-1656
Email Address	tglassco@univerus.com
Signature of Authorized Officer of the Firm	
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

UNIVERUS

II. Transmittal Letter

City of Superior, WI
Attn: Jane Darwin

Re: RFP-Software and Implementation Services for Enterprise Resource Planning (ERP) Software Systems Environment

On behalf of Univerus Inc. we appreciate the opportunity to submit the attached proposal to the City of Superior (City) for the above-mentioned RFP.

Univerus selects partners who align with our commitment to customer service and integrity, offering solutions that integrate seamlessly with our software and meet our customers' needs. We are proud to partner with PDS Software as the industry leader in hosted Vista HR & Payroll solutions.

As our proposal hopefully demonstrates to the City, we are a vendor that is qualified to on all requirements set forth in the RFP.

a) Proposer - Univerus Inc. – C-Corporation (corporate seal upon request)
   Partner – PDS – S-Corporation

b) Univerus ERP (SAP Business ByDesign)
   PDS Vista HCM – third party partner

   Our proposed solution features the Univerus Unity platform, providing a unified entry point to our best-in-class software suite, Univerus ERP, which integrates SAP Business ByDesign for Local Government and the PDS Vista HCM suite.

c) All addenda/Q&A have been received, reviewed and acknowledged.
   Addendum #1 – 03/26/2025
   Addendum #2 – 03/27/2025

d) Our proposal does not contain confidential information we do not want to be subject to public inspection.

We look forward to hearing from you regarding next steps of this exciting project.

Tom Glassco - Senior EVP Univerus ERP

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.

Univerus Inc.
Univerus Inc., headquartered in Washington and British Columbia, is a North American company with a global presence, serving approximately 800 customers through its suite of solutions. Founded in 2019, Univerus unites product brands with over two decades of service, driven by co-founders with successful backgrounds in Local Government and Utility operations and operating numerous vertical market software companies. They aimed to create an integrated suite of products for digital transformation projects.

Univerus brings best-of-breed software solutions together in a single user interface for an intuitive experience that dramatically improves operational consistency and efficiency.

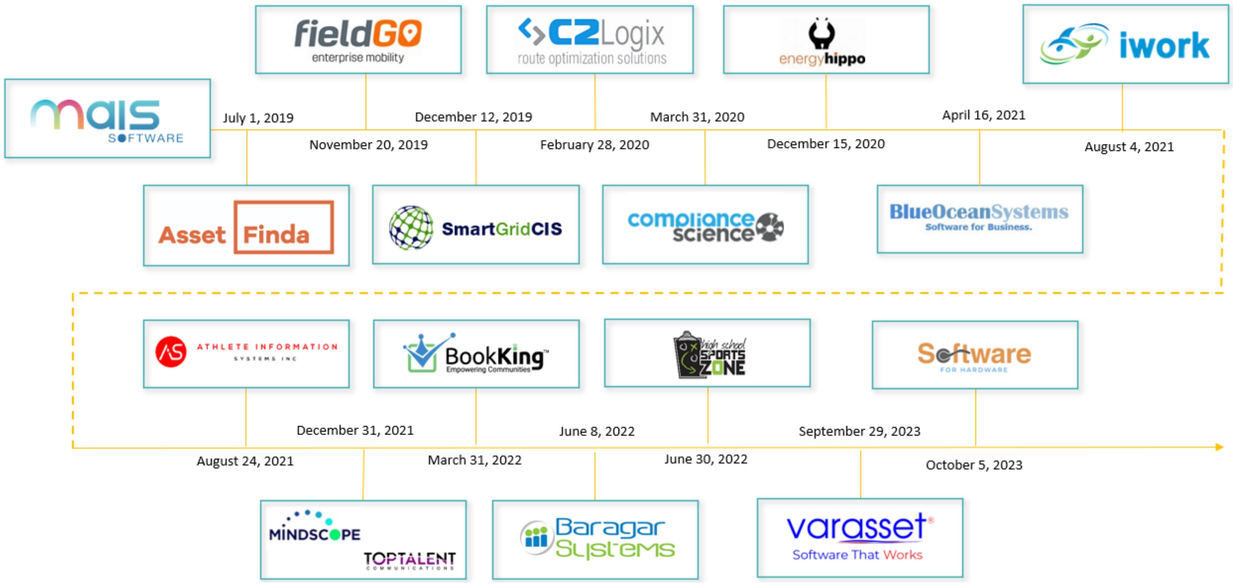
Our objectives focus on building a great company and innovative application platform. To achieve this, we implement standardized systems and processes, foster a collaborative team spirit, and offer exceptional value and service to our customers. We strive to build an integrated suite of best-of-breed solutions that are operationally focused and complementary to **Univerus ERP**. Continuous modernization of our product remains a priority to ensure we stay at the forefront of the industry.

Our organization has grown rapidly to incorporate leading software providers specializing in several key industries, including Municipality, Local Government, Construction, Education, Manufacturing, Recruitment, Sport & Recreation, and Utilities.

Univerus aims to unify its solutions using a centralized platform called **UNITY**, providing a seamless interface for customers, regardless of the number of solutions used. The proposed **Univerus ERP** solution will integrate seamlessly with existing City environments.

Univerus employs over 200 people across six countries and has incorporated the legacy of 16 companies through acquisitions. In 2021, Univerus acquired Blue Ocean Systems, known for its successful implementation of SAP products like SAP Business ByDesign, SAP Business One, and SAP S/4HANA Cloud.

Univerus Group of Companies



With a focus on the Local Government and Utilities sectors, Univerus specializes in delivering comprehensive software and solutions tailored to these industries. Univerus has a proven track record of delivering on-time, within-budget projects, including system migrations, solution integrations and change management, with the **Univerus ERP** solution.

PDS Software

PDS was established on April 15, 1974, and has proudly served the HR technology industry for 50 years. As a privately held company, our mission is to provide comprehensive HR technology solutions that simplify processes across the entire employee journey. We achieve this through innovative technology, backed by a dedicated team of experts.

Over the past five decades, PDS has continuously evolved, aligning our technology with modern advancements in design and delivery. However, our true sustainability lies in our unwavering commitment to supporting our customers with compassion, expertise, and strong industry advocacy.

At PDS, we prioritize our customers' needs and value the importance of building lasting relationships. Our global headquarters is located in Blue Bell, Pennsylvania, U.S.A., with a satellite office in Vancouver, Canada.

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

Table 1-02: Company Background and History- Univerus

Metric	Response
Name of Proposer:	Univerus Inc.
(Copy form and Complete if applicable for each). **Name of Partner/Third-Party Firm:**	PDS Software
Total number of employees	200

Metric	Response
Type and number of employees committed to the product and support being proposed	Core team of about 12 - Project Lead, Product Managers, Research & Development, Business Analysts, Specialists – Implementation, Training, Support - will be increased as needed to achieve results.
Office locations (City and State)	Vancouver, WA Port Moody and Surrey, BC Toronto, Windsor, Kingston & Peterborough, ON 11 remote locations spanning North America Nelson, New Zealand Brisbane, Australia
Total number of active clients	Private:140 Government:700
Total number of active Private Sector ERP clients	0
Total number of active Government Sector ERP clients	10
Total years offering proposed software systems	16
Total number of Wisconsin Government clients with breakout by Municipality, County, Other that are using the proposed system	Municipality:0 County:0 Other:0
Total number of completed implementations of the proposed product and version	7
Total number of active government clients using the proposed product version	7 3 – implementation phase
Largest and smallest active government installation	Largest: County of Centre, PA – 158k Smallest: Opelika Water District – 31k

Table 1-02: Company Background and History-PDS

Metric	Response
Name of Proposer:	PDS Software
(*Copy form and Complete if applicable for each).* **Name of Partner/Third-Party Firm:**	
Total number of employees	68
Type and number of employees committed to the product and support being proposed	Sr. Management – 5; Sales – 8; Professional Services/Accounting Management – 15; DevOps – 12; Customer Support/Compliance - 28
Office locations (City and State)	Blue bell, PA Vancouver, BC
Total number of active clients	Private: 480+ Government: 20% of customer base
Total number of active Private Sector ERP clients	80% HCM

Metric	Response
Total number of active Government Sector ERP clients	20% HCM
Total years offering proposed software systems	50 (since April 15, 1974)
Total number of Wisconsin Government clients with breakout by Municipality, County, Other that are using the proposed system	Municipality: 0 County: 0 Other:
Total number of completed implementations of the proposed product and version	450+
Total number of active government clients using the proposed product version	Government:20% of customer base – supporting State, State Agencies, Counties, and Special Districts
Largest and smallest active government installation	Largest: Cayman Island Government - 5k users Smallest: Douglas County, WA – 375 users

IV.RELEVANT EXPERIENCE

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

Although we do not have any Wisconsin public entities, PDS does have six other clients in WI that utilize Vista solution.

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

Univerus Solutions, PDS and its team members bring decades of expertise to their work, currently overseeing various stages of implementing a fully integrated ERP solution for Herriman UT and Jacksonville NC. Centre County, PA has already successfully gone live with the product suite and is extremely pleased with the efficiencies and improvements the implementation has brought to their operations. Our core products have a proven track record of success in local government agencies worldwide, providing reliable, innovative solutions that improve operational efficiency for organizations similar to yours.

Univerus brings extensive expertise in digital transformation projects tailored to the specific needs of local government and utilities sectors. Our comprehensive suite of professional services spans across the entire project lifecycle, from initial planning through to successful implementation and ongoing support. With offices strategically located across multiple US time zones, we ensure maximum project and post-live support coverage, supporting day-to-day operations seamlessly.

PDS has many other public sector clients that we have successfully worked with. We would be able to bring all our experiences to your implementation and support in order to assist you with your goals. We have worked through unique pension calculations, time entry rules (fire and police), seasonal pay situations, automating and gaining efficiencies, and many more situations.

Supported by a dedicated team of experts in implementation and service delivery, including a robust R&D and Engineering division comprising nearly half of our combined 250+ staff members, we offer agile and scalable solutions. This allows us to adapt swiftly to project demands, ensuring deadlines are met and exceptional outcomes are achieved. We take pride in providing superior customer service, with all support handled internally to ensure direct access to our knowledgeable staff, dedicated to delivering lasting value and building long-term client partnerships.

Our most recent clients include:

- Palm Beach, FL (VOC)
- Herriman, UT
- Opelika, AL
- Jacksonville, NC
- New York Collective municipalities
    - Bethpage
    - Hicksville
    - Manhasset-Lakeville
    - Massapequa
    - South Farmingdale
- County of Centre, PA

These latest implementation projects encompass a range of ERP and UNITY modules, including Utility Billing and Asset Management, along with services such as training, data migration, consultancy, customization, hosting, integration, and support.

Univerus as primary firm has brought a standardized, tried and true implementation process to municipalities across North America. For these clients, one of the most important items is getting the data conversion process as accurate as possible as we convert from their legacy system. In order to ensure accuracy and eliminate project risk, we work with our customers to provide parallel testing phases during the project including User Acceptance Day-in-the-life testing and payroll comparison runs. These testing activities run in parallel with their current systems to ensure 100% accuracy of the converted data as well as the rates that have been configured. This helps to ensure a successful go live and build confidence among the stakeholders. We train on a fully converted system so that all employees understand their processes and can relate them back to practices they have experienced for years providing the confidence needed to go-live.

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.

Univerus/PDS is providing fully integrated ERP vendor-hosted / cloud solution, including software, project planning, data conversion, training, testing, go-live support, customer support and solution maintenance for the following projects.

1. County of Centre, PA

Financials – SAP ByD

Accounts Payable, Accounts Receivable, Bank Reconciliation, Budget, Contract Management, Fixed Assets, General Ledger, Grant & Project Accounting, Inventory, Purchasing, Treasury, Learning Management

HR – PDS Vista

Recruitment, Performance Management, Personnel Actions, Position Control, Benefits, Employee Self-Serve, Time and Attendance, Payroll

Unique Requirements: The County adopted a range of solutions from the Univerus ERP suite including Univerus developed solutions for 3rd party integrated systems to improve financial accounting and reduce manual entry.

Project Duration: 12 months
Legacy: CentralSquare

2. City of Jacksonville, NC

Financials – SAP ByD

Accounts Payable, Accounts Receivable, Bank Reconciliation, Budget, Contract Management, Fixed Assets, General Ledger, Grant & Project Accounting, Purchasing, Treasury.
Learning Management.

HR – PDS Vista

Applicant Tracking, Benefits, Personnel Actions, Performance Review, Position Control, Employee Self-Serve, Time and Attendance, Payroll.

Utility Billing – Univerus E&W

Customer Portal, Service Orders, Rate Management, Account Management, Payments.

Asset Management – Univerus Assets

2nd project for Univerus with Jacksonville, expected to go live Nov 2025. Mobile-ready Asset and Work Order Management solution.

Unique Requirements: The City is adopting the full range of ERP, CIS, Assets and HCM solutions within the Unity platform. In addition, the City is using configuration based solutions adopted within the ERP to handle Mortgages and p-cards.

Project Duration: 1.5 years
Legacy: CentralSquare Naviline

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?

Our proposed solution includes the Univerus Unity platform that provides a single point of entry into a best of breed software suite including the, the SAP Business ByDesign ERP for Local Government and the PDS Vista HCM suite.

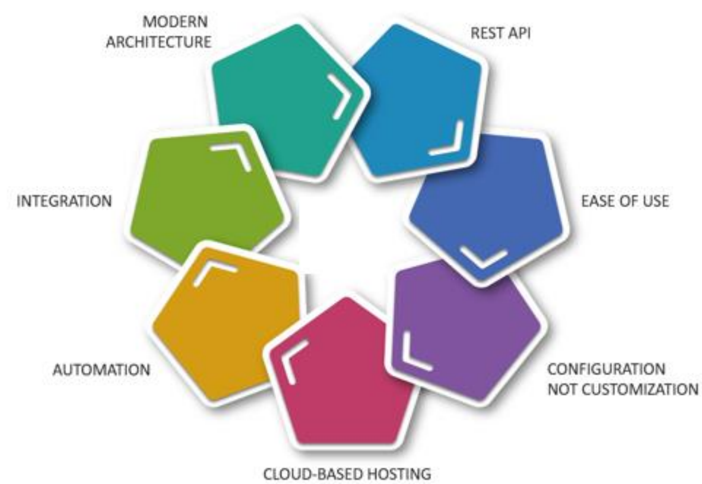
Our technology platform is built for cloud from the ground up using modern application user interface technology supporting cross device access to the systems for your staff in the office or the field. We have a robust combined roadmap with the Unity solution tightly integrated to both SAP and the PDS suite of software.

We offer an industry leading combination of software designed to meet the needs of your organization both today and in the future and have a broad portfolio of supplemental solutions including an enterprise asset management system as part of the Univerus portfolio.

Univerus was founded with a vision to integrate our diverse solutions into a centralized, unified platform, which we call **UNITY**. By leveraging the **UNITY** toolset and uniting complementary companies under a shared mission, we aim to deliver the best modern software backed by highly experienced professionals. Our goal is to provide customers with a seamless interface to our suite of applications, whether they use a single solution or multiple tools from our portfolio.

The proposed Univerus ERP solution is designed to seamlessly integrate with the City's existing environment, ensuring a cohesive and efficient experience.

We want to build valuable, customer-centric solutions that meet the stringent requirements of three key stakeholders – finance, personnel and IT and it is our vision to provide our customers with a single platform that integrates best in class solutions for all their operational needs. Univerus specifically focuses within the Local Government and utilities sectors and our solutions are designed with years of experience in delivering software and solutions to customers in this space.



The **Univerus ERP** solution is a cloud hosted suite of products. Our architecture is based on our application service layer and API, using a SQL server database.

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?	Univerus handles the full lifecycle of our software in-house, from R&D to implementation and ongoing support, ensuring seamless transitions and a single point of contact for all needs.
Has or will any portion of the proposed work be completed by subcontractors or contract employees?	No portion of this project will be completed by subcontractors or contract employees. The Univerus/PDS team will complete this project using internal resources.
This below portion of the table is to be copied and filled out for each proposed subcontractor.	
Name of subcontractor and address	n/a

Question	Response
Summary of Service and estimated percentage of Work the subcontractor will be providing.	n/a
Reasons for subcontracting	n/a
Experience	n/a
Detailed subcontractor responsibilities	n/a
Previous history of projects using the named subcontractor	n/a
Any additional relevant information	n/a

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.

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	Univerus Inc.	Tom Glassco	Senior EVP-ERP	647-321-1656	tglassco@univerus.com
Partner/Third-party software provider	PDS	Jeanne Eberly	Director of Sales	610-574-3374	jeberly@pdssoftware.com

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

X. Tom Glassco – EVP Univerus

VI. 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	Mar 26, 2025
2	Mar 27, 2025

Addendum Acknowledgement

No. 1

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

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

SIGNATURE

Univerus Inc.	Mar 26, 2025
COMPANY	DATE

No. 2

Addendum No. 2 – March 27, 2025

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

SIGNATURE

Univerus Inc.	April 1, 2025
COMPANY	DATE

Tab 2 – Software Solution, Data Conversion, Architecture, Security & Hosting

I.SUMMARY DESCRIPTION OF EACH FUNCTIONAL AREA

1.General and Technical

Usability

Our philosophy is based on configuration and not customization, with a focus on providing a product that is future-proof and easy to maintain through software updates.

Univerus ERP is an intuitive and easy-to-navigate web-based solution, allowing your users in each Team and Division to perform tasks quickly and accurately. It is designed to allow users of varying technical skills and training to effectively use the product. All the field names used throughout the product are meaningful names that the users will recognize, all the icons used are intuitive, and many fields are drop-down menus that contain meaningful values.

Univerus ERP provides an easy-to-use interface to create and modify forms to capture the appropriate information.

Document Management

Our system allows you to link or attach supporting documentation (regardless of format) such as Warranty, Insurance, Lease Agreement, Invoice and Contract documents, keeping all critical information all in one place. Email notifications can be created and assigned to ensure documents are kept up to date.

Mobility

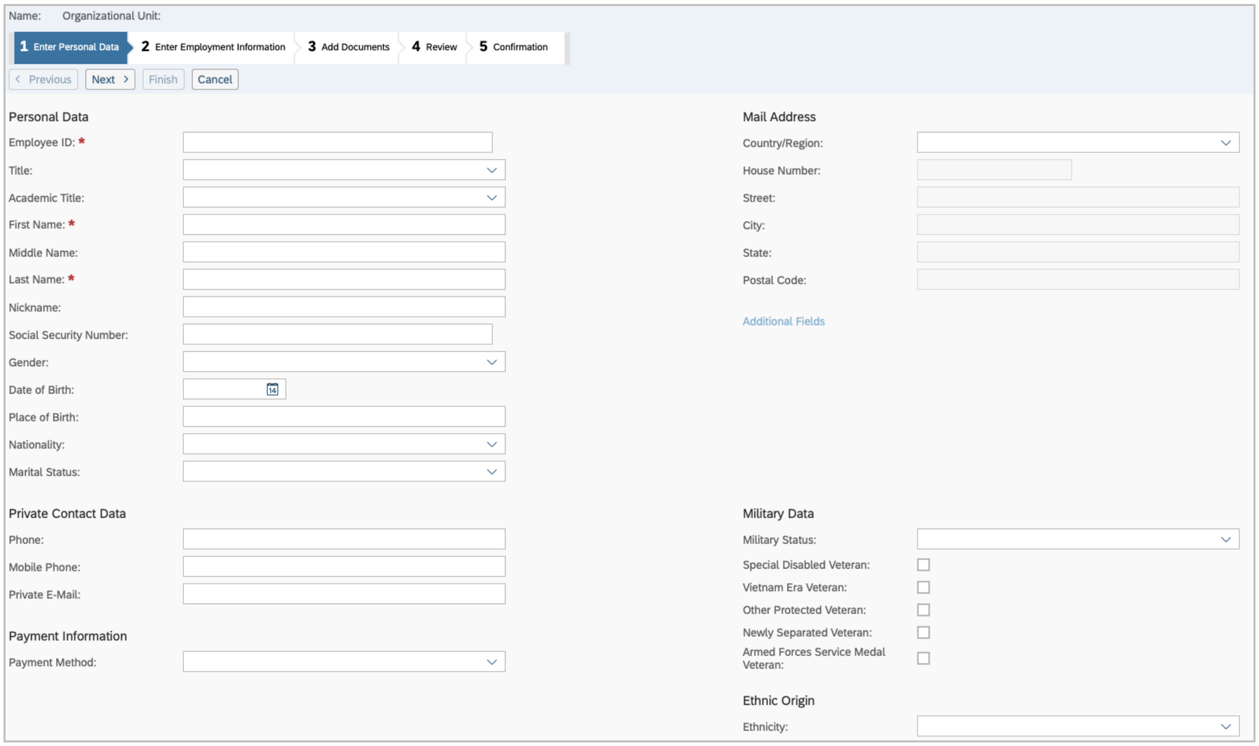
Our solution includes a mobile application compatible with iOS, Android, and Windows. The app is designed to be efficient, responsive, and secure, ensuring a seamless experience across various mobile devices. While we do not provide hardware, our mobile application integrates smoothly with existing devices, allowing users to access essential features and tools on the go, enhancing productivity and connectivity in remote work environments.

As a Cloud offering, customer will have remote access capabilities based on their desired security admin controls.

Workflow Management

Our solution includes workflow approval across each module, allowing your users to be guided by the system through their day-to-day tasks. Steppers like the one below allow your staff to ensure they are following business processes and entering all necessary information to successfully complete transactions in the system.

Approvals and follow-up tasks can be created as necessary based on business rules defined for each functional area.



Auditing

Our product can track actions, changes and modifications to the configuration of data in the system and the users who performed them. It automatically tracks all activities and edits associated with each change and provides reporting and viewing capabilities for the entire history.

Security & Access Control

Role Based Access/Security Management

The Univerus Suite of solutions has a robust functionality to create users (internal users or external/subcontractor users) and set permission levels. Permissions are assigned to roles, and each user can be assigned to one or more roles. There can be as many roles defined as required by the organization. As shown below, our solutions provides versatility when setting permissions for each role, including the ability to set rights to view, print, copy, access to selected data only, read-only access, data access based on departments, etc.

Of course, there exists an administrator role that has unlimited and unrestricted access to all data, as well as access to modify or delete any erroneous data that exists in the system. The system can be easily maintained by a small group of administrators, upon completion of the training sessions. We will ensure that your team is self-sufficient when it comes to using the system to its full capabilities.

Our application can support multiple Authentication configurations. The following security models are supported:

- Username and Password (Administered through the Administrative Console)
- Active Directory integration
- Windows Authentication (Relies on Windows OS to negotiate Authentication passing authenticated credentials to our application)

Security of Data Storage and Data Centers

The data centers that support SAP Business ByDesign and PDS Vista incorporate multiple safeguards for physical data security and integrity. They also provide high availability of your business data, using redundant networks and power systems.

SOC 2 Certifications

Available upon request.

2.General Ledger and Financial Reporting

Our General Ledger and robust financial management features are integrated into all core business processes within our ERP solution. This gives you a comprehensive set of controls relating to GL postings from each of the other modules, for example CIS & Billing, Cashiering, Purchasing, Fixed Assets, HR & Payroll and period close activities.

Each of the modules in our proposed ERP solution integrates directly to the GL accounts, defined in configuration, for their business processes via our account determination feature. This allows you to setup default account posting rules to aid your users in their daily tasks by setting up controls that determine where postings will be made. This feature helps improve financial posting accuracy and reduce rework for the finance team.

The system supports multiple sets of books allowing you to run both US GAAP, Utility FERC and IFRS standards of reports from the system with ease. When making a posting to a GL account, the system will automatically handle the posting into all sets of books in use keeping everything up to date for the finance team.

Chart of Accounts

The chart of accounts lists all GL accounts in use by your organization allowing you separate these by fund and function. You have the ability in our solution to define a GL account used by more than one group once, linking this to the company, fund and other account block entities to give you a streamlined Chart of Accounts that is easy to manage and maintain.

Extending a new GL code across all funds and posting blocks is an easy task, as is creating or deactivating a GL account as needed when your business needs change.

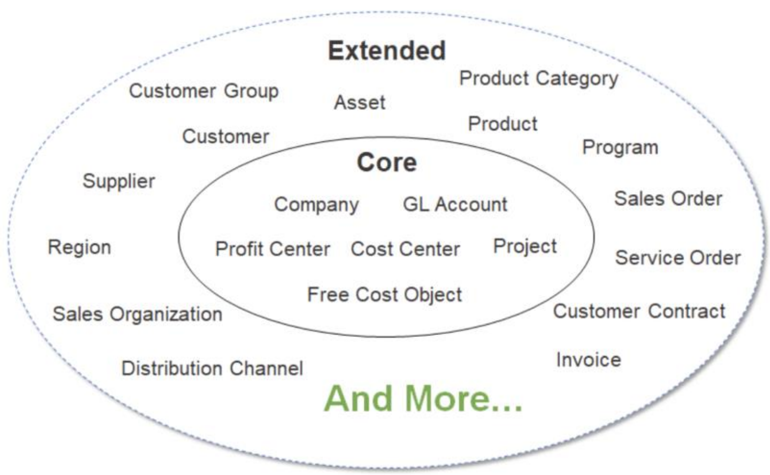
Our GL account is structured with the following attributes:

- Account number
- Description
- Account type
- Posting block
- Open item management

The GL accounts are able to be created with ease during the implementation process via an import template that your staff can also use after the project completes to make additional changes to the chart of accounts as necessary.

When a transaction is posted as part of a business process, for example from purchasing or a manual JV entry, the solution automatically tracks the other organization structure entities including company code, cost center, profit center, project, work order and the underlying business process entity and incudes this data in the GL posting. This means you have complete flexibility on reporting at the GL level and ability to pull data from any of the transactional data sources that are relevant to the posted GL entry.

GL Structure Core & Extended Attributes



Journal Entries

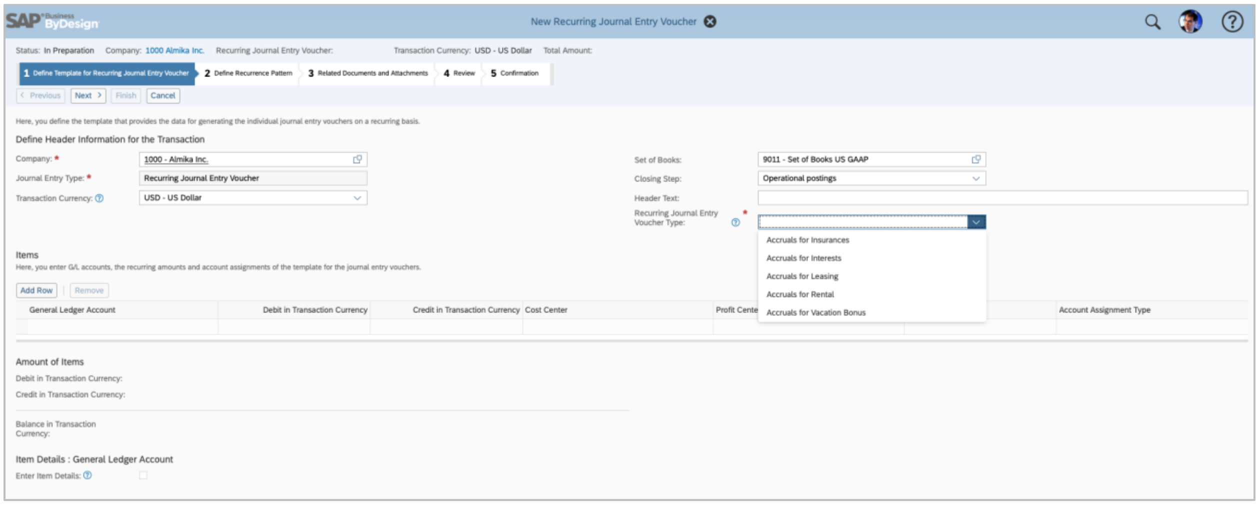
Our system makes it easy for your finance staff to post manual Journal Entries as part of their day to day tasks. We offer a manual entry screen in the system coupled with the capability to set-up recurring journal entries and import entries from an Excel spreadsheet.

The system allows you to post directly to a GL account with all controls maintained in the GL setup enforced, for example whether a GL is only available for automatic posting and not available for manual entries. The system requires you to balance the entries before posting and allows you to simulate what the postings will look like in the GL to allow you to check your entries ahead of posting. Entries can be reversed with ease allowing you to quickly correct any mistakes made.

Recurring Journal Entries can be setup using an intuitive workflow and set to be entered on a regular recurrence pattern, or ad-hoc as needed based on the recurrence type.

The system also allows you schedule the recurring entries to be entered automatically by the system or allows you to run these manually. This allows you to group together recurring entries and process them together allowing your staff to streamline the manual entry process.

Recurring Journal Entry Screen



Fund Accounting

The solution by default supports multi -fund accounting and allows you to setup as many funds and functions in the application as are needed to support your day to day operations.

You are able to maintain budgets by fund, function and GL accounts using our integrated budget management module giving you complete control over budgets at multi levels within the organization structure down to the individual GL account.

Each financial posting includes the fund information which flows through the business process. For example, in the procurement process, the fund can be derived as a part of the purchase order and flows through the goods receipt and invoicing processes. Using our system, your organization can account by funds and analyze transactions per fund.

All relevant financial reports are available with fund and function as selection criteria allowing you to manage the funds create custom reports as required. For a better comparative analysis, you can analyze your Plans vs. Actuals vs. Encumbrances in a dedicated report.

Specific reports, for example Fund Financial Statements, Statement of Net Assets, Statement of Activities, can be used in the system to provide annual reporting capabilities for Funds Management.

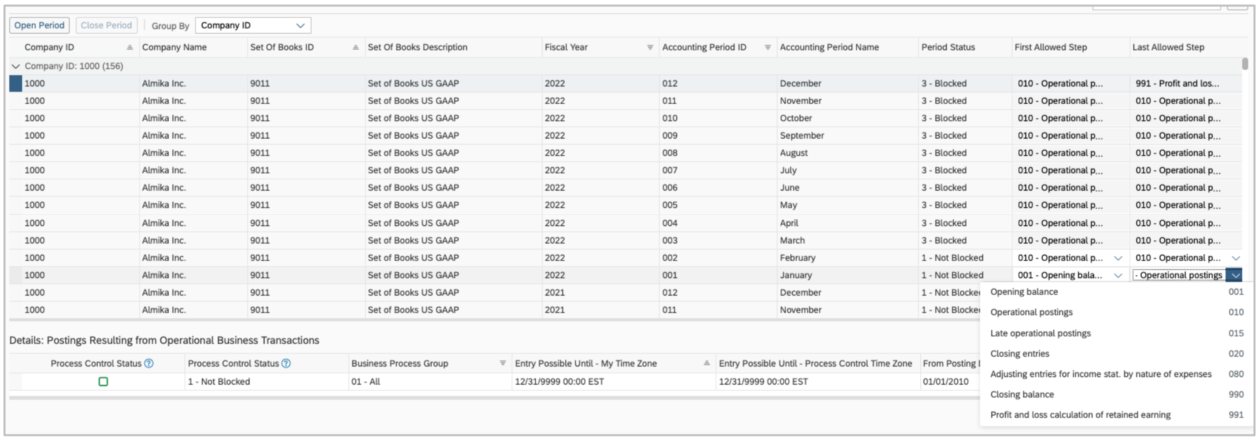
Our system supports encumbrance accounting to reflect commitments made by other business processes, for example purchase orders, in the accounting system and attempt to prevent overspending. Encumbrances allow you to manage your future financial commitments prior to an actual expenditure, integrated tightly to all core business processes and supports the creation of manual encumbrances where an item may need to be entered by you staff.

Each encumbrance item can be easily reported on using our detailed encumbrance line item report allowing you to give your staff and departments visibility into their planned expenditure. Our encumbrance carry-forward process allows you to transfer balances for encumbrance items as part of year end or allows you to write them off in the current period.

Period Close / Year End

The system includes a robust period close management feature and closing cockpit for all closing activities. The GL period control tool allows you to set what posting types are allowed into each period giving you flexibility as to when postings can be made automatically by the other modules and what step in the closing process you are at. For example, changing the allowed step from operational postings to late operational postings will give access only to the specific business processes and access levels that you have defined to continue posting to the specified period.

GL Period Control


Open Period | Close Period | Group By: Company ID

Company ID	Company Name	Set Of Books ID	Set Of Books Description	Fiscal Year	Accounting Period ID	Accounting Period Name	Period Status	First Allowed Step	Last Allowed Step
Company ID: 1000 (156)									
1000	Almika Inc.	9011	Set of Books US GAAP	2022	012	December	3 - Blocked	010 - Operational p...	991 - Profit and los...
1000	Almika Inc.	9011	Set of Books US GAAP	2022	011	November	3 - Blocked	010 - Operational p...	010 - Operational p...
1000	Almika Inc.	9011	Set of Books US GAAP	2022	010	October	3 - Blocked	010 - Operational p...	010 - Operational p...
1000	Almika Inc.	9011	Set of Books US GAAP	2022	009	September	3 - Blocked	010 - Operational p...	010 - Operational p...
1000	Almika Inc.	9011	Set of Books US GAAP	2022	008	August	3 - Blocked	010 - Operational p...	010 - Operational p...
1000	Almika Inc.	9011	Set of Books US GAAP	2022	007	July	3 - Blocked	010 - Operational p...	010 - Operational p...
1000	Almika Inc.	9011	Set of Books US GAAP	2022	006	June	3 - Blocked	010 - Operational p...	010 - Operational p...
1000	Almika Inc.	9011	Set of Books US GAAP	2022	005	May	3 - Blocked	010 - Operational p...	010 - Operational p...
1000	Almika Inc.	9011	Set of Books US GAAP	2022	004	April	3 - Blocked	010 - Operational p...	010 - Operational p...
1000	Almika Inc.	9011	Set of Books US GAAP	2022	003	March	3 - Blocked	010 - Operational p...	010 - Operational p...
1000	Almika Inc.	9011	Set of Books US GAAP	2022	002	February	1 - Not Blocked	010 - Operational p...	010 - Operational p...
1000	Almika Inc.	9011	Set of Books US GAAP	2022	001	January	1 - Not Blocked	001 - Opening bala...	- Operational postings
1000	Almika Inc.	9011	Set of Books US GAAP	2021	012	December	1 - Not Blocke		
1000	Almika Inc.	9011	Set of Books US GAAP	2021	011	November	1 - Not Blocke		

Opening balance	001
Operational postings	010
Late operational postings	015
Closing entries	020
Adjusting entries for income stat. by nature of expenses	080
Closing balance	990
Profit and loss calculation of retained earning	991

Details: Postings Resulting from Operational Business Transactions

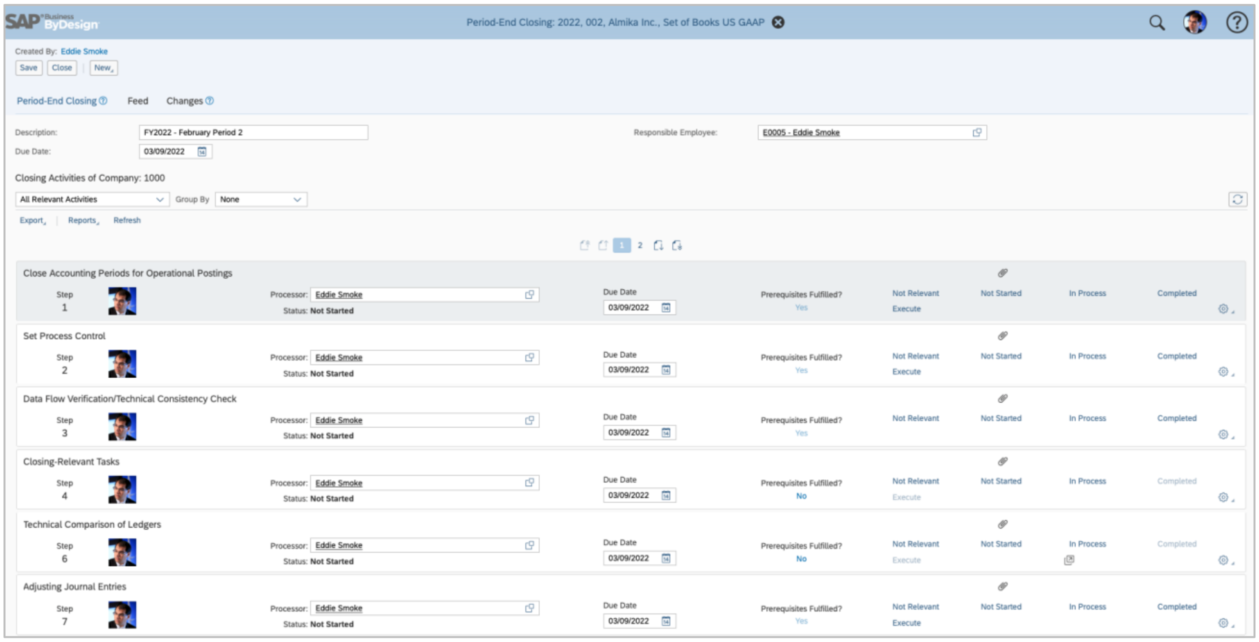
Process Control Status	Process Control Status	Business Process Group	Entry Possible Until - My Time Zone	Entry Possible Until - Process Control Time Zone	From Posting I
	1 - Not Blocked	01 - All	12/31/9999 00:00 EST	12/31/9999 00:00 EST	01/01/2010

The system includes period close creation workflow allowing you to generate all necessary closing tasks for the specified set of books, period and year giving you the ability to choose when to initiate the period close activities, either ahead of or at the end of the period. You can also determine when the period should be closed by, allowing for flexibility in period end entries based on the business rules and allowed steps setup.

Detailed tasks for the period close activities can be seen in the closing cockpit and user specific tasks summary from their home page. This allows you to see at a glance what step you are at within the period close process, what tasks are assigned to specific staff and their due dates.

UNIVERUS ERP SERVICES

GL Period End Closing Cockpit



3.Budgeting

Our Budget Control solution allows the user to create and manage budgets for all purchasing processes. This will enable the user to plan the expenditure by month, quarter or year and monitor the availability of the funds for a project or operation. Most importantly, it performs a real-time check during the entire purchase process (shopping cart to supplier invoice) on whether the funds are available by the company/cost center related to the purchase.

The solution is to control how spending occurs based on pre-defined rules and configuration. The user creates a custom budget category with a list of GL accounts per category and can monitor and review revisions to the budgets through an approval process. Each budget entry is associated with every purchase at the line-item level which allows fine-grained control of every purchase in the organization and can be reported on between GL and Budget Categories.

Budgets are tracked through a series of statuses including draft, pending approval, fully consumed, approved, temporarily suspended and closed.

Simplify and automate your budgeting and forecasting process and enjoy spending less time on data collection, and more time on higher value analysis to support informed decision making. Confidently share budgetary data and engage with your budget owners to achieve greater transparency and ownership.

Benefits:

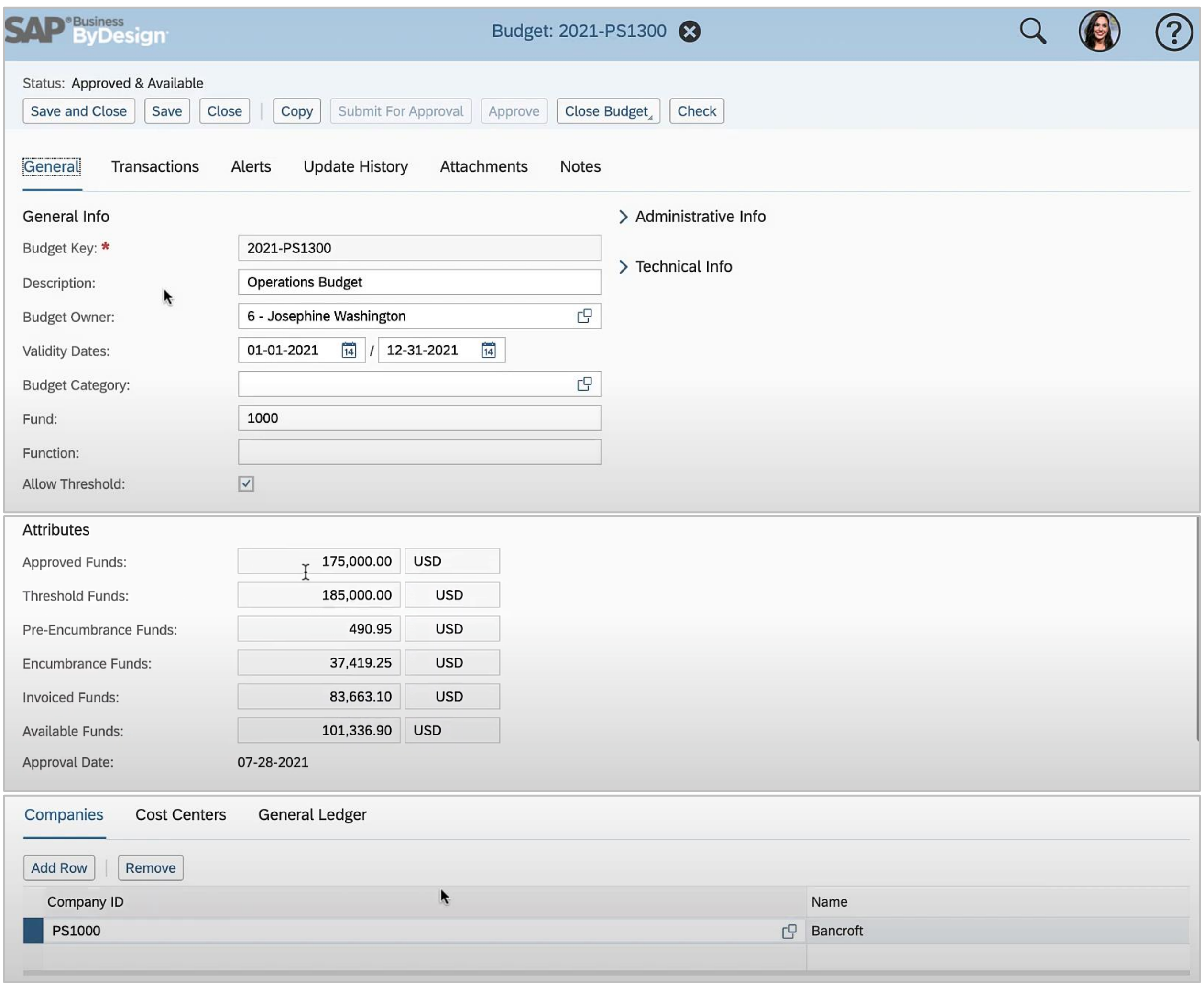
- Automation of the budgetary process eliminates time-consuming manual data entry
- Easy to use, intuitive interface empowers budget owners to deliver an accurate and thorough budget
- Centralizing the budgetary process eliminates multiple versions and delivers a single version of the truth

- Create and view multiple scenarios in minutes, not hours and answer questions 'on-the-fly' in real-time

Features:

- Ability to analyze all financial and non-financial data used in the forecasting and budgeting process e.g., prior year actual, forecast, and budget data) at summary and detailed levels.
- Fully supports best practice budgeting processes
- Ability to enter full budget commentary with option for mandatory commentary
- Supporting information can be attached in various formats including Excel, Word, XML, PDF, CSV, DAT, Access, HTML
- The total budget is uploaded to your system
- Ability to lock any account, budget area or the entire budget as required for secure access. For example, Salary and Benefit accessing cannot be changed by department managers, only the budget manager.

Budget Detail Screen



4.Capital Asset Accounting

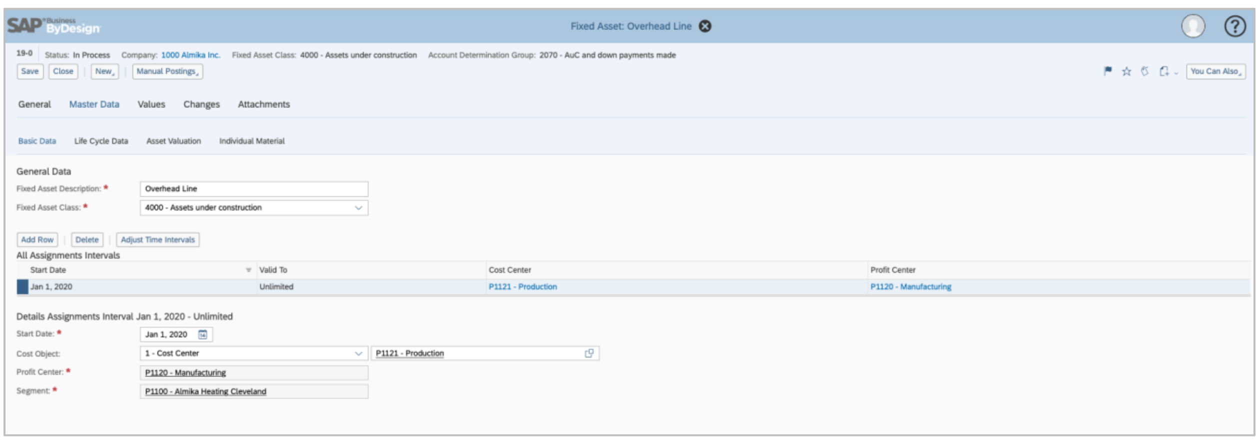
The ERP solution includes a module dedicated to the management of your fixed assets, allowing you to manage the whole fixed asset lifecycle across organizational assets like fleet equipment, buildings and software to City infrastructure assets in one place.

Asset classes and account determination profiles allow you to control and differentiate fixed assets within your City and ensure that the necessary postings form transactions including asset acquisition, capitalization, depreciation and disposal are carried out in conjunction with the City accounting structure. Using multiple sets of books, you are able to support GAAP, IFRS and FERC accounting standards with ease.

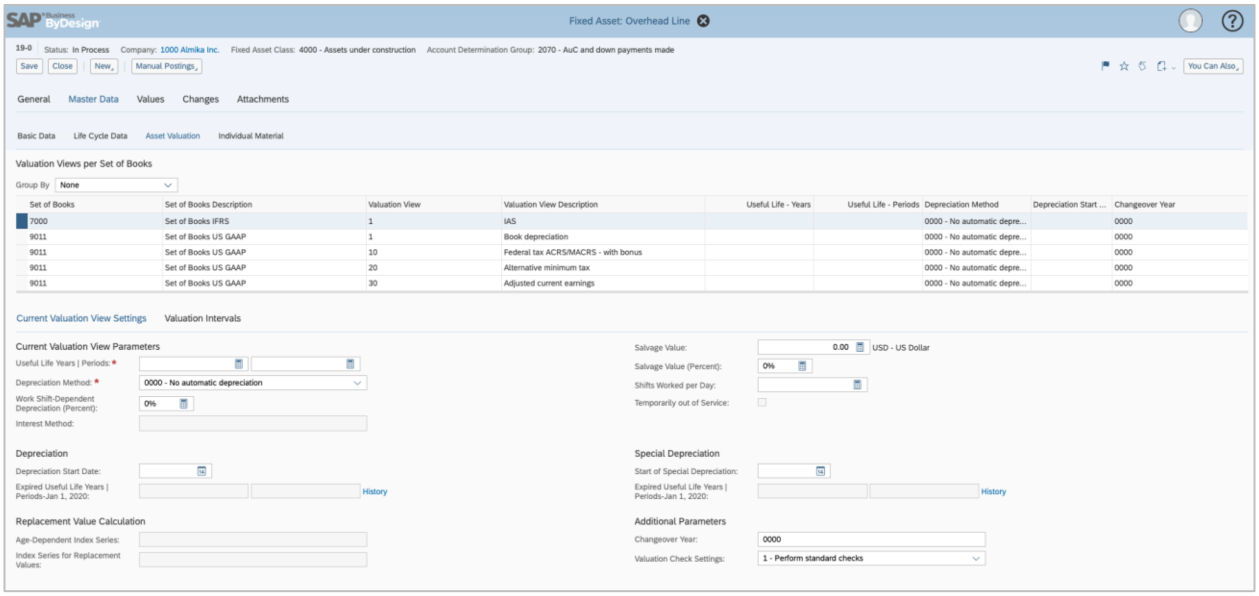
Creating a new fixed asset is easy, the system supports manual creation of a fixed asset, additions and removals to an existing fixed asset or CPR asset and integration to the purchasing process and work management modules to allow you to create new fixed assets from a PO based on a range of values or directly from the work order.

Our work order integration allows you to create and retire assets based on work carried out in the field with full integration to the capitalization and depreciation processes. Construction Work in Progress and Retirement work in progress can easily be managed at the work order level and capitalized as the end of the job or as necessary during the life of a specific work order.

Fixed Assets Master



Fixed Assets Valuation Details



5.Purchasing

Our purchasing solution allows you to manage the purchasing life cycle allowing you to control and centrally manage purchase requests, purchase orders, multi-level approval and inventory receipts at the warehouse or other receiving locations.

You can integrate and automate your purchasing tasks, such as creating purchase orders, receiving purchase order acknowledgments, and verifying supplier invoices, reducing errors, and streamlining your entire procurement process. In addition, self-service procurement lets your employees create, monitor, and control their own purchase requests de-centrally, giving your purchasing team time to focus on other tasks.

The purchasing function is tightly integrated to all the other core business processes including work orders, inventory re-order planning and management, financials, and accounts payable. This means that employees in all departments can access and track appropriate information related to purchasing.

Work management integration allows a purchase order to be created specifically for a job, project or work order, allowing stock and non-stock inventory to be procured directly for a project, received at the warehouse or another location such as the job site. This helps you manage valuable warehouse space and purchase materials specifically for jobs to reduce total warehouse inventory on hand.

Purchasing tasks can be automated using core features such as default source of supply for inventory items and purchasing contracts. Coupled with the automatic purchase order creation function you have the ability to set-up core business functions to run themselves with checks and balances along the way for inventory control, budget checking and approvals.

As part of the three-way matching functionality, the system includes a built-in invoice verification tool, allowing your employees to create invoices with or without reference to a purchase order. The system automatically matches references and detects exceptions such as duplicates and variances in electronic invoices. Your team needs to get involved only when such exceptions occur.

Our task list feature gives your purchasing employees and managers a prioritized view of their daily activities. Worklists, with alerts and exceptions, let your employees know exactly what purchasing activities they need to do. In addition, support for self-service procurement within the system allows your purchasing team to streamline and accelerate purchasing processes and reduce the volume of routine purchasing tasks.

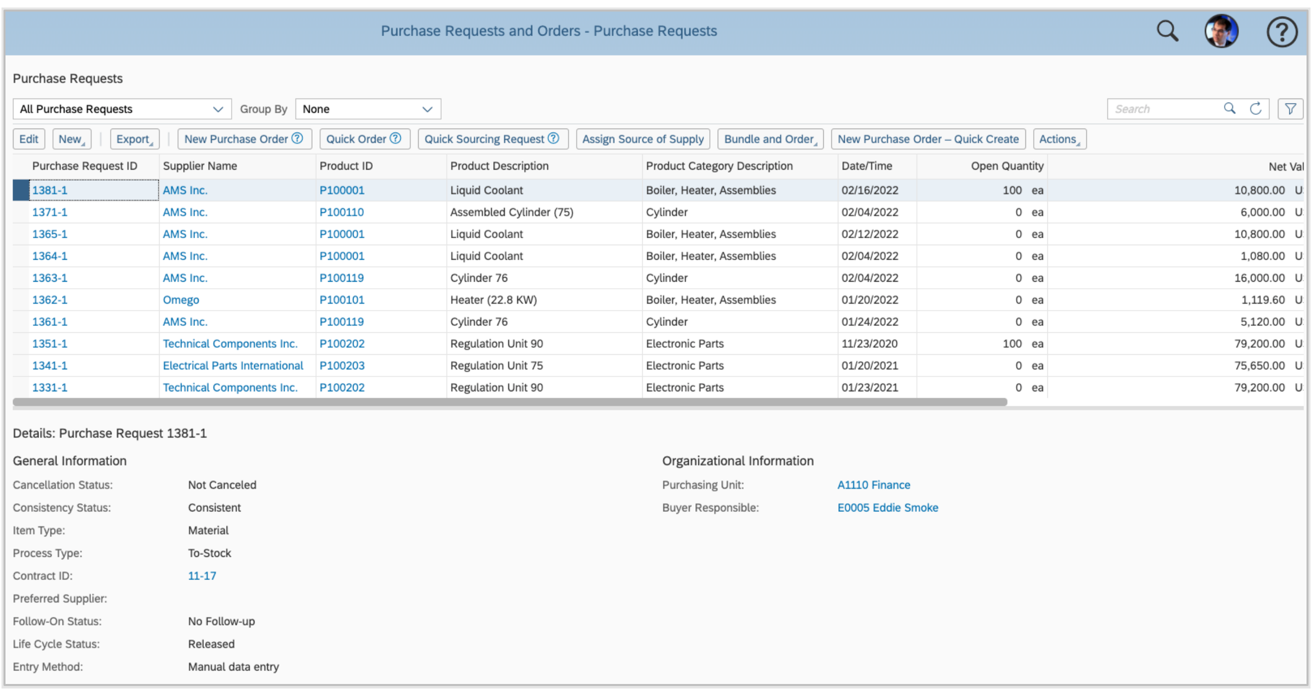
Purchase Requests

The Purchase Requests view allows you to process and monitor all purchase requests received based on projects, jobs and work orders, purchase proposals from the inventory re-order process, and purchase requests created from employee procurement self-service. You can also create purchase requests directly without any preceding documents to handle any direct requisitions needed.

When you receive a purchase request, the requester may have assigned a source of supply to each product. If a source of supply is not assigned to a product, you can assign a source of supply manually or allow the system to propose one based on business defined defaults and purchasing contracts.

Depending on the settings you have chosen for automatic purchase order creation, if all information is complete, the system automatically creates and sends the follow-on purchase order to the supplier if this is maintained by the vendor or allowing you to send it manually.

Purchasing Inquiry

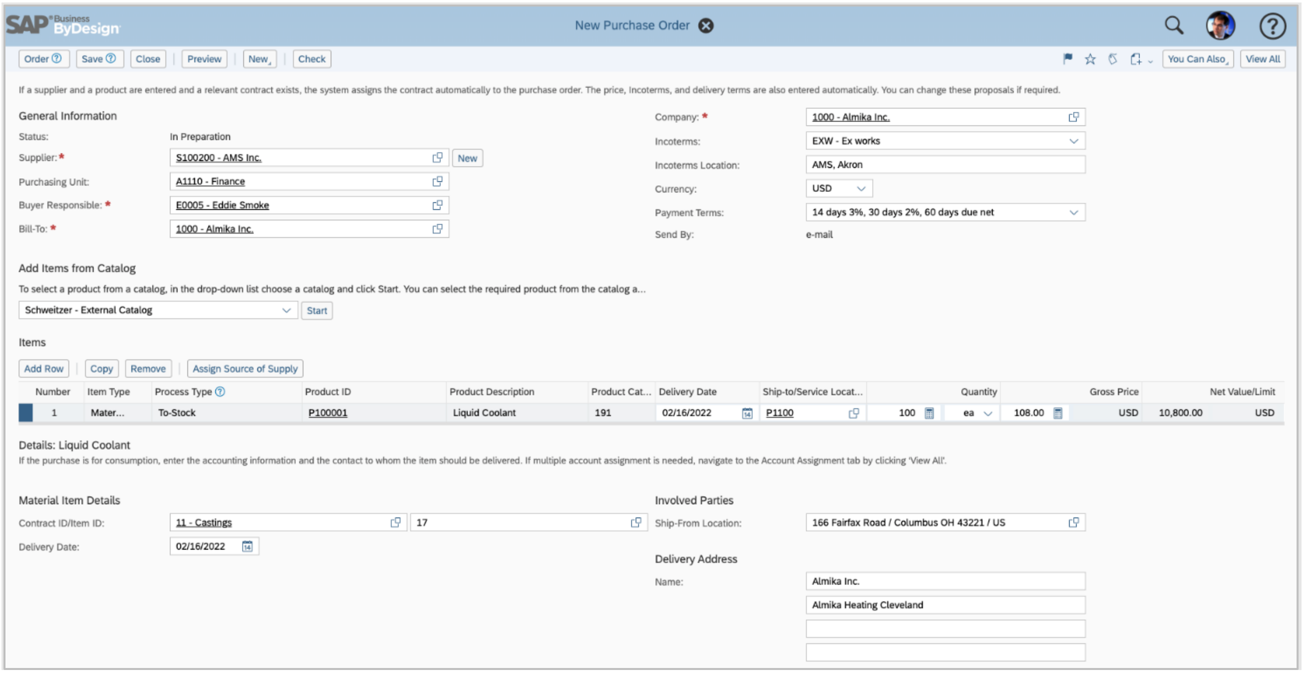


Purchase Orders

The Purchase Orders feature allows you to create, process, and track all POs and related documents, such as PO acknowledgments. You can view a worklist of all tasks related to purchase orders, purchase order acknowledgments, and deliveries, especially those dealing with alerts and exceptions.

Creating a manual purchase order can be done easily, allowing you to choose the required products, source of supply, and send the purchase order to the selected supplier. If you cannot find the product you want in the inventory master, you can enter a free-text item. This can result in a sourcing request where it is necessary to find an appropriate supplier to fulfil the item.

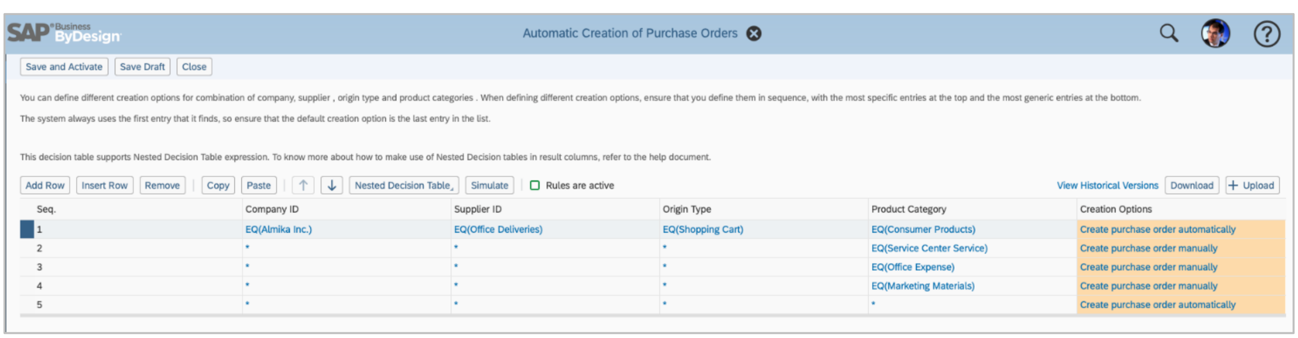
New Purchase Order Creation



The system also allows you to copy a purchase order item to easily duplicate a PO, as necessary.

Automatic creation of purchase orders allows you to define whether a purchase order is created automatically or manually from a purchase request. Automating the PO creation allows you to save time, as you only must manually create purchase orders in cases where there is no source of supply assigned to the purchase request.

Automatic PO Creation Criteria



Purchase Order Bundling

To streamline purchase order creation and reduce the number of orders sent to suppliers, you can manually bundle multiple purchase requests with the same supplier and create a single purchase order. You can further bundle the purchase requests by supplier plus one of the following:

- Delivery date
- Delivery date and ship-to location
- Delivery Date and Recipient

Purchase Requests can also be automatically bundled using the Purchase Order Creation Run and using the selections above to group requests into a single order for transmission to the supplier.

Blanket Purchase Orders

Blanket purchase orders can be created in the system allowing you to create a purchase order item limit when the exact details of the inventory or services or expenses are unknown. Instead of entering specific product information into the purchase order, you can set the value limit of the limit item in the purchase order to the maximum value that the unplanned materials, services, or related expenses can cost.

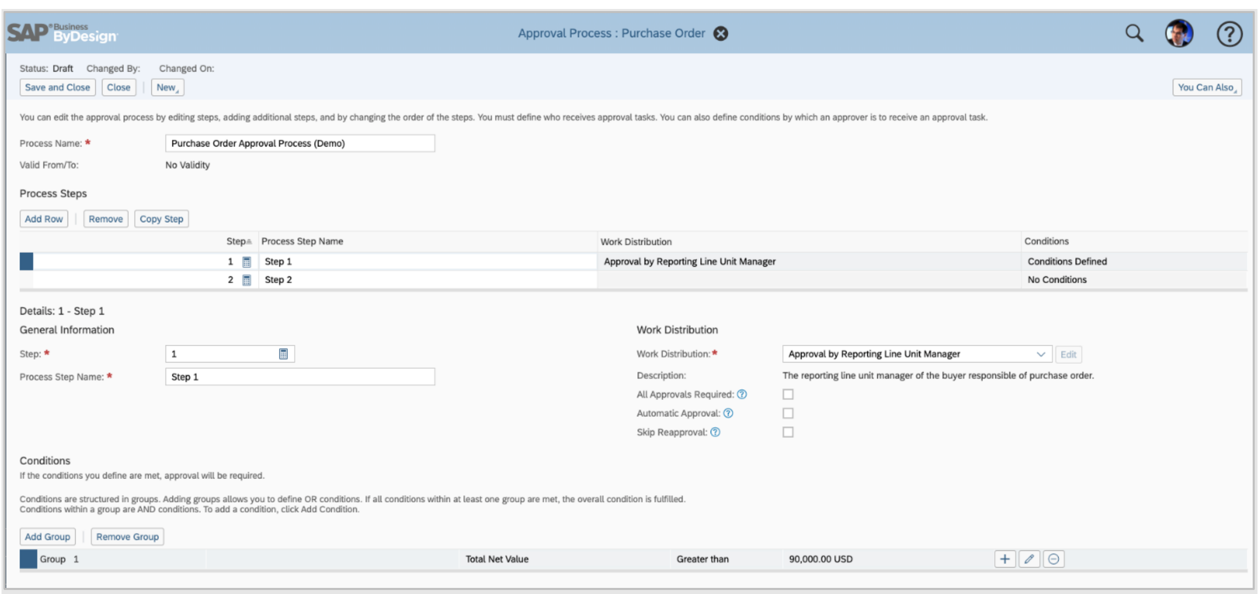
This allows you to enter a blanket budget-cost purchasing arrangement with any supplier you use on a regular basis, helping to streamline your purchasing processes further.

Purchasing Approvals

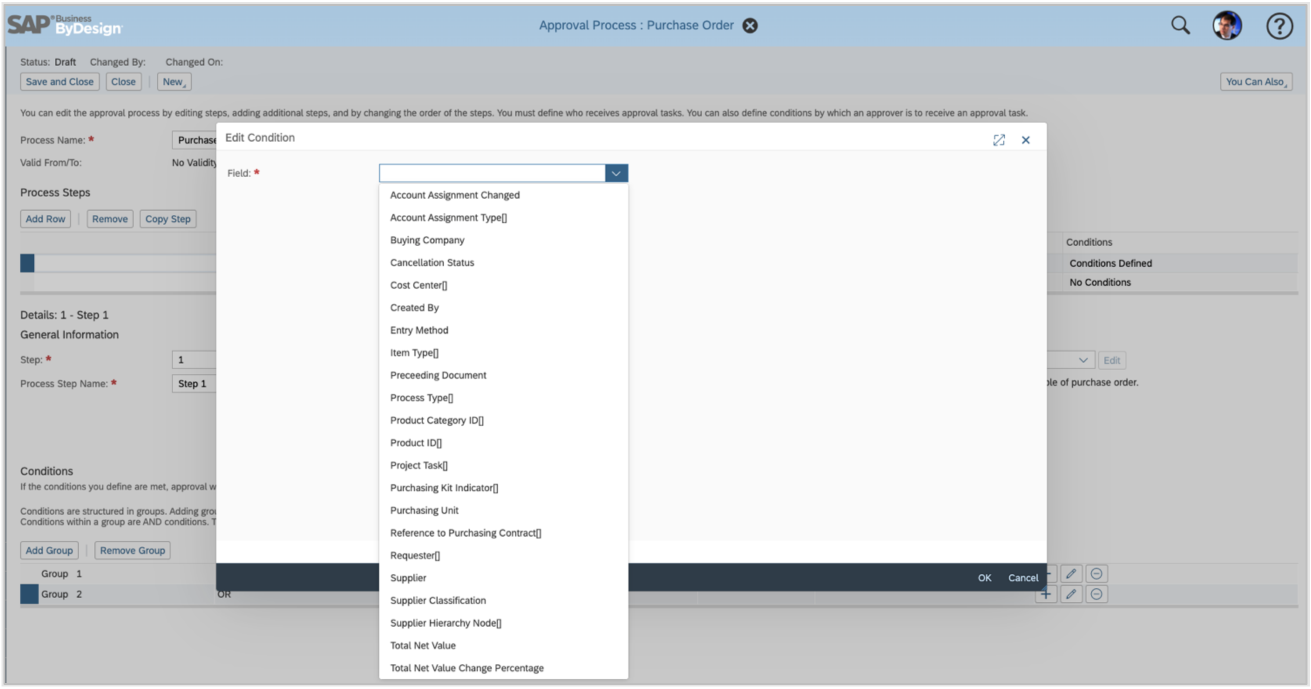
Purchasing approvals start at the purchase request within the self-service procurement feature and continue into the purchase order. PO approval is optional, although highly recommended from a budget and department control perspective. Approvals can be associated with the PO itself, purchase order item or the purchase order header.

A purchase order item level approval is triggered when there is any change in line item with respect to quantity, price or cost assignment. In this case the changed item is sent for approval to the respective line item approver as per the purchase order item level configuration. You can define approval limits for an approver of a purchase order at the user level supporting multi-level approval.

PO Approval Rules



PO Approval Custom Conditions



Bids - Vendor Quotes Management

To allow you to manage competitive tender processes within the ERP, we offer the request for quotation feature within the purchasing system. This allows you to create an RFQ that can be distributed to multiple bidders allowing them to respond to the requested products or services and submit their bids. Our solution includes a workflow-based tool to help you manage both RFQ creation and bid entry and award.

You can create an RFQ directly or as a result from a purchasing sourcing request for a specific material, service or a manually defined product or service not part of any inventory. This gives you flexibility as to how to structure the bidding process and lets you procure anything via this method as needed.

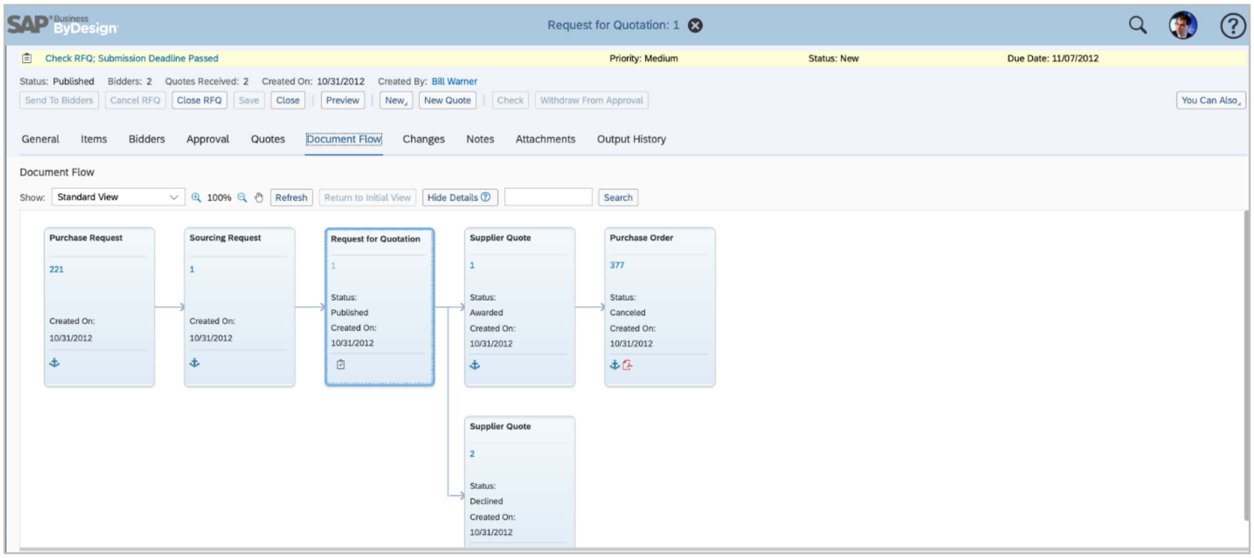
Bidders can be suggested via the matching against the product category, or you can add a bidder manually. The bid request can be linked to a project or work order if the request is for a capital or maintenance activity being tracked in the work management solution.

Follow on processes allow you to enter a quote received, manage approvals, track changes and link the RFQ to successful bid award. Bid splits allow you to award the RFQ to more than one successful bidder in the event you would like to distribute the award or order from more than one supplier.

Quotes can easily be compared using the side-by-side comparison tool, with the system automatically showing you the most favourable pricing terms and highlighting all other quote terms that the supplier has provided.

Awarded RFQ's allow you have complete transparency into the document flow for previous and follow-on processes. In the example below a purchase request triggered the sourcing request and subsequently the RFQ. Successful bid award resulted in the supplier quote being awarded to a single vendor and generated the related purchase request.

RFQ Document Workflow

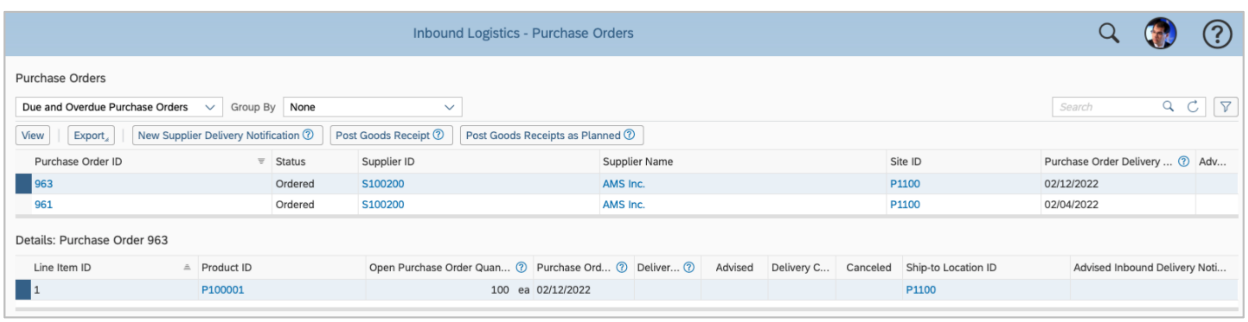


Goods Receipt

To complete the purchasing process, inventory is received into the warehouse or other receiving location via the goods receipt process. This allows you to enter delivery details, enter the quantity received and track and variances.

The system presents a list of open purchase orders to be received against to aid in the three-way matching process used to tie together the PO, the goods receipt and the invoice.

PO's waiting for receipt

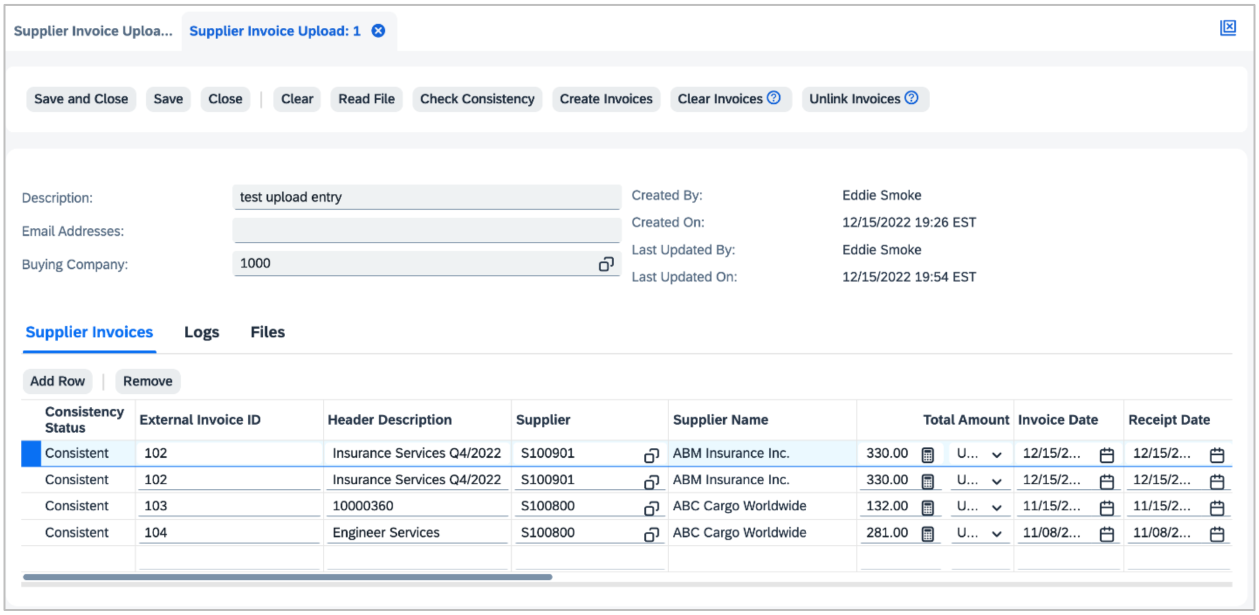


P-Card

P-card management is built directly into our solution via the Supplier Invoice upload process. This allows you to take an export file from the p-card or other charge card management system or bank website and import the file directly into the ERP suite. Mapping of specific vendor files is carried out during the project implementation process to ensure all fields required are included to provide the highest quality invoice data.

If your P-card and charge card extracts can be setup to include additional fields, for example a PO number, the system can automatically include the PO number on the invoice import to speed up matching and assignment of the invoice to your central team to code or for distribution to the department responsible for the charge.

Invoice Upload



Contract Management

To help your purchasing team ensure that you procure products at efficient prices, our solution includes a robust contract management feature that allows you to buy materials or services based on conditions already agreed between you and the supplier. The contracts inquiry allows you to create, copy, release and negotiate purchasing contracts, and to access information about the entire life cycle of the contract.

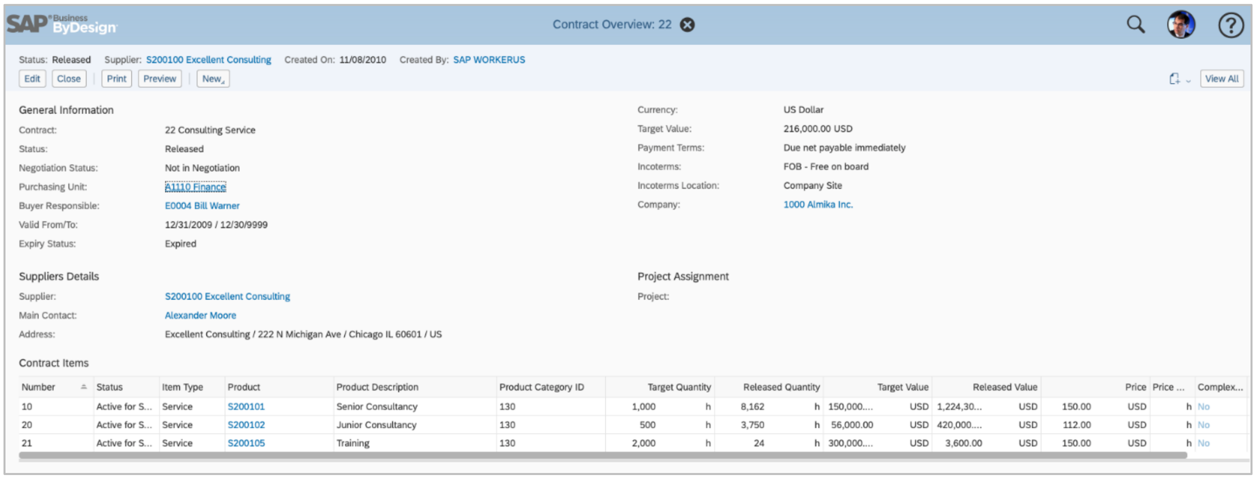
As part of the purchasing contract processing you can create, modify, and approve purchasing contracts. A buyer can create a purchasing contract from a supplier quote during the RFQ process or manually, without a preceding process to start from.

Purchasing contracts are usually created for products that are frequently purchased from suppliers with whom a long-term relationship is anticipated. A contract can be defined for a best price or discount on the purchased products allowing you to reduce your operational costs and gain a greater control over spending and supplier performance by managing their contract renewals.

Once approved, a purchasing contract can be used as a source of supply for the procurement of products or services through a purchase order helping to streamline the purchasing process for your staff.

The contracts feature has tight integration to both purchasing and accounts payable processes, both creating links to the contract when a purchase order is created and when the supplier invoice is posted. This means that from the contract view you can always see all related documents and transactions making it easy for your purchasing team to find and report on this data.

Contract Overview



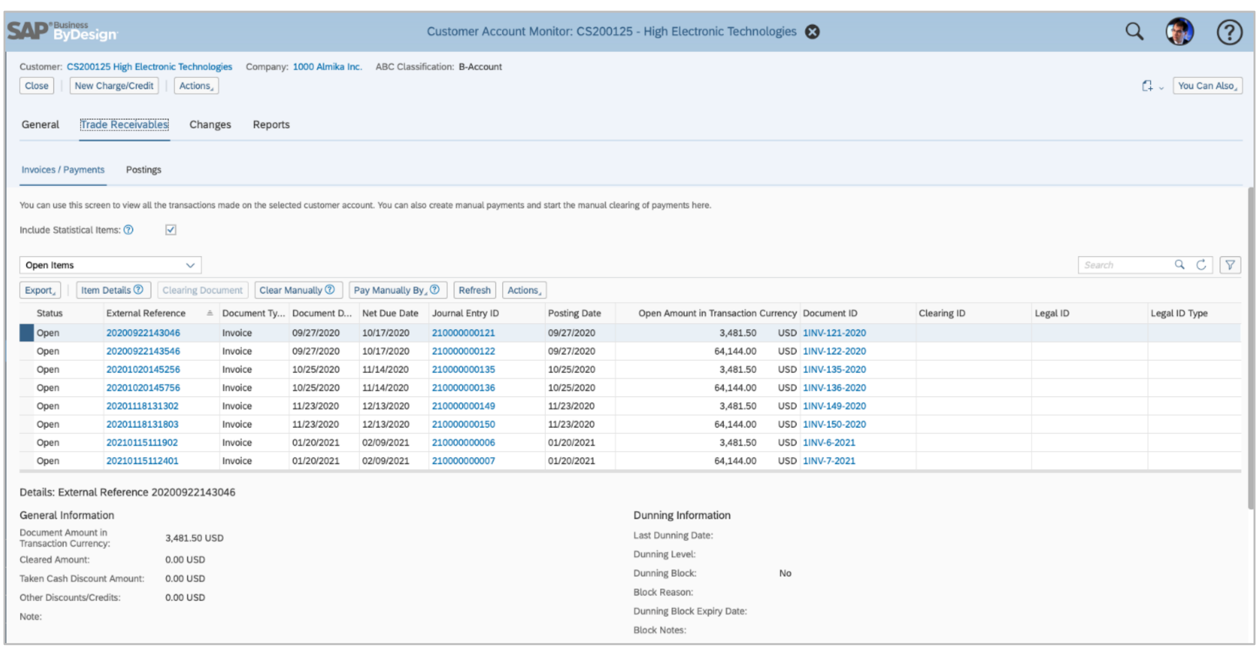
6.Accounts Receivable, Billing and Cash Receipts

Customer Management

The customer master feature of the miscellaneous receivable module allows you to setup and maintain all necessary information about your customers, create invoices and track their collections dunning levels at any point in time.

The system features an innovate duplicate account check when creating a new organization or private individual account that allows you to ensure that you keep good data quality in your application.

AR Customer Master



Invoice Generation

Invoice generation can be handled via a manual task to create an invoice specific to the customer and the goods they are being invoiced for. This allows you to create invoices for any item that you need to sell and track the receivables for in the system.

This allows you to bill for any contribution in aid scenario that may occur from work order billing and any billing you need to handle, for example selling scrap meters or other scrap from the warehouse.

Recurring Invoice Generation

Recurring invoice templates can be setup for customers that have recurring invoice schedules with you. This can include any type of invoiced item, for example monthly COBRA benefit billing, property rental charges for cell towers that need to be billed on a repetitive schedule.

The system allows you to set a fixed recurrence pattern or create an individual set of dates to invoice the customer on.

Dunning - Delinquency Tracking

Delinquency tracking is handled in our ERP solution via the dunning module. This allows you to use dunning notices or payment reminders to inform customers about amounts due on their invoices.

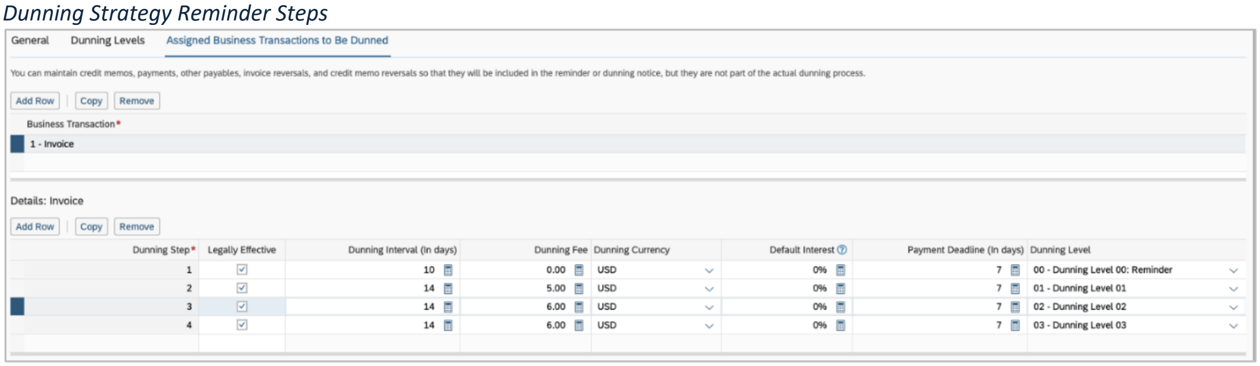
You can use a dunning run to determine on a regular basis all the invoices and down payment requests for which payment is overdue or due shortly. The run generates a dunning proposal list, which you can review and edit before the dunning notices or payment reminders are created. The dunning run bases its proposals on the dunning strategy defined in configuration.

After you have reviewed, and edited, if necessary, the dunning proposal list, it can be released. The dunning notices or payment reminders are then sent to your customers by fax or e-mail or printed for sending by mail. If you are sending by mail, you have an option to group all dunning notices to a customer to a specific "dun-to" address if you want to send all reminder letters and dunning letters to an address other than the main address of the customer.

The dunning strategy allows you to create unlimited dunning strategies for use in the system. Through this configuration you can maintain the necessary threshold dollar values to trigger a dunning task and the steps and follow up tasks that each dunning strategy contains.

Each dunning level allows you to associate default fees, percentage penalties and attach a communication template layout to be sent to the customer.

Dunning Strategy Reminder Steps



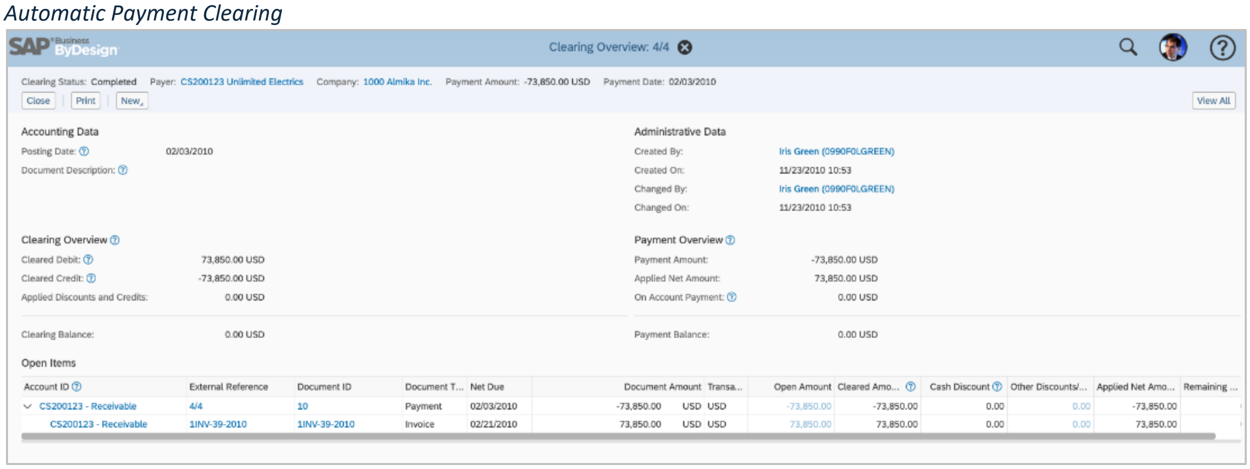
Dunning strategy determination allows you to define what types of dunning reminders to send to specific customer types. This allows external vs. internal organization department customers to be handled differently as required or allows you to associate specific one-off dunning streams to individual customers as needed.

Cash Receipts

Cash Receipts can be entered manually or automatically matched as payments from the bank via the payment matching process and payment runs. Manual entry of the payment can be handled via the Incoming payment screen directly accessible within the customer invoicing work center, with specific payment amounts able to be split across multiple open invoices and items for the customer selected.

Payment clearing runs allow you to match payments entered from the bank statement via the bank reconciliation process to the invoices based on defined criteria.

Automatic Payment Clearing



7.Accounts Payable

Our Accounts Payable solution is built around a series of best practices to help your Finance and AP team to streamline their business processes and work more efficiently. From automated processes to aid in payment selection to inbound invoice electronic import the AP module supports your team in taking the load off repetitive processes allowing them to focus on more important tasks at hand.

Three-way matching between the Purchase Order, Goods Receipt and Invoice can be handled with ease with exception management handled directly in the system.

Vendor Master

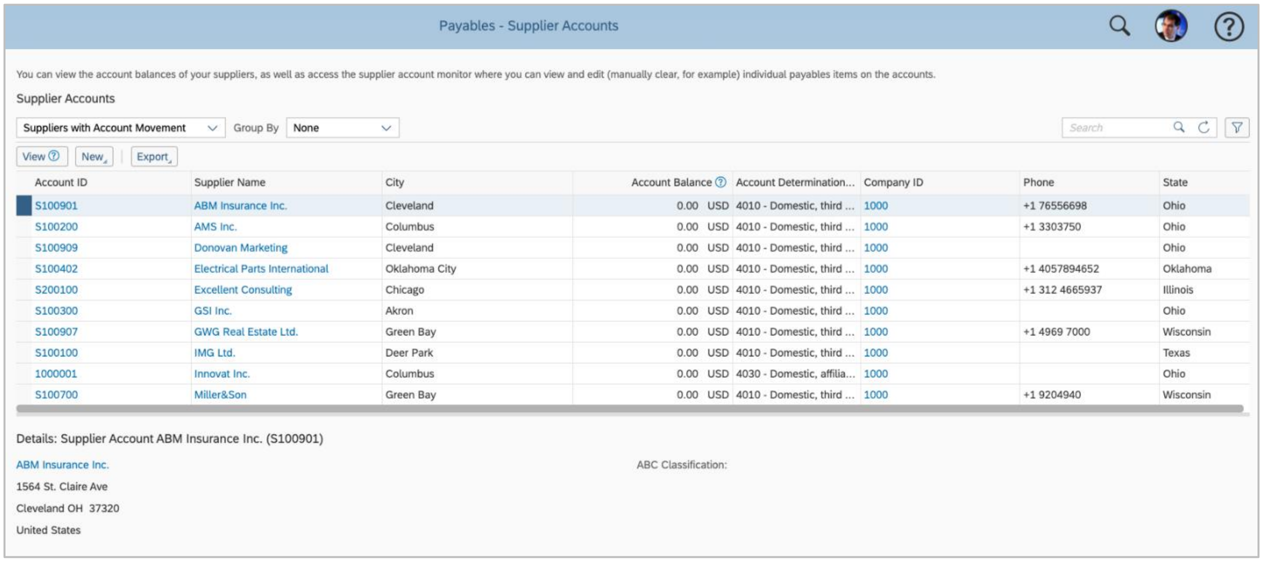
The vendor master allows you to store all necessary information regarding your suppliers, their communication methods, for example auto emailing purchase orders, business contacts, payment terms, payment methods and more.

Maintaining vendor history while preventing future purchases from a vendor that is no longer used is easily facilitated by changing the vendor status to obsolete or blocked.

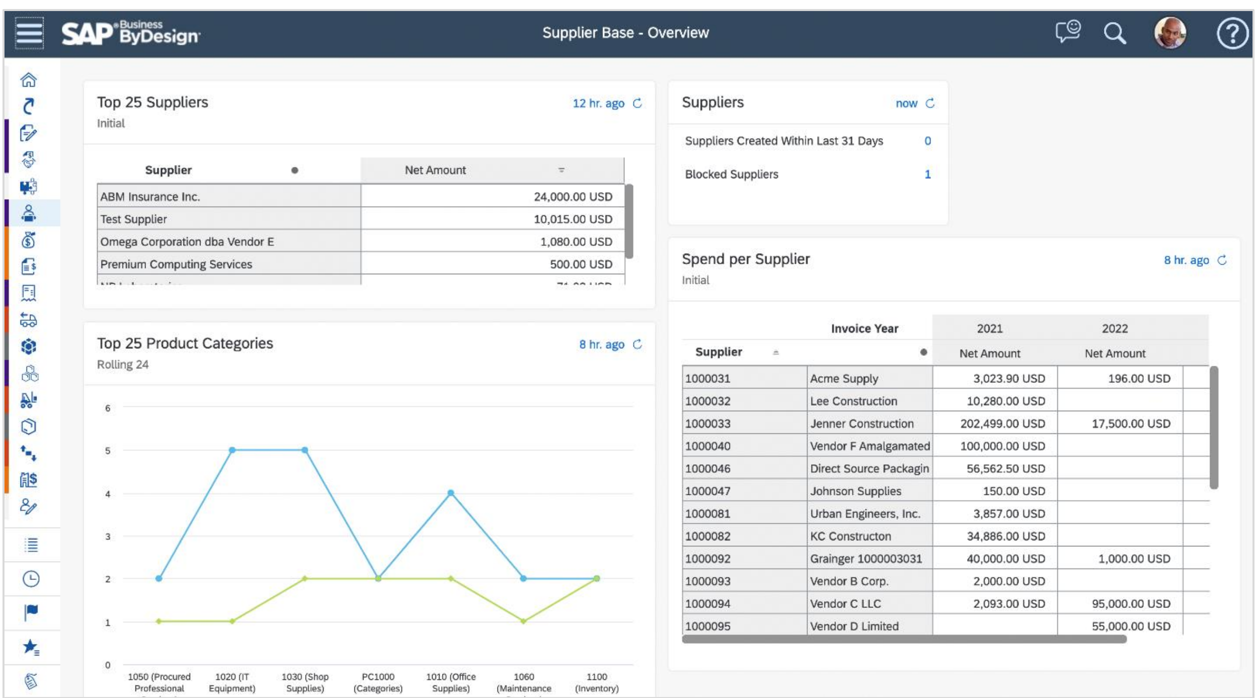
Payment method determination allows you to mark a vendor check or bank transfer payments further helping to streamline your AP processes by allowing automatic bank transfers to suppliers who support this type of payment method.

Coupled with a comprehensive user defined fields feature, change log, notes section and attachments feature you are able to store all information necessary on any of your vendors, and report on this information across the system.

Supplier Master List & Search



Supplier Base Overview



Contract Management

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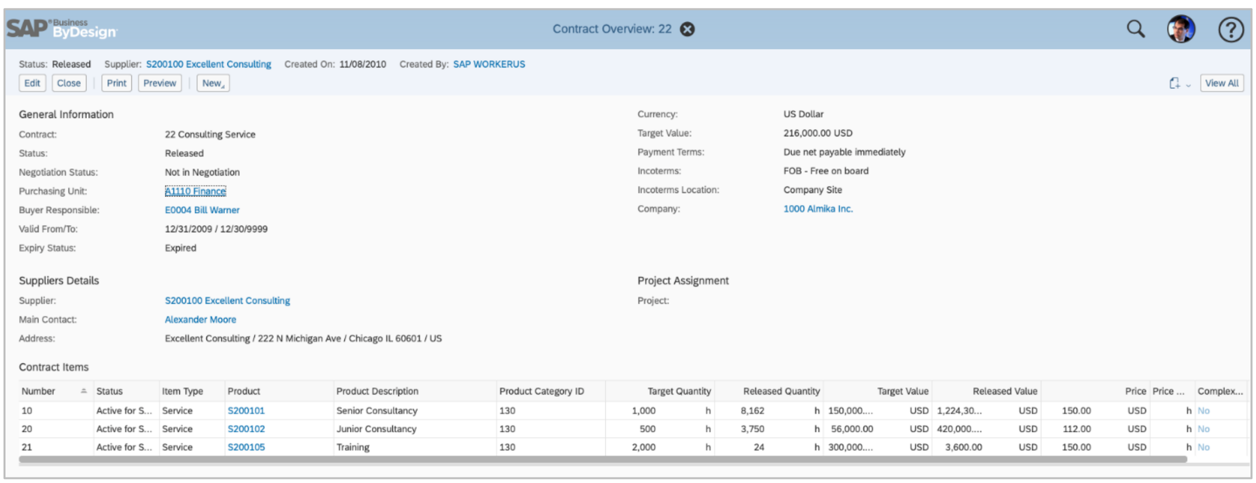
Purchasing contracts are usually created for products that are frequently purchased from suppliers with whom a long-term relationship is anticipated. A contract can be defined for a best price or discount on the purchased products allowing you to reduce your operational costs and gain a greater control over spending and supplier performance by managing their contract renewals.

Once approved, a purchasing contract can be used as a source of supply for the procurement of products or services through a purchase order helping to streamline the purchasing process for your staff.

The contracts feature has tight integration to both purchasing and accounts payable processes, both creating links to the contract when a purchase order is created and when the supplier invoice is posted. This means that from the contract view you can always see all related documents and transactions making it easy for your purchasing team to find and report on this data.

Contract Overview



Invoice Entry

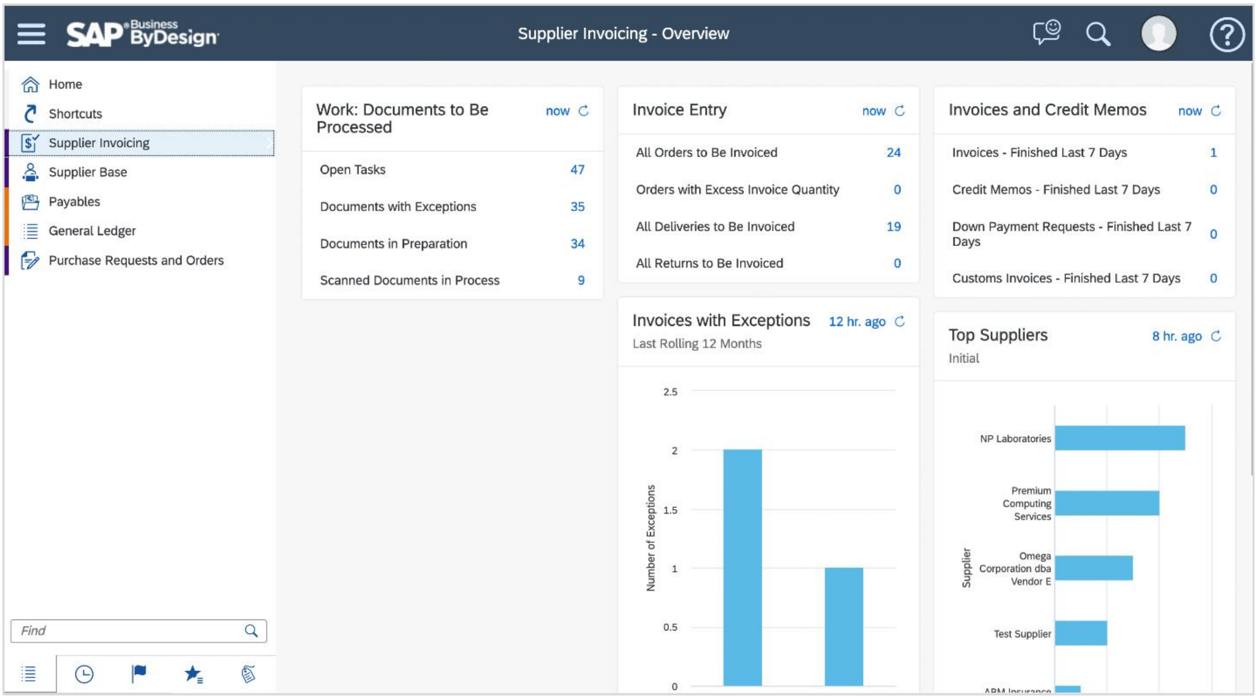
Invoice entry starts with the purchase order to allow key information to be copied over the invoice to increase the efficiency of invoice entry. Invoices without a Purchase Order can be entered manually providing additional coverage for this business process.

Entering an invoice is easy with the default information copied over from the Purchase Order. In the event any discrepancies exist between the Purchase Order, the Goods Receipt, the Invoice amounts, or prices this can be handled all from the same screen using the general or item's view allowing any variances to be easily captured.

The check button allows you to have the system check for any inconsistencies in the data entered and provide visual cues to the user as to what to do next to help complete the process.

The document flow tab provides complete visibility into all preceding processes including the Purchase Order, Inbound Delivery, Purchase Requests and Contracts. Navigating to any of these documents allows you to drill down into the specific source document and view all information related to that section of the business process. This makes any research required into the invoice easy to accomplish.

Supplier Invoicing



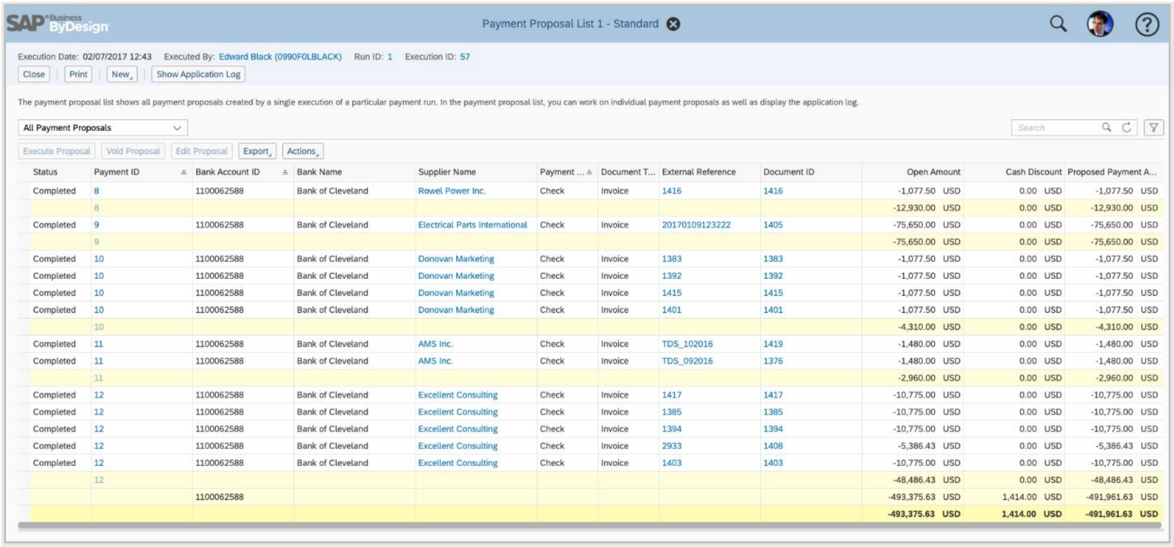
Payments

Many organizations spend hours manually printing checks on a weekly basis. With our solution you can eliminate the process and print supplier's checks via Payment Runs. This allows users to create check runs and set them on a weekly schedule for the system to process.

Setting up the payment run is an easy task that can be done during the implementation and then edited as needed by your users. Payment runs allow multiple selection criteria allowing you to slice and dice which suppliers to include on automated payment runs and which you might like more manual control over.

The Automatic Payments inquiry screen allows you to view all payment proposals that have been created by the system, drill down into the invoices that they payments relate to with full transparency and adjust as needed based on the system selections. The process takes the work out of payment management for you by automatically taking advantage of early and cash payment discount terms making sure that you are getting the greatest benefits for your business.

AP Payment Inquiry Screen



SAP Business ByDesign Payment Proposal List 1 - Standard

Execution Date: 02/07/2017 12:43 Executed By: Edward Black (0990F0LBLACK) Run ID: 1 Execution ID: 57

Close | Print | New | Show Application Log

The payment proposal list shows all payment proposals created by a single execution of a particular payment run. In the payment proposal list, you can work on individual payment proposals as well as display the application log.

All Payment Proposals

Search

Execute Proposal | Void Proposal | Edit Proposal | Export | Actions

Status	Payment ID	Bank Account ID	Bank Name	Supplier Name	Payment ...	Document T...	External Reference	Document ID	Open Amount	Cash Discount	Proposed Payment A...
Completed	8	1100062588	Bank of Cleveland	Rowel Power Inc.	Check	Invoice	1416	1416	-1,077.50 USD	0.00 USD	-1,077.50 USD
	8								-12,930.00 USD	0.00 USD	-12,930.00 USD
Completed	9	1100062588	Bank of Cleveland	Electrical Parts International	Check	Invoice	20170109123222	1405	-75,650.00 USD	0.00 USD	-75,650.00 USD
	9								-75,650.00 USD	0.00 USD	-75,650.00 USD
Completed	10	1100062588	Bank of Cleveland	Donovan Marketing	Check	Invoice	1383	1383	-1,077.50 USD	0.00 USD	-1,077.50 USD
Completed	10	1100062588	Bank of Cleveland	Donovan Marketing	Check	Invoice	1392	1392	-1,077.50 USD	0.00 USD	-1,077.50 USD
Completed	10	1100062588	Bank of Cleveland	Donovan Marketing	Check	Invoice	1415	1415	-1,077.50 USD	0.00 USD	-1,077.50 USD
Completed	10	1100062588	Bank of Cleveland	Donovan Marketing	Check	Invoice	1401	1401	-1,077.50 USD	0.00 USD	-1,077.50 USD
	10								-4,310.00 USD	0.00 USD	-4,310.00 USD
Completed	11	1100062588	Bank of Cleveland	AMS Inc.	Check	Invoice	TDS_102016	1419	-1,480.00 USD	0.00 USD	-1,480.00 USD
Completed	11	1100062588	Bank of Cleveland	AMS Inc.	Check	Invoice	TDS_092016	1376	-1,480.00 USD	0.00 USD	-1,480.00 USD
	11								-2,960.00 USD	0.00 USD	-2,960.00 USD
Completed	12	1100062588	Bank of Cleveland	Excellent Consulting	Check	Invoice	1417	1417	-10,775.00 USD	0.00 USD	-10,775.00 USD
Completed	12	1100062588	Bank of Cleveland	Excellent Consulting	Check	Invoice	1385	1385	-10,775.00 USD	0.00 USD	-10,775.00 USD
Completed	12	1100062588	Bank of Cleveland	Excellent Consulting	Check	Invoice	1394	1394	-10,775.00 USD	0.00 USD	-10,775.00 USD
Completed	12	1100062588	Bank of Cleveland	Excellent Consulting	Check	Invoice	2933	1408	-5,386.43 USD	0.00 USD	-5,386.43 USD
Completed	12	1100062588	Bank of Cleveland	Excellent Consulting	Check	Invoice	1403	1403	-10,775.00 USD	0.00 USD	-10,775.00 USD
	12								-48,486.43 USD	0.00 USD	-48,486.43 USD
		1100062588							-493,375.63 USD	1,414.00 USD	-491,961.63 USD
									-493,375.63 USD	**1,414.00 USD**	**-491,961.63 USD**

1099 Reporting

The system can manage 1099 Forms as per federal regulations – vendor designation, edit reports, generation of forms, electronic filing to IRS, etc.

Check Printing & Bank Integration

Printing checks within the solution becomes an easy task with the manual and automated printing feature included within the system by default. The print manager allows you to determine default printers for users and business functions all with security enabled access to ensure sensitive documents are accessed and printed only by users that have access.

You can also use bank transfers to make both automatic and manual outgoing payments. A bank transfer is completed when the payment information contained in the transfer is made available to the bank or banking software for collection and processing.

The payment file media run process will create the file automatically, or you can create the payment file created manually. The system will use the appropriate bank configuration file format defined during the implementation and make the file available for transfer to the bank.

8.Project Accounting and Grant Management

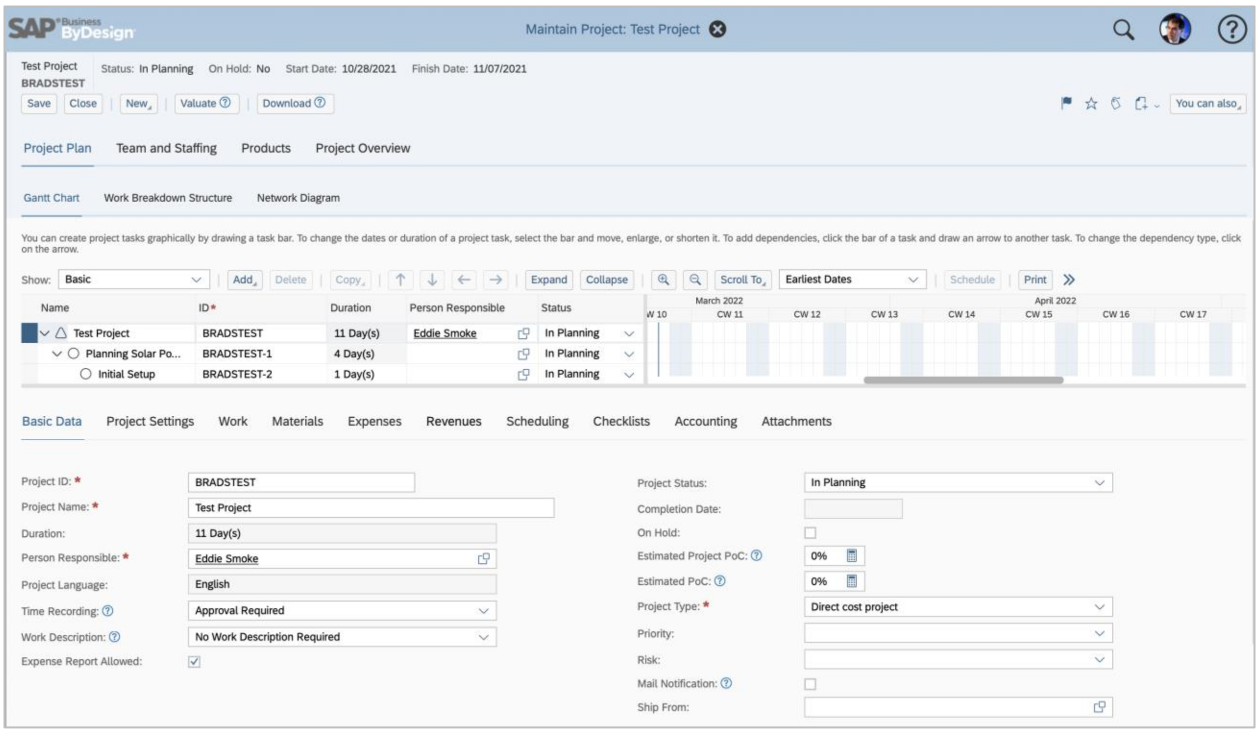
Project Accounting

Our ERP solution offers a powerful project accounting feature designed to streamline the management of both simple and complex projects, including multi-task and multi-department projects. With this tool, you can easily create projects and manage their costs, staffing, and overhead allocations within the system. The feature allows different cost centers to be assigned to specific project task lines, ensuring accurate allocation of expenses across various departments, making it simple to track project costs precisely.

In addition, project-specific settings enable you to manage time entry and payroll charges directly to each project, seamlessly integrating with the grants and budget management features in the system. This ensures that your financial tracking remains consistent and up to date. The solution also integrates with staffing and purchasing functions, allowing you to procure materials and allocate staff time directly to the project with ease.

One of the standout features is the budget vs. actuals tracking, which gives you full visibility into how actual costs are aligning with the planned budget throughout the entire project lifecycle. This helps you measure performance, control spending, and make informed decisions to keep the project on track.

Project Summary Screen



Grant Management

Our Grants Management feature provides the following capabilities, allowing you to:

- Record all funding received for grants, including internal funds
- Schedule and perform tasks related to managing grant funded projects
- Differentiate between eligible and ineligible costs for invoicing the sponsor
- Invoice the sponsor
- Report all grant related costs and revenues

Grant Applications

Grant application tracking can be handled in the system with ease, allowing you to track all key attributes regarding the grant and various funds that the grant applies to.

Grant Tracking

Tracking the grant throughout its lifecycle can be handled in the application via the user defined tasks and steps that apply to the specific grant. This allows you to create custom defined checklists for each grant and confirm who is responsible for each and their due dates to meet the terms of the grant.

9.Human Resources, Personnel Management & Employee Relations

Core HR

Your employee data is the heart of your corporate knowledge base. Vista Human Resources unleashes the power to make that data strategic. Within Vista, you create and maintain an organized database of employees, applicants, jobs, and positions. Vista creates a unique identifier, person ID, which is attached to any 'type' of person being tracked (i.e. applicant, employee, beneficiary, dependant, etc.) and resides with that person throughout their association with the organization or an employee of the organization. The product's flexibility allows you to structure your corporate data as simply or as complicated as your business needs require and allows you to have unique groupings of people to accommodate your need for tracking external regional entities. Use it to easily track your employee/people data, perform detailed calculations, create reports, and maintain a repository of detailed history. With Vista's open architecture it has the capability to seamlessly integrate with other solutions the City may need.

Knowledge At Your Fingertips

Vista Human Resources gives you immediate access to employee addresses, phone numbers, Social Security numbers, and emergency contacts if you have the security privileges to see that sensitive data. If you do not have the proper security access the data can be masked/hidden. You can also track employee educational background, skills and store related electronic documents.

And that is just the beginning. Vista also lets you easily stay in compliance with government-mandated programs such as in the United States: EEOC, OSHA, FMLA, ADA, USCIS, and HIPAA; with standard reports to facilitate filing. In addition, Vista provides you with the tools to quickly create models, simulations, graphs, charts, organization structures, and ad-hoc reports. You can also easily extract employee data for use in another tool. With Vista's open architecture, integrating organizational positions, job roles, and employee-specific data with other essential solutions becomes seamless and efficient.

Vista also streamlines the ability to perform a variety of personnel actions, such as status changes, terminations, new hire, re-hire, role changes, and rate changes in a consistent manner. Consistency in these processes will improve data integrity across the organization.

Vista Human Resources key features include:

- Complete HR administration
- E-Verify integration and automation
- Engagement and employee experience
- Position management and budgeting
- Compensation management
- Learning management
- Performance management
- Succession planning
- Intuitive employee and manager self-service
- Workplace safety and risk management
- Competencies/skills
- Licenses, certificates and achievements
- Organizational reporting hierarchies
- Extensive historical tracking
- Deploy access via mobile devices

- Electronic signatures
- Workforce communications via email or text
- Dashboards of actionable analytics
- Accessible and secure document management

Engagement And Employee Experience

Vista's employee engagement features allow staff to easily search, interact, and engage with others across the organization.

We know that gathering and listening to employee feedback is critical to your corporate culture. We have embedded a survey tool that simplifies your ability to create surveys and collect answers to your important questions within Vista Self-Service.

The Vista Employee Directory offers simplified employee engagement using a visual window into your organization where users can interact with their fellow employees. This powerful self-service tool can be configured to unlock as many functions as you are ready to activate, such as Profile, Notes, To-Do List, FAQ, Wall, Feedback, and even 360 Reviews.

E-Verify Integration: Employers with federal contracts or subcontracts that contain the Federal Acquisition Regulation (FAR) E-Verify clause are required to enroll in E-Verify as a condition of federal contracting. As part of Vista HR, we have developed an interface with E-Verify to perform employment eligibility verifications. This integration simplifies your processing of new hires, since a newly hired employee must have a case submitted within 3 days of hire. Vista delivers the integration you need to automate this task by delivering integration with the U.S. Department of Homeland Security's E-Verify Web Service to allow for employment eligibility determination during the Onboarding process.

Position and Job Management

Every company manages their employee structure differently. That is why with Vista and its flexibility you can manage your organization not just from the perspective of employees, but also from a job viewpoint. You can easily drill down through the organization to see who reports to whom.

A wide variety of job and position data can be tracked, such as qualifications, applicants, complete position history, dates, pay, and budgeting within a control group. And the essential attributes such as job descriptions, position codes, position types, and mandatory prerequisites can be identified.

Based on internal and external dates that you define; job postings can be automatically published on your company Job Center or your corporate recruiting site.

Viewing the organization from a hierarchal perspective also allows uniformity in security templates, workflow management, and directory services. Workflow routing can be dependent on the job/position so that even during change or reorganizations the approval process runs smoothly. Vista offers a visual organization charting capability of your staff. You no longer need to use a third-party tool to visualize your organizational structure.

With Vista's open architecture, integrating organizational positions, job roles, and employee-specific data with other essential solutions becomes seamless and efficient.

In addition to providing a visual picture of your organization, Vista also provides a financial view of the organization using the same hierarchal perspective. Once budgeted hours and dollars have been defined for roles within the organization, budgeted versus actual statistics can be easily gathered and presented in graphical analytics.

Onboarding

Vista Onboarding provides an opportunity for all businesses to do more to ensure that new employees become productive and satisfied members of their staff. Onboarding helps you consistently and efficiently convert new hires into engaged, empowered, productive employees.

Vista Onboarding provides your company with tools that allow you to introduce new employees to the organization and the company culture and begin to help them feel comfortable. With easy configuration you can provide employees with a virtual checklist of to-do items, an FAQ's page, and your own organization content. You will be able to easily embed a virtual version of company documents, details of their job responsibilities, and using Adobe Sign™ or DocuSign™ integration, have new hires electronically sign documents (i.e. various HR, benefit, and payroll forms) that are needed prior to starting.

The Vista Onboarding framework also leverages other useful Vista tools that you may use during onboarding, such as tests and surveys. HR administrative users can easily manage pending new hires, view where they are in their onboarding checklist, communicate reminders, and assist where appropriate.

Employers with federal contracts or subcontracts that contain the Federal Acquisition Regulation (FAR)

E-Verify clause is required to enroll in E-Verify as a condition of federal contracting. As part of Vista HR, we have developed an interface with E-Verify to perform employment eligibility verifications. This integration simplifies your processing of new hires, since a newly hired employee must have a case submitted within 3 days of hire. Vista delivers the integration you need to automate this task by delivering integration with the U.S. Department of Homeland Security's E-Verify Web Service to allow for employment eligibility determination during the onboarding process.

Key employer onboarding features include:

- Welcome new employees using Vista Onboarding
- Provide a unique new hire login
- Educate pre-hires on your corporate culture
- Configurable pre-hire checklist
- Identify new hire forms that must be collected
- Collect additional personal information for new hires
- Simple visibility into new hire progress on their tasks
- Make the new hires first day more productive!
- Onboarding reports and analytics
- E-Verify automation

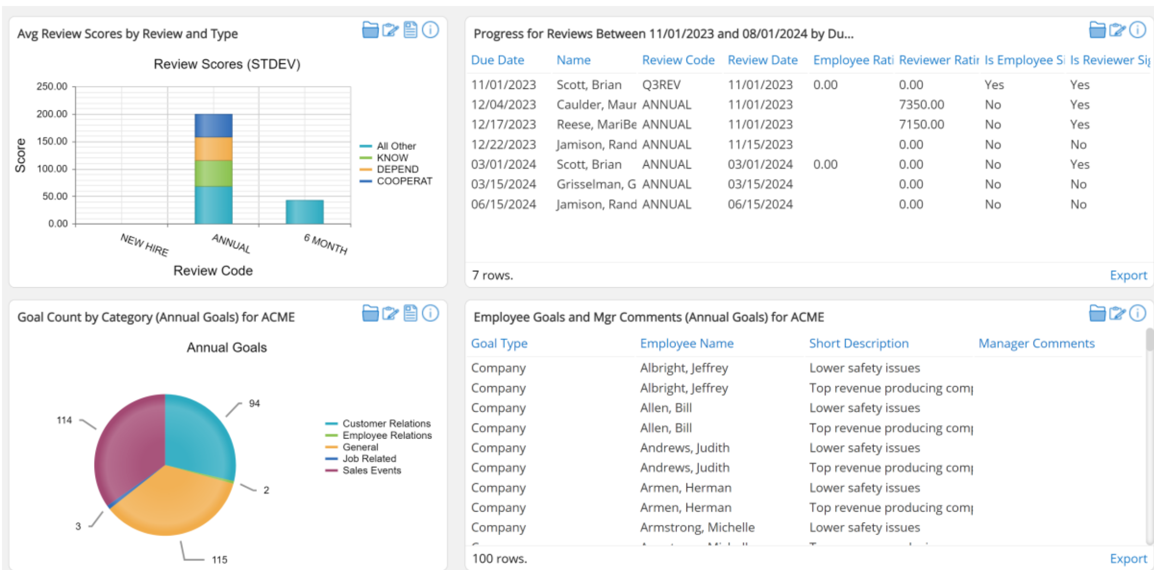
Performance Reviews

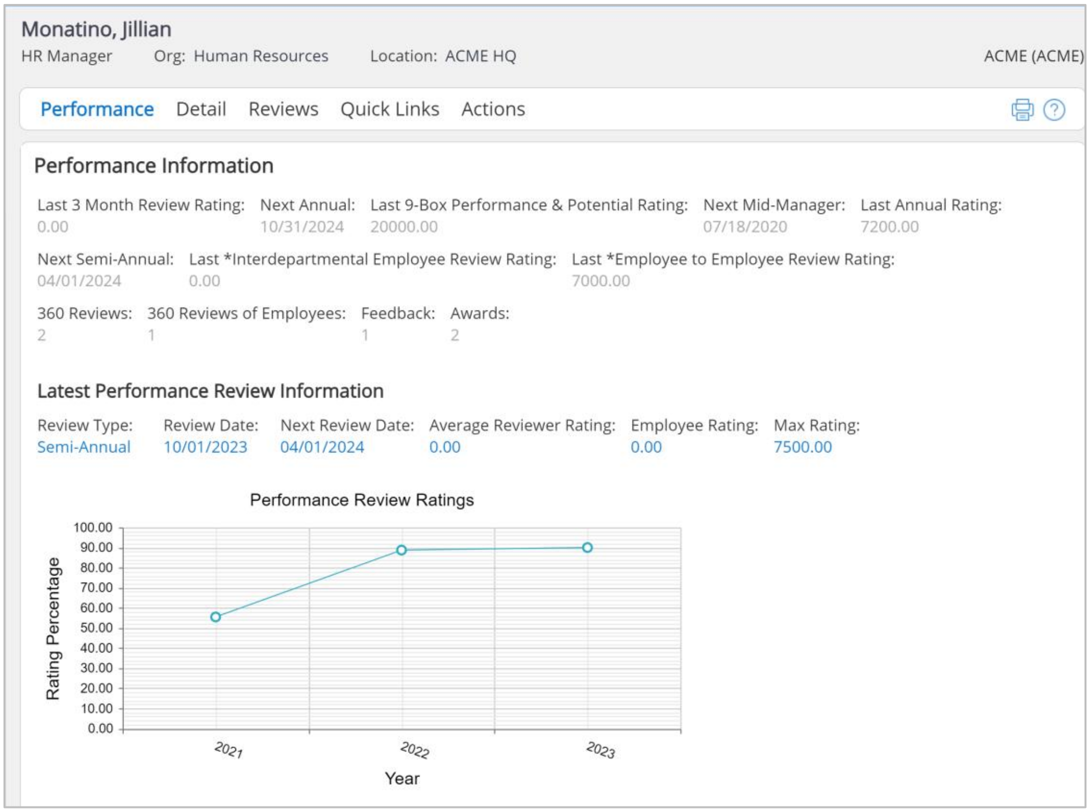
Vista Performance Reviews offer complete flexibility in defining unlimited review templates (i.e. 3-month, annual, 360) along with the related criteria (frequency, calculation of ratings, visibility of comments, allow document uploading, etc.).

The review process in Vista is completely customizable to match the way your HR department conducts reviews. You decide whether your organization allows employees to access an interactive wizard to step through each appraisal category (e.g. performance, job knowledge, goal, etc.) or you prefer a prepackaged review form that can be completed by employees. In addition to the variety of review types, Vistas provides the ability to override or add appraisal types for specific roles (position groups, jobs or positions).

Weight factors for appraisal categories and the rating result values can optionally be used to calculate appraisal results. An actionable report is presented within each review to allow managers to easily report on review details. Analytics are also provided to deploy access to managers with the information that they need to act on upcoming reviews.

Vista performance management also encompasses goal management as it is often related to performance reviews. At the employee level, individual performance review history, and a detail page which includes Goals, Achievements, Awards, Disciplinary, and Feedback data are available.





Succession Planning

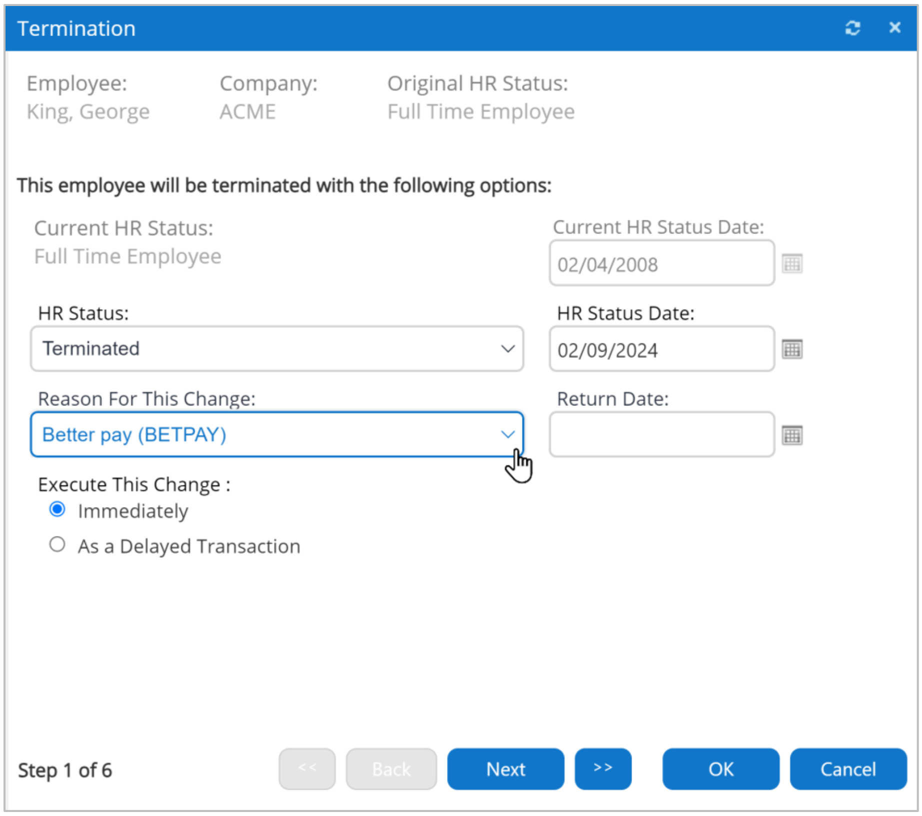
Vista uses your job qualifications and employee skills to provide intelligence on candidates who might step into a job opening, today or in the future. Once candidates are identified, using the Succession Planning dashboard, users can then easily manage candidates based upon their fit. Career planning and development can be better managed across the organization.

Offboarding

When turnover occurs, whether it be a resignation, termination, or retirement, Vista facilitates the offboarding process by guiding the user through the appropriate steps, consistently.

The offboarding process steps include:

- Vista provides multiple status codes that allow you to define the HR Termination date, separately from the Benefits and Payroll Status dates.
- Termination reasons and rehire recommendations can be collected.
- Deactivate position, security access, and deductions.
- Review any balances for leave that require payout.
- Review company property (computer, keys, etc.) issued to the employee and facilitate the return.



In addition, the Offboarding process can automatically trigger communications to other departments such as notifications to Security department so that badge is disabled, notification to IT to disable network account, etc.

Self-Service

With **Vista Self-Service** your employees – onsite and remote – have immediate access to their information. And the built-in, comprehensive data security layers ensure that employees have access to only their own personal information.

Providing employees and managers with access to their own HR, benefits, and payroll information gives them the freedom to easily review and modify their personal data. They can do it on their own time from their mobile device, at the office, or at home, without having to wait for the HR team to get the information to them or make a change.

Data can be easily configured to require approval, providing secured, monitored data updates. Of course, this takes a load off the HR and payroll departments, but it also empowers the employees.

Key features of Vista Self-Service include:

- Self-service templates to improve employee engagement.
- Employee access to view or update their information.
- Guided benefits enrollment self-service tool
- Default date formatting with optional user override.
- Manager self-service access to the activities they need.
- Advertise open jobs to your own employees.
- Mobile access for remote employees and managers

Most businesses today are pressured to manage their costs while improving efficiencies. Vista Self-Service can help you achieve both by allowing you to deploy access to your employees and managers to the activities that they need, where and when they need them.

Employee Self-Service: Employee Self-Service can provide your staff with the ability to review and modify their own personal data, easily and quickly. Employees will be empowered by their ability to get to their information in a timely manner and not always require communication with HR or payroll. And our out-of-the-box Employee Self-Service tools also enable you to easily share content and engage with employees.

Vista Security allows organizations to decide what data should be available to employees and whether they can make changes themselves to addresses, dependents, emergency contacts, and optionally require approvals. Other data can be shared such as sick/vacation/PTO balances, payroll check history, and more.

We recognize how important photo images are to allowing employees to better engage with others. Self-Service users can easily upload and edit their own photos within Vista and you have the option to require administrator approval.

Your employees can enter their own timecard and submit their time to their manager for approval. By deploying online access to paychecks, W-2s or T4s, you can eliminate paper and streamline communications. Employees can also enroll in benefits using a step-by-step open enrollment wizard that presents them with eligible benefit options and intuitively leads them through the enrollment process. Additionally, you control the level of data access; view-only, update or update with approval.

Manager Self-Service: Manager Self-Service can provide your line managers with the tools to manage their direct reports more efficiently. You control what functions managers can perform, and what data they can access using Vista security tools. For example, depending upon their roles, managers may initiate requisitions, perform performance reviews for their staff, and generate reports on-demand. By enabling your front-line managers, they can take ownership of their organization and make your organization more efficient.

Update or view-only functionality enables managers to inquire or update information such as company property, courses, direct deposit, education, employee tests, leave accruals, licenses, position information, restrictions, skills, union information, W-4 and/or T-4 information, and more. Managers can enter time for their employees, or administrators can gather the time and managers can approve it prior to payroll processing.

Access to employee information is not limited to your desktop! Regardless of logistics, your managers can access their team's data from a tablet or mobile device.

Additional Features: Depending upon your workforce, and their span of control, you may deploy additional Vista features. Vista offers complete configurability to define appropriate data access to Vista users.

10.Applicant Tracking

Capturing and effectively tracking recruiting data is vital to the success of your company.

Vista Recruiting is easy to use and maintain and presents critical applicant information in an efficient and useful manner for both human resources professionals and hiring managers, alike.

Vista Recruiting is all about ease-of-use, starting with your applicants themselves. This component allows you to gather applicant data via a personalized extension to your corporate website and provide applicants access to the Vista Recruiting Applicant website. Applicants can view your open jobs, descriptions, and qualification requirements. When interested applicants log into the site, they can build their own unique applicant profile and identify their interest in any available jobs within your organization at that time. They can tell you about their experience and how they may fit your openings, as well as apply directly from their smartphone through a step-by-step registration process. Applicants can receive appointment and test notifications and easily interact with the Recruiting team via email or text messages.

Vista Recruiting gives HR departments complete command over the entire hiring process for each department in every location while more easily tracking and controlling costs, improving applicant management, strengthening relationships with applicants, and reducing paperwork for the HR team.

Key Recruiting features include:

- Integrated HR & Recruiting platform where you manage from "recruit to hire".
- Promote openings internally and externally.
- Seamlessly direct new applicants to your personalized Recruiting portal from your corporate website.
- Recruiting portal provides an intuitive platform where users can attach critical documents, search for jobs, and easily apply.
- Recruiters can easily qualify candidates using criteria that you define. (e.g. skills, education, licenses, qualifying questions).
- Applicant ratings automatically scored by the Recruiting portal, based on user-defined qualifications for each requisition.
- Integration with over 300 job boards.

Configurable Job Portals

Vista allows you to tailor your applicant job portal to align with your corporate website, providing a seamless experience for applicants. Whether applying via desktop or mobile, candidates can easily view job openings and apply. The system supports multiple lines of business, allowing you to group jobs into categories, such as student positions or administrative roles, to attract the right talent.

Recruiting and Tracking Jobs

Vista's Recruiting feature enables users to create, track, and manage open positions. It maintains details like job title, type, requirements, and expenses incurred during the hiring process. User dashboards make it simple to filter through large applicant pools, highlighting candidates whose qualifications match the job requirements.

Applicant Ranking and Searching

Vista offers robust tools for ranking applicants by skills, education, degrees, and licenses, helping to identify top candidates. The system allows keyword searches within resumes, making it easier to find the best fit for your job. Additionally, users can match job requirements with both applicants and current employee data, streamlining the talent search.

Document Management and Applicant Correspondence

Recruiters can simplify the hiring process by allowing applicants to upload important documents like resumes and references. These documents are easy to share with hiring teams at any stage. Automated applicant communication ensures that actions like application acknowledgments or job fill notifications are triggered without manual intervention, saving time.

Expense Tracking and Interview Documentation
Vista enables users to track recruitment-related expenses such as travel and accommodation costs, linking them to specific applicants and requisitions. Interview notes and testing results can also be documented within the system, providing a complete picture of each candidate's evaluation process.

Streamlined Hiring and Reporting
Once hired, applicant data automatically transfers to the employee's record, eliminating duplicate entry. Reports and dashboards offer insightful data on applicants, requisitions, and hires, enabling users to easily analyze trends, such as time-to-fill or source of hire. With advanced analytics and simple export options, Vista makes it easy to manage recruiting data efficiently.

11.Benefit Administration

Benefits administration has become more complicated. Simplify it with Vista Benefits. From eligibility to enrollment to employee benefits statements, our Benefits component provides you with automated tools that ensure accurate results.

Vista Benefits allows you to maintain detailed information on an unlimited number of benefit plans and coverage levels for each employee and automates the processes involved in determining eligibility, calculating premiums, and appropriate payroll deductions. Vista is unique as it allows you to utilize any data for determining benefit eligibility.

With Vista's open architecture, integrating with multiple benefits providers and the Virginia Retirement System (VRS) becomes seamless and efficient.

Vista Benefits key features include:

- Complete benefits administration
- Automated eligibility and enrollment
- Enrollment wizard that guides employee selections
- Open enrollment processing
- Benefit enrollment management
  (current and open)
- Benefit employee communications
- Unlimited plans and coverage levels
- Dependent and beneficiary maintenance
- Tax deferred processing
- Tax deferred matching
- Affordable Care Act (ACA) administration
- Future enrollment
- Leave time accrual and tracking
- FSA/HSA account administration
- COBRA eligibility
- Life event enrollment
- Employee wellness
- Benefit statements

- FMLA management
- Reporting of employer benefit costs
- Integrated EDI 834 reporting
- Pension reporting
- Mobile access for remote employees and managers
- Dashboards of actionable analytics

By automating the benefits administration process, manual filing of papers and producing reports becomes outdated. Your employees will have all their benefits information at their fingertips. Your power users will be able to generate any necessary reports or analytics required by your organization, benefits carriers and federal or state governments, including the ACA reporting requirements.

The result is the ability to effectively analyze your organization's total benefits offerings and determine if they meet your employees' needs, as well as your organization's objectives.

Automated Eligibility and Enrollment

Vista allows you to define your organization's benefit plans by entering benefits eligibility and enrollment criteria within setup tables. These configurations provide a means to automate eligibility determination, and enrollment and deduction start times.

In fact, any field may be used as an eligibility component, allowing you to easily handle exceptions. You can also control the formulas for calculating premiums and coverage amounts using simple setup. Vista does it all for you!

Open Enrollment: Vista's open enrollment processing feature allows you to select your new benefit year changes without impacting your current benefits information. This includes the ability to change eligibility criteria, premium calculations, valuation formulas, and employee coverage selections. Vista provides an open enrollment wizard for employees to make their open enrollment elections through self-service.

Employee Communications: Vista Benefits offers simplified communications of employee benefits eligibility and participation via self-service. You can bring more visibility to your "hidden paycheck" by sharing employee and employer costs throughout the year. And you can provide easy access to your benefit carriers by delivering simple links to each vendor via self-service.

Leave Time Accrual & Tracking: Vista provides the tools to automate the calculation and accrual of various leave categories, such as vacation, sick, personal, or paid-time-off; as well as track the details related to other types of leave, including FMLA events. Vista provides self-service users with the ability to request time off from their desktop or mobile device, and have it flow to their manager for approval.

Tax Deferred Processing: Vista Benefits enables automatic tax deferral processing (i.e. 401(k), 403(b), 457, Roth, RRSP). Features include eligibility definition, discrimination testing, loan processing, fund matching, and multiple fund tracking.

Affordable Care Act (ACA): Vista provides a comprehensive range of functionality to ensure that you can manage, track and comply with all the employer shared responsibility provisions of the ACA. Vista provides automatic scheduling and calculation of initial and standard measurements to determine employee healthcare eligibility and stability periods.

You can simplify tracking the movement of hours to manage those employees moving up to or down from the 30-hour ACA mandate. It also enables the generation of IRS-ready 1094-C/1095-C transmission files for any number of applicable large employers (ALEs), with extensive validation to ensure accuracy and correctness according to the IRS-published error validations.

You are able to easily comply with the requirement that recipients consent to 1095-C electronic delivery and provide printable or electronic delivery of 1095-Cs to recipients. PDS also offers extensive support, training, integration, and other ACA services, including printing and delivery of forms.

12.Time and Attendance

Accessible from anywhere, Vista Time® provides flexible time and labor management for your decentralized workforces. A full variety of data collection methods are available within our Vista Time component, including biometric and swipe card devices, mobile devices, a self-service time entry clock, iris scan, and integrated telephony, making it ideal for telecommuting or flexible workforces.

Some of the key features include:

- Easy time entry from anywhere via online, mobile, clocks, kiosk, or telephony
- Project/task tracking
- Labor-cost forecasting with unlimited labor levels
- Multiple time collection detail
- Manager and employee time review and approval
- Attendance tracking with automatic integration with leave accruals
- Full integration with payroll reporting and analytics
- Manager and employee dashboards
- Time entry rules
- Drag-and-drop visual resource scheduling
- Geolocation/geofencing for limiting where employees can punch in/out
- Attendance tracking including forecasting accrued time at a point-in-time
- Proactive alert
- Tracking of employee occurrence or points

Two, unique dashboards for fast access to key features

Vista Time includes Manager and Employee Dashboards. The Employee Dashboard allows your employees to easily clock in and out through self-service when biometric or swipe card devices are not required. In addition, employees can check their hours, schedules and accrual balances; communicate about time issues using the messaging system and receive action alerts.

Vista Time's Manager Dashboard presents a snapshot of employee activity. Icons in the top right of the menu bar warn of exceptions and missing punches, allowing the manager to deal with those quickly and efficiently.

Virtual Scheduler

Vista Time's Visual Scheduler helps generate schedules easily and efficiently. Breaks and meals can be added and are dynamically controlled by payroll policies.

Click and drag schedules to copy them from employee to employee for quick schedule assignment.

Iris Time Clock

For touchless environment needs, we offer the Iris Time Clock that verifies a user's iris biometric and/or personal identification number and offers touchless punching in or out. Visual and audible prompts assist users with proper use and positioning in front of the device.

Leave Management

Leave Time Accrual & Tracking: Vista provides the tools to automate the calculation and accrual of various leave categories, such as vacation, sick, personal, or paid-time-off; as well as track the details related to other types of leave, including FMLA events. Vista provides self-service users with the ability to request time off from their desktop or mobile device, and have it flow to their manager for approval. Leave is considered a Benefit within Vista therefore giving you the ability to utilize any Benefit eligibility to accommodate any unique situations you may have.

13.Payroll

Vista Payroll strikes the perfect balance between integrated power and simplicity. With its high-performance capabilities and design efficiency, you can process large volumes of data within tight time constraints.

Vista Payroll is focused on its main tasks of calculating pay, creating paychecks, producing payroll registers, and federal, state, local, and provincial tax reports. At PDS, we devote special attention to designing comprehensive functions to automate your specific requirements for manual checks, check reversal, relocation expenses, retroactive pay increases, wage attachments, and labor charge overrides.

Vista Payroll key features include:

- Payroll administration and processing
- Extensive Time collection, calendars, and auto-pay generation
- Multiple pay calendars
- Unlimited Off-cycle payments
- U.S. federal, state, and local tax reporting
- Self-service access to paycheck history
- Self-service access to W-2s and 1095-Cs
- Job cost accounting
- Check calculator
- Retroactive processing
- Leave time accrual and tracking
- Effective-dated tax processing
- Tax maintenance profiles for unlimited employee categories
- Wage attachment processing
- Tax reciprocity
- Labor distribution and general ledger
- Extensive historical tracking
- Standard reports and English-language query tool
- Optional tax filing service with one of our partners
- Mobile delivery of pay stubs
- Workflow approval and notifications
- Dashboards of actionable analytics

Multi-Tasks and Functionality: No matter what the setting—office or plant, manufacturing or services, single facility or multiple locations—Vista provides you with complete payroll functionality.

Vista's multi-organizational system lets you process multiple pay cycles simultaneously and multiple checks per employee at multiple rates and cost centers. The system also provides you with advanced features such as multiple direct deposits, automatic deduction arrearage collection, automatic check reversal, mid-pay payrate increases, user-defined earnings types and calculations, pre-tax deductions and job cost accounting.

You can also perform multiple state taxing, as well as federal, state, and local tax deductions. In addition, the system is coupled with an ongoing tax maintenance service for up-to-date taxing information. All payroll data is easily accessible using the many PDS standard reports, Vista EasyAsk query tool or Vista Analytics.

On-Demand Check Calculator: Along with the standard payroll functions, you can also calculate and process an individual paycheck in real-time—eliminating manual check writing. You can enter various pay categories (regular, vacation, overtime, etc.), override or enter new deductions or adjust gross pay and taxes.
This feature allows for:

- "What if?" analysis of net pay and taxing options
- Elimination of manual calculations
- Multiple pay rates and pay codes
- Override capability for deductions and taxes
- Automatic updates of the employee's payroll history, check reconciliation, and general ledger information

Paycheck History: You (or your employees through self-service) can access employee paycheck history by employee name and date range to answer questions about earnings, taxes, deductions, and labor costing, thereby eliminating the need for printing of pay advice.

Earnings and Deductions: Vista's earnings and deduction tables with pre-tax capabilities enable:

- User definition of all earnings types, calculation formulas, premium rates, taxation, and garnishments
- Pre-tax deductions
- Easily modified formulas and special premium rates
- Hours and dollars tracking
- Weighted averaging calculations and shift differentials

Flexible Benefits: Vista offers automatic calculation, taxation, and tracking of pre-tax deductions with complete reporting.

Time Collection: Vista includes a variety of time collection tools for employee, administrator, or manager time entry that is streamlined with self-service, and the manager approval process. Vista delivers the means to collect time for your workforce, whether time is entered via hours worked, by projects and tasks, or by exceptions only.

Vista Payroll integrates to Vista Time or interfaces to any time and attendance tracking system with automatic input to payroll for processing and allows exception and override input. It also eliminates manual input and reduces errors and provides total control of employees' time data.

14.Compensation Management

Vista supports each phase of the wage and salary process, beginning with automatic notification of scheduled reviews through the analysis of actual pay increase activities. Through a combination of data, workflow, and flexible reporting you can configure Vista to how you administer wages and salaries.

Job tables with mass updating capabilities facilitate job and pay grade restructuring, while maintaining current salary survey benchmarks. Within job tables, users can analyze increases by budget centers or by jobs across the entire organization. Vista provides the ability to perform 'what if' scenarios, submit pay rate changes for approval, generate reports to communicate changes to employees and automatically implement increases based on the effective date. It can also help you analyze pay parity by gender or by job.

Manage annual increases using our compensation planning dashboard that simplifies the manager experience when modeling pay increases. Based upon performance, managers can easily override pay changes by individual and communicate recommendations to HR, who control approvals.

In addition, Vista has true effective-dating therefore allowing you to do point-in-time reporting along with tasks such as mid-pay period adjustments which automatically flow through at the appropriate time when the integrated Vista Payroll is calculated.

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.

Our proposed solution features the **Univerus Unity** platform, offering a single point of entry into **Univerus ERP**—a best-in-class, cloud-based SaaS solution that integrates SAP Business ByDesign® for financial management and PDS Vista Software for HR and payroll through its comprehensive HCM solution. Tailored for local governments, this seamlessly integrated system streamlines operations and enhances efficiency. **Univerus ERP** unifies all business processes into one modern platform, improving accuracy and enabling strategic decision-making by effectively bridging financial and HR processes. This solution empowers public sector organizations with the tools needed to operate efficiently and meet evolving demands.

Univerus (Blue Ocean Systems division, an SAP Business ByDesign (SAP ByD) VAR), has successfully implemented SAP products for over 15 years. SAP ByD is a purpose-built ERP solution for local government, encompassing all core financial, procurement, payables, receivables, projects, grants, and fixed assets functionality required by the City. It is coupled with a feature-rich and powerful analytics engine.

PDS Software, our HCM Strategic Solution Partner, has been a leading provider of Human Capital Management (HCM) systems since 1974. Their flagship product, PDS Vista®, is a comprehensive suite that includes essential components such as recruiting, onboarding, human resources, payroll, benefits, time & attendance, self-service, workflow, analytics, and robust reporting tools. PDS Vista® helps organizations securely manage and deploy data across their enterprise, providing powerful analytics and Key Performance Indicators (KPIs) to drive informed decision-making. Additionally, it offers extensive workflow capabilities to streamline HR processes efficiently.

Backed by an expert implementation team, an outstanding service team, and excellent support options including an online knowledge base and learning management tool, the **Univerus ERP** solution helps our clients streamline their business. Our solution enables clients to take advantage of improved and simplified business processes, reduce manual data entry, enhance reporting and transparency across the organization, and improve customer engagement channels.

We have extensive experience in digital transformation projects like the one the City is currently undertaking, offering a full range of professional services to ensure successful project delivery. Our North America-based team provides comprehensive support both during the project and post-implementation, ensuring smooth daily operations. With deep expertise in change management, we bring best practices and valuable insights to help the City successfully navigate this transition. As your trusted implementation partners, we will guide the project to a successful go-live by utilizing proven templates, effective communication strategies, and expert project management techniques.

By partnering with us, the City will be able to increase administrative efficiencies and reduce planning uncertainty. Some initial highlights of our product include:

- **Cloud-based SaaS Offering**: Our software suite solution is hosted in highly secure environments. Our offering includes test and production environments.
- **Great User Experience:** Our software is an intuitive, user-friendly, web-based solution that helps your team complete tasks quickly and accurately. It is designed for users with different skill levels, with easy-to-recognize field names, intuitive icons, and drop-down menus with clear options.
- **Data Migration, Training and Support:** Univerus has a skilled team to ensure smooth data migration from all departments. We offer thorough training and ongoing support, working closely with the City to import data, configure the system, and integrate with other tools. Every interaction is an opportunity to educate staff, helping them make the most of their time and improve project efficiency.
- **Scalability and Adaptability:** We focus on our customers' needs and collaborate to create a joint City and Univerus technology roadmap. This helps us tailor the implementation to fit both current and future needs while keeping changes manageable. Univerus also has a five-year product roadmap to ensure we use the best available technology.
- **Robust Integration:** Outside of our fully integrated product suite, we also integrate seamlessly and securely with most major public sector solutions including GIS, document management, CRM systems, etc.
- **Reporting: Univerus ERP** offers powerful reporting capabilities with a wide range of ready-to-use reports.

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)*	SAP Business ByDesign ERP – v.25.02 PDS Vista – v.7.3.5

Proposed Software Information	
Time on Market	SAP Business ByDesign – 18 years PDS Software – 50 years
Release Date of Most Current Version	SAP ByD – February 2025 PDS Vista - November 2024
Next Major Release Date	SAP ByD – May 2025 PDS Vista – April 2025
Next Minor Release Date	Minor releases and patches on-going.
Was the product proposed originally developed by your firm, or, was the product acquired from another developer/entity?	Univerus is an SAP Gold partner, Blue Ocean Systems a division of Univerus is a value added reseller. PDS – Yes, core HCM originally developed and continues to be maintain. Time & Attendance is a partner solution.
If the proposed product was acquired, what was the date of acquisition?	SAP ByD VAR-Blue Ocean Systems-Apr 2021 PDS – Vista Time partnership with nettime solutions, inc. Started 2012.
What is the future roadmap for the proposed product? Is there an end of sales or support date for the product?	Refer to SAP ByDesign and PDS Roadmaps provided following this table. No end of sales/support date.
Does your company have plans to release a differing product that offers the same or similar functionality in the next 5-10 years?	No. SAP ByD is positioned for the mid-market customer and has both Business One and S/4 HANA for the small and large customer markets respectively. PDS – We are committed to the HCM Marketplace
Licensing	
Describe how the software is licensed (e.g., named user, concurrent users, enterprise/site, power user) and the options available for licensing:	SAP ByDesign is licensed using three tiers of users; Advanced, Core & Self Service. This gives you flexibility across the licensing you hold for each user type, driving down costs and allowing you to change a user's license as needed to reflect the needs of your business. PDS Vista subscription is based on total number of active employees and components used.
How many licenses have been proposed for each license type?	SAP ByD - We have proposed 5 Advanced users, 25 Core and 60 Self-Service Users. PDS Vista - One license which covers all active employees. Vista Time is only cloud-based and utilizes a usage only; meaning, charge only for employees and supervisors who use the solution.

Proposed Software Information	
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)?	ERP: Users will be licensed based on their needs and access permissions. HR: Based on Active Employees.
How are new users added to the system? Are there incremental costs per user?	SAP ByD: Incremental costs for additional users are charged monthly based on the following rates • Advanced - $212 per month • Core - $116 per month • Self Service - $22 per month PDS: New Users when added by customer are charged a Per Employee Per Month Fee.
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.?	Yes, licenses can be reassigned. Users are named only for security and permissions.

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)
	☐	☐	X☐

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	SAP ByDesign Financial Accounting by Univerus	
2	Budgeting	Univerus Master Budget	
3	Capital Asset Accounting	SAP ByDesign Fixed Assets by Univerus	
4	Purchasing	SAP ByDesign Purchasing by Univerus	
5	Accounts Receivable	SAP ByDesign Accounts Receivable by Univerus	
6	Accounts Payable and Cash Receipts	SAP ByDesign Accounts Payable by Univerus	
7	Project Accounting and Grant Management	SAP ByDesign Project Accounting by Univerus	
8	HR and Personnel Management	Vista HR by PDS	

Proposed Software Information			
9	Applicant Tracking	Vista Recruiting by PDS	
10	Benefit Administration	Vista Benefits by PDS	
11	Time Entry	Vista Time & Attendance modules by PDS	
12	Payroll	Vista Payroll by PDS	
13	Compensation	Vista Compensation by PDS	
**Successful integration should include only those instances where both the software and the client are in production environments.*			

SAP ByDesign Road Map

SAP Business ByDesign

Product road map overview: Process enhancements and cross-function capabilities

Recent Innovations

Process Enhancements
- Mass postings for fixed assets
- Payment method in supplier invoice
- Extensibility option for supplier invoice scanning
- Reminder letters for partially delivered purchase orders
- Identified stock process extensibility—Delivery process, production process
- SWAP feature in form template selection to move the form sequence from one level to another

User Experience
- Self-service shortcuts on home page—round-offs
- UX enhancements for accessibility
- Enhanced drag-and-drop capability for attachments

Integration
- OData service to create supplier invoice scanning staging instance
- Enablement and enhancement of business documents for custom OData services
- Enhancements to data sources and reports
- Enablement of fields across business documents for partner consumption

25.02/25.05—planned[1]

Process Enhancements
- Enhancements to rebate agreement to support multiple products
- Multilevel approval process for payments
- Maintain exchange rate during payment
- Attachments in the new leave request
- Recurrence scheduling enabled for selected runs in financial documents
- Commodity codes
- P2P pricing flexibility—PO approval condition "net value change" added

User Experience
- UX polishing for accessibility

Integration
- Invoice request data source enhancements
- Enhancements to extraction data templates material data—planning area, sales org,
- Enhancement to extraction data template for price list and document list based on release status, validity period
- Enablement of fields across business documents for partner consumption and for custom OData services
- Enhancements to data sources and reports
- Enhancements to web services

Intelligent Enterprise
- Upgrade of robotic process automation framework to SAP Build Process Automation—pilot

25.08/25.11—planned[1]

Process Enhancements
- Period-end closing—enhance the closing cockpit with additional period end functionality
- Dunning letters in the document flow of customer invoice
- Overhead cost in customer project
- PO release control basing on list price status
- Supplier downpayment requests with multiple tax code

User Experience
- Microsoft Excel upload feature to support item list population in internal logistics activities
- Checkbox enabled for multiple selection on lists

Integration
- Data extraction for list price
- Attachment—data extraction
- Enablement of fields across business documents for partner consumption and for custom OData services
- Enhancements to data sources and reports
- Enhancements to web services
- Enhancements to extraction data templates

Intelligent Enterprise
- Modernizing built-in support integration
- Upgrade of robotic process automation framework to SAP Build Process Automation

26.02/26.05—planned[1]

Process Enhancements
- Period-end closing—enhancements for financial data extraction
- Order-to-cash pricing flexibility—rearrange access sequence for sales process
- Simplifying serialized product inventory adjustment
- Reapproval on purchase contracts

User Experience
- Microsoft Excel upload feature to support item list population in internal logistics activities.

Integration
- Enablement of fields across business documents for partner consumption and for custom OData services
- Enhancements to data sources and reports
- Enhancements to web services

Intelligent Enterprise
- Modernization of user assistance

Learning and Enablement
- Enhanced guided tours

PDS Roadmap

PDS 2025 Product Roadmap			
Q1 2025	**Q2 2025**	**Q3 2025**	**Q4 2025**
Platform and Product Maintenance	Platform and Product Maintenance	Platform and Product Maintenance	Platform, Product Maintenance and Year-End Enhancements
Vista Recruiting v1.1 (JobTarget)	UX Enhancements	UX Enhancements	Enhanced Tax Filing Solution
Vista API v1.1 Enhancements	Vista Mobile Enhancements	Vista Reporting and Analytics Enhancements	Online Withholding Forms Enhancements
		Time Off Accrual Enhancements	

UNIVERUS ERP SERVICES

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	Univerus - Asset Management and Work Order Management	Univerus offers a fully featured Asset and Work Order Management system developed specifically for utilities and municipal governments. Our Asset and Work Order Management system allows you to track, plan, predict and enhance all aspects of managing your infrastructure and capital assets throughout their lifecycle from build or purchase, maintenance, and eventual disposal or retirement.
2	Other Univerus solutions	Fleet Management, Route Optimization, Health & Safety Management, Utility Billing Management, Energy Management, Staff Scheduling, Parks & Recreation Management System, School District Planning. Details will be provided upon request.
3	DocuSign	If desiring e-signature integration with Onboarding forms or other desired forms.
4	Crystal Reports	Many HR/Payroll/Ben/Recruit standard reports are built in this format (.rpt) today, a single copy of Crystal would be recommended if the City desired to edit any of the 300+ delivered reports.

VI.PARTNERSHIPS/THIRD-PARTY PRODUCT RELATIONSHIP

i. Proposer to fill out the below table for each of the Partnership/Third-Party software product 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
PDS	Vista	City of Herriman, UT Jacksonville, NC County of Centre, PA	2

ii. 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.

The City will sign an agreement which includes both Univerus and PDS proposed components required and mentioned in the RFP.

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

Univerus will act a Project Lead/Prime and will work with our partner PDS and the City assigned Project Manager. Our combined teams will manage the project scheduling together with Univerus providing the necessary control over the project and our respective implementation teams.

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

Univerus will remain responsible for the ERP financial features and ongoing service as provided by our SAP ByDesign solution. PDS will be responsible for the HR, Time & Attendance and Payroll features, services and support. This will be outlined in detail in formal State of Work (SOW) provided by Univerus.

v. 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).

Yes Confirmed, Exhibit attached**. Refer to Tab 5 – References**.

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

We offer our own consulting services and do not use third parties. **Univerus ERP** is responsible for the full lifecycle of our software from kick-off, successful implementation and transition to our customer success team, we are your single point of contact for all needs

VII.General

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

Integrations outside of API's or web services are facilitated using the Unity middleware tool that allows definition of any file format and file transfer protocol. We convert the file into an API call within the middleware tool to ensure data and business rule integrity in the transfer of data into our systems.

Our API library is published using Swagger, providing a user-friendly way for your staff to review how to integrate with our solutions, including examples and test end-points as needed.

Developers from our team and yours can interact with the API as needed. Each API itself has a range of filter and grouping parameters allowing you to customize how you interact with the endpoint.

Our API is fast. Our infrastructure and technology use our own API's to interact between the front end of the solution to the back end database, as such large data set or small data set responses are given very quickly.

The **Univerus ERP** solution offers a robust REST API library published for use by any 3rd party. The City will have full access to this library as part of their support and maintenance agreement, with access being included in pricing.

We have developed a comprehensive and robust Data Pump (push and pull with external sources) component to facilitate data interchange with external systems, supporting a variety of data exchange mechanisms including:

- CSV/Text/XML
- Spreadsheets
- Webservices (REST APIs)
- Direct Database access - read/write directly to databases such as MS SQL server

Each direction allows us to integrate to webhooks and other third-party system integration techniques.
The use of any combination of these mechanisms allows **Univerus ERP** to integrate with a wide variety of external systems including custom built in-house applications and commercial off-the shelf business applications.

The Data Pump is also used to import data from external systems and process them according to user-defined business rules. This can be done real-time or on a scheduled basis.

Univerus will support existing integrations in both test and production environments.

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

Our solution includes a robust API library of which the City will have full access to as part of their support and maintenance agreement, access is included in pricing.

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.

We can offer a range of hardware solutions for cash registers and drawer functionality including printers and other peripherals as required.

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.

For a touchless environment, we offer the Iris Time Clock, which verifies a user's iris biometric and/or personal identification number for seamless, contact-free punching in or out, with visual and audible prompts ensuring proper use. Additionally, we provide a swipe clock, kiosk, and mobile functionality for flexible time capture. Alternatively, the City can opt for the Proximity Time Clock, allowing employees to record and manage time and attendance simply by waving a badge.

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.

Univerus ERP provides many reports and tools as standard built-in options within the system, supporting both predefined, scheduled reports, custom and "ad hoc" reporting. Our solution can implement filtering options within its reporting structure to allow users to define the reports at the scale and scope they require. We will work with our clients to determine the proper schedule for the transmission of scheduled reports, as well as the design of any additional, scheduled reports required.

This reporting solution can be easily used to make edits to existing canned reports that have been developed by our team, or to create new, customized reports that can be designed by your internal staff using a direct connection to our system, or most other system databases. Building and editing reports is a simple to use process with numerous configuration options so that you can get the most out of the data you are collecting.

The Univerus team will deliver a reporting workshop as part of our implementation methodology where all legacy reports are reviewed for necessity with the City and for their fit to existing core reports. The outcome of the workshops includes a reporting plan to address any necessary custom report development as necessary to meet the City's needs.

Reports can be exported into a variety of formats including Excel, PDF, CSV, HTML various formats for further analysis. The ability to view certain reports can be tied to security roles and permissions and audit functionality to ensure the business controls are appropriately managed and secured.

Financial Reporting

Univerus ERP will allow the City to create financial and accounting reports/statements as per state, municipal and federal requirements such as BARS, DRS, GASB 34, ACFR, 1099 Forms, etc.

Power BI

We have also embedded the Microsoft Power BI software into our software. This integration gives our users a powerful tool to create custom views and reports of the data in **Univerus ERP**.

Sample Reports Lists and Report Examples

SAP Business ByDesign Reports List

SAP ByDesign contains hundreds of standard reports from which to choose from, here are some samples for review.

Financial Reports List

Name	Description
Financial Statements	Provides on the basis of a financial reporting structure a balance sheet, income statement or cash flow statement.
Financial Statements - Plan/Actual - Version Comparison	Compares the plan and actual values on the balance sheet, income statement, and cash flow statement for different plan versions for a selected time frame.
Financial Statements - Plan/Actual/Forecast	Compares the plan, actual and forecast values on the balance sheet, income statement, and cash flow statement for a selected fiscal year.
Financial Statements - Preliminary Consolidation Elimination	Account balances in company after partner company transaction elimination.
Financial Statements - Two Years	Provides on the basis of a financial reporting structure a balance sheet, income statement or cash flow statement. You can compare two periods.
s (11)	
Accounts Payable - Trial Balance	Shows the trial balance for each accounts payable on the reconciliation accounts.
Accounts Receivable - Trial Balance	Shows the trial balance for each accounts receivable on the reconciliation accounts.
Cash - Trial Balance	Shows the trial balance for each cash account on the reconciliation accounts.
Fixed Assets - Trial Balance	Shows the trial balance for fixed assets on the reconciliation accounts.
Production Info. for Income Statement by Nature of Expense	You need to post manual adjustments to create an income statement by nature of expense. This report shows the necessary production information.
Recurring Journal Entry Vouchers	Shows recurring journal entry vouchers (Rec. JEV) according to their posting status. You can display all journal entry vouchers associated with a recurring journal entry voucher.
Sales Info for IS By Nature of Expense	This report shows the sales information that is needed in order to post manual adjustments to create an income statement by nature of expense.
Schedule of Changes	Shows the schedule of changes for items of financial statements, such as for equity or liablities. The type of schedule is based on the G/L accounts you select.
Tax - Trial Balance	Shows the trial balances of the tax accounts.
Trial Balance	Shows the trial balance for G/L accounts for one year. You can compare the accounting periods.
Trial Balance - Two Years	Shows the trial balance for G/L accounts. You can compare two years.

Goods Receipt and goods movement reports

Name	Description
Inbound Delivery Detailed Line Items	Provides transaction data of inbound delivery documents, including product items, quantities, identified stock, product requirement specifications and status information.
Inventory Report	
n (1)	
Confirmation Journal	Provides an overview of inventory changes and inventory movements, including goods issues/receipts/movements, inventory counts and products produced. It also shows changes to inventory as a result of confirmed logistics tasks.

AP Reports Master List

Name	Description
Aging List for Payables	Provides an aging list containing all overdue open payables listed by due date.
Aging List for Payables by Document Date	Provides an aging list containing all overdue open payables listed by document date.
Forecast List for Payables	Provides a forecast of all open payables listed by due date.
Payment Difference Reason Statistics	Shows all the clearings where a payment difference reason has been maintained.
Payment Statistics - Cash Discounts	Shows an overview of payment behavior toward suppliers.
Payment Statistics - Suppliers	Shows the payment behavior to suppliers in a ranking list.
Accounts Payable - Line Items	Shows the line items for each accounts payable on the reconciliation accounts.
Accounts Payable - Open Items	Shows the open items for each accounts payable on the reconciliation accounts.

Miscellaneous Receivable Reports

Name	Description
Dunning - Overdue days	Shows the total amounts that have been dunned , not have been dunned and status of dunning items for each dunning level as well.
Aging List for Receivables	Provides an aging list containing all overdue open receivables listed by due date.
Aging List for Receivables by Document Date	Provides an aging list containing all overdue open receivables listed by document date.
Dunning - Overdue days	Shows the total amounts that have been dunned , not have been dunned and status of dunning items for each dunning level as well.
Dunning History - Customers	Shows a record of the dunning notices issued to customers, along with associated information such as dunning levels and status.
Dunning History - Documents	Shows the dunning documents based on a cut-off date.
Dunning Statistics	Shows the percentages of the receivables amounts that have been dunned, and the percentage of the dunned amounts sent to the legal department.
Forecast List for Receivables	Provides a forecast of all open receivables listed by due date.

Purchasing & Contract Reports

Name	Description
sing (5)	
Monitoring of Automatic Purchase Order Creation	Shows the percentage of automatically created purchase orders per purchasing unit over the last 12 months and the corresponding purchasing value. The buyer can check the degree of purchasing automation for a single or for all purchasing units.
Price History per Product and Supplier	Shows the price history per product and delivering supplier over the last 12 months, the last four quarters, or the last three years on the basis of a calculated average invoice price. The buyer can also check the invoiced quantities to see the importance of the purchased product for the company.
Purchase Order History	Shows all purchase orders that have been created during the last seven days. The user can track the follow-up documents such as goods and services receipts, returns, supplier invoices, and credit memos regarding quantities, values, and dates.
Purchase Orders per Account Assignment	Shows all purchase orders per account assignment. The buyer can check the total values per account assignment and the status of the purchase order, for example, if it is approved or sent to the supplier.
Released Documents per Contract	Shows all the documents that were called off with reference to a specified contract. Shows the buyer how intensively a contract is used in terms of released documents per contract and can be used as additional source of information to the Contract Tracking report.
g (12)	
Contract Spend	Shows the company's total spend, contract spend, and contract spend ratio over the last 12 months. The buyer can analyze the contract spend per month and supplier or per month and product category. The higher the contract spend, the better the contract use in the company and the lower the maverick spend.
Contract Tracking	Shows contract utilization in terms of target quantities, target values, and already released quantities and values. Shows if and how intensively the contracts are used in operational purchasing. Can be used as an additional source of information for the report Released Documents per Contract.
Expiring Contracts	Shows contracts that are already expired or that will expire soon. The buyer can filter by supplier and/or product category. The buyer sees target quantities, target values, and already released quantities and values. This helps the buyer to prepare upcoming contract negotiations.

Inventory reports

Name	Description
Inventory Ageing	Shows the age of warehouse and external warehouse stock based on First In First Out (FIFO) basis and segregates the quantities on the basis of age buckets specified by the user.
Inventory Ageing for Predelivered Stock	Shows the age of predelivered stock based on First In First Out (FIFO) basis and segregates the quantities on the basis of age buckets specified by the user.
(1)	
Inventory Balance	Shows details of the user's opening and ending balance of inventory at a location and logistics area. It also shows details of incoming and outgoing inventory over a defined period of time.
n (2)	
Confirmation Journal	Provides an overview of inventory changes and inventory movements, including goods issues/receipts/movements, inventory counts and products produced. It also shows changes to inventory as a result of confirmed logistics tasks.
Inventory Balance	Shows details of the user's opening and ending balance of inventory at a location and logistics area. It also shows details of incoming and outgoing inventory over a defined period of time.
y (2)	
Inventory Balance	Shows details of the user's opening and ending balance of inventory at a location and logistics area. It also shows details of incoming and outgoing inventory over a defined period of time.
Physical Inventory Count	Analyzes the counted items especially with respect to deviations.

Project Accounting reports

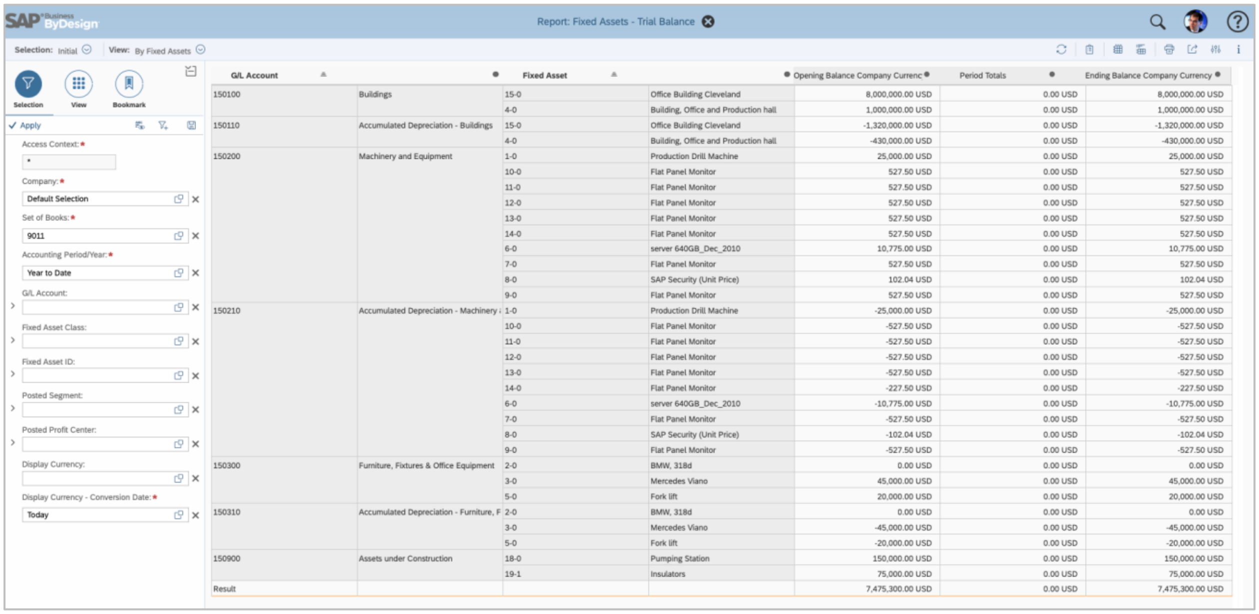
Name	Description
Effective Billing Rate	For time recordings that are invoiced according to "time and material", the report provides the net value invoiced divided by the sum of invoiced and written-off hours recorded.
Critical Projects - Performance Overview	Provides information on work and schedule deviations for multiple critical projects. For the calculation of the deviations, the project data is compared with the baseline data.
nalysis (7)	
Customer Project Overview	Provides customer project-related key figures from sales orders and invoices including quantities and net values.
Project Cost and Revenue by Project	Shows the planned and incurred costs and revenues, margins, and variances for multiple projects. For customer projects, it also shows the estimated costs and the net revenue in the sales order.
Project Cost and Revenue by Project Structure	Shows the planned and incurred costs and revenues, margins, and variances for the project tasks of a single project displayed as a hierarchical structure. For customer projects, it also shows the estimated costs and the net revenue in the sales order.
Project Plan Values	Shows the estimated costs and revenues for the project tasks of a single project based on the planned work, the planned expenses, and the planned revenues.
Project Variance by Project	Shows the aggregated baseline/ planned and planned/ actual variances for costs, revenues, and margins for multiple projects.
Project Variance by Project Structure	Shows the baseline/ planned and planned/ actual variances for costs, revenues, and margins for each project task in the hierarchical structure of a single project.
Projects - Line Items	Shows the line items for projects of all project types. For customer projects the report also lists the line items of assigned sales order items.
s (3)	
Critical Projects - Performance Overview	Provides information on work and schedule deviations for multiple critical projects. For the calculation of the deviations, the project data is compared with the baseline data.
Project Performance by Project Structure	Provides information on work and schedule deviations for a single project by project task. For the calculation of the deviations, the project data is compared with the baseline data.
Project Performance Overview	Provides information on work and schedule deviations for multiple projects. For the calculation of the deviations, the project data is compared with the baseline data. The program can be added to group multiple projects.

Fixed Assets Reports List

Name	Description
Depreciation	Shows the planned and posted depreciation and additionally planned imputed interest values of fixed assets.
Fixed Assets - Valuation Comparison	Shows values of fixed assets for two selected valuation views.
Schedule of Fixed Assets	Shows the schedule of fixed assets for each asset class.
Schedule of Fixed Assets - Global	Shows the schedule of fixed assets for each asset class, specified according to global legal requirements
s (2)	
Fixed Assets - Inventory List	Shows the acquisition value and net book value for all the fixed assets capitalized by a selected accounting period and year.
Fixed Assets - Trial Balance	Shows the trial balance for fixed assets on the reconciliation accounts.
Fixed Assets Increased Depreciation — Valuation Comparison	Shows values of fixed assets summing two selected valuation views.
Fixed Assets - Line Items	Shows the line item amounts for fixed assets, along with associated accounting information, for a selected valuation view.
Fixed Assets - Master Data	Shows the master data of fixed assets.

SAP ByDesign Report Examples

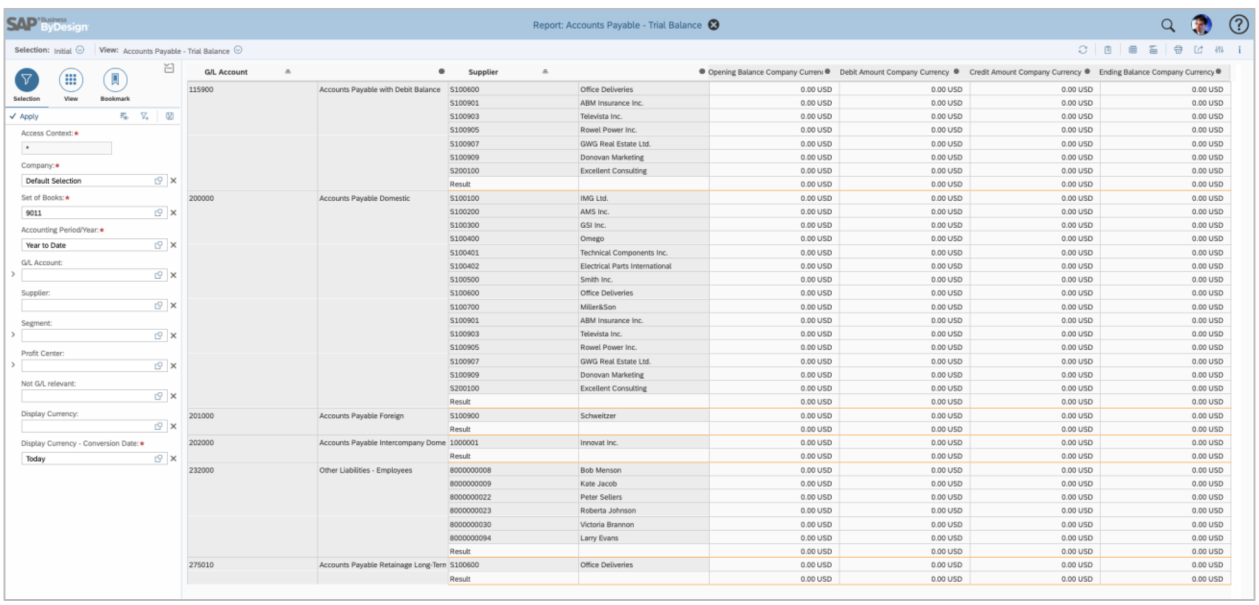
Fixed Assets Trial Balance Report Sample



Report: Fixed Assets - Trial Balance

G/L Account		Fixed Asset		Opening Balance Company Currenc	Period Totals	Ending Balance Company Currency
150100	Buildings	15-0	Office Building Cleveland	8,000,000.00 USD	0.00 USD	8,000,000.00 USD
		4-0	Building, Office and Production hall	1,000,000.00 USD	0.00 USD	1,000,000.00 USD
150110	Accumulated Depreciation - Buildings	15-0	Office Building Cleveland	-1,320,000.00 USD	0.00 USD	-1,320,000.00 USD
		4-0	Building, Office and Production hall	-430,000.00 USD	0.00 USD	-430,000.00 USD
150200	Machinery and Equipment	1-0	Production Drill Machine	25,000.00 USD	0.00 USD	25,000.00 USD
		10-0	Flat Panel Monitor	527.50 USD	0.00 USD	527.50 USD
		11-0	Flat Panel Monitor	527.50 USD	0.00 USD	527.50 USD
		12-0	Flat Panel Monitor	527.50 USD	0.00 USD	527.50 USD
		13-0	Flat Panel Monitor	527.50 USD	0.00 USD	527.50 USD
		14-0	Flat Panel Monitor	527.50 USD	0.00 USD	527.50 USD
		6-0	server 640GB_Dec_2010	10,775.00 USD	0.00 USD	10,775.00 USD
		7-0	Flat Panel Monitor	527.50 USD	0.00 USD	527.50 USD
		8-0	SAP Security (Unit Price)	102.04 USD	0.00 USD	102.04 USD
		9-0	Flat Panel Monitor	527.50 USD	0.00 USD	527.50 USD
150210	Accumulated Depreciation - Machinery	1-0	Production Drill Machine	-25,000.00 USD	0.00 USD	-25,000.00 USD
		10-0	Flat Panel Monitor	-527.50 USD	0.00 USD	-527.50 USD
		11-0	Flat Panel Monitor	-527.50 USD	0.00 USD	-527.50 USD
		12-0	Flat Panel Monitor	-527.50 USD	0.00 USD	-527.50 USD
		13-0	Flat Panel Monitor	-527.50 USD	0.00 USD	-527.50 USD
		14-0	Flat Panel Monitor	-227.50 USD	0.00 USD	-227.50 USD
		6-0	server 640GB_Dec_2010	-10,775.00 USD	0.00 USD	-10,775.00 USD
		7-0	Flat Panel Monitor	-527.50 USD	0.00 USD	-527.50 USD
		8-0	SAP Security (Unit Price)	-102.04 USD	0.00 USD	-102.04 USD
		9-0	Flat Panel Monitor	-527.50 USD	0.00 USD	-527.50 USD
150300	Furniture, Fixtures & Office Equipment	2-0	BMW, 318d	0.00 USD	0.00 USD	0.00 USD
		3-0	Mercedes Viano	45,000.00 USD	0.00 USD	45,000.00 USD
		5-0	Fork lift	20,000.00 USD	0.00 USD	20,000.00 USD
150310	Accumulated Depreciation - Furniture, F	2-0	BMW, 318d	0.00 USD	0.00 USD	0.00 USD
		3-0	Mercedes Viano	-45,000.00 USD	0.00 USD	-45,000.00 USD
		5-0	Fork lift	-20,000.00 USD	0.00 USD	-20,000.00 USD
150900	Assets under Construction	18-0	Pumping Station	150,000.00 USD	0.00 USD	150,000.00 USD
		19-1	Insulators	75,000.00 USD	0.00 USD	75,000.00 USD
Result				7,475,300.00 USD	0.00 USD	7,475,300.00 USD

Accounts Payable Trial Balance Report Sample



Report: Accounts Payable - Trial Balance

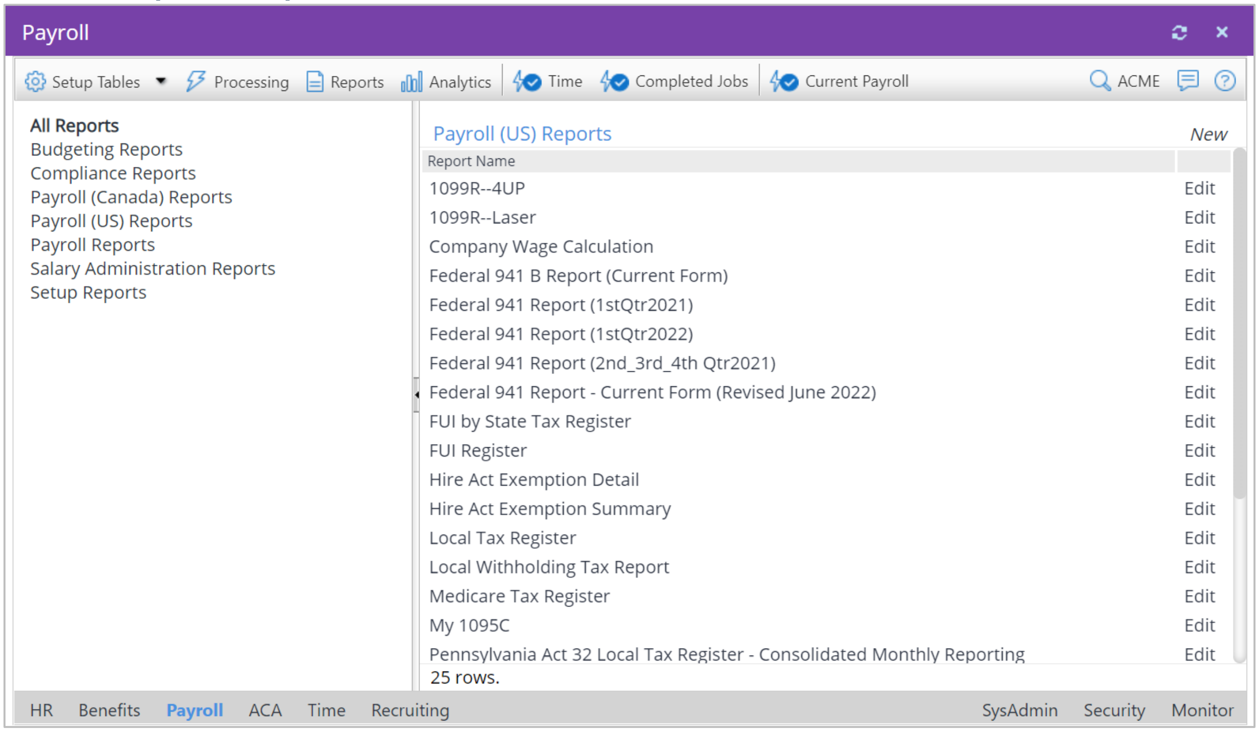
G/L Account		Supplier		Opening Balance Company Curren	Debit Amount Company Currency	Credit Amount Company Currency	Ending Balance Company Currency
115900	Accounts Payable with Debit Balance	S100600	Office Deliveries	0.00 USD	0.00 USD	0.00 USD	0.00 USD
		S100901	ABM Insurance Inc.	0.00 USD	0.00 USD	0.00 USD	0.00 USD
		S100903	Televista Inc.	0.00 USD	0.00 USD	0.00 USD	0.00 USD
		S100905	Rowel Power Inc.	0.00 USD	0.00 USD	0.00 USD	0.00 USD
		S100907	GWG Real Estate Ltd.	0.00 USD	0.00 USD	0.00 USD	0.00 USD
		S100909	Donovan Marketing	0.00 USD	0.00 USD	0.00 USD	0.00 USD
		S200100	Excellent Consulting	0.00 USD	0.00 USD	0.00 USD	0.00 USD
		Result		0.00 USD	0.00 USD	0.00 USD	0.00 USD
200000	Accounts Payable Domestic	S100100	IMG Ltd.	0.00 USD	0.00 USD	0.00 USD	0.00 USD
		S100200	AMS Inc.	0.00 USD	0.00 USD	0.00 USD	0.00 USD
		S100300	GSI Inc.	0.00 USD	0.00 USD	0.00 USD	0.00 USD
		S100400	Omego	0.00 USD	0.00 USD	0.00 USD	0.00 USD
		S100401	Technical Components Inc.	0.00 USD	0.00 USD	0.00 USD	0.00 USD
		S100402	Electrical Parts International	0.00 USD	0.00 USD	0.00 USD	0.00 USD
		S100500	Smith Inc.	0.00 USD	0.00 USD	0.00 USD	0.00 USD
		S100600	Office Deliveries	0.00 USD	0.00 USD	0.00 USD	0.00 USD
		S100700	Miller&Son	0.00 USD	0.00 USD	0.00 USD	0.00 USD
		S100901	ABM Insurance Inc.	0.00 USD	0.00 USD	0.00 USD	0.00 USD
		S100903	Televista Inc.	0.00 USD	0.00 USD	0.00 USD	0.00 USD
		S100905	Rowel Power Inc.	0.00 USD	0.00 USD	0.00 USD	0.00 USD
		S100907	GWG Real Estate Ltd.	0.00 USD	0.00 USD	0.00 USD	0.00 USD
		S100909	Donovan Marketing	0.00 USD	0.00 USD	0.00 USD	0.00 USD
		S200100	Excellent Consulting	0.00 USD	0.00 USD	0.00 USD	0.00 USD
		Result		0.00 USD	0.00 USD	0.00 USD	0.00 USD
201000	Accounts Payable Foreign	S100900	Schweitzer	0.00 USD	0.00 USD	0.00 USD	0.00 USD
		Result		0.00 USD	0.00 USD	0.00 USD	0.00 USD
202000	Accounts Payable Intercompany Dome	1000001	Innovat Inc.	0.00 USD	0.00 USD	0.00 USD	0.00 USD
		Result		0.00 USD	0.00 USD	0.00 USD	0.00 USD
232000	Other Liabilities - Employees	8000000008	Bob Menson	0.00 USD	0.00 USD	0.00 USD	0.00 USD
		8000000009	Kate Jacob	0.00 USD	0.00 USD	0.00 USD	0.00 USD
		8000000022	Peter Sellers	0.00 USD	0.00 USD	0.00 USD	0.00 USD
		8000000023	Roberta Johnson	0.00 USD	0.00 USD	0.00 USD	0.00 USD
		8000000030	Victoria Brannon	0.00 USD	0.00 USD	0.00 USD	0.00 USD
		8000000094	Larry Evans	0.00 USD	0.00 USD	0.00 USD	0.00 USD
		Result		0.00 USD	0.00 USD	0.00 USD	0.00 USD
275010	Accounts Payable Retainage Long-Tern	S100600	Office Deliveries	0.00 USD	0.00 USD	0.00 USD	0.00 USD
		Result		0.00 USD	0.00 USD	0.00 USD	0.00 USD

PDS – Vista HR sample reports list

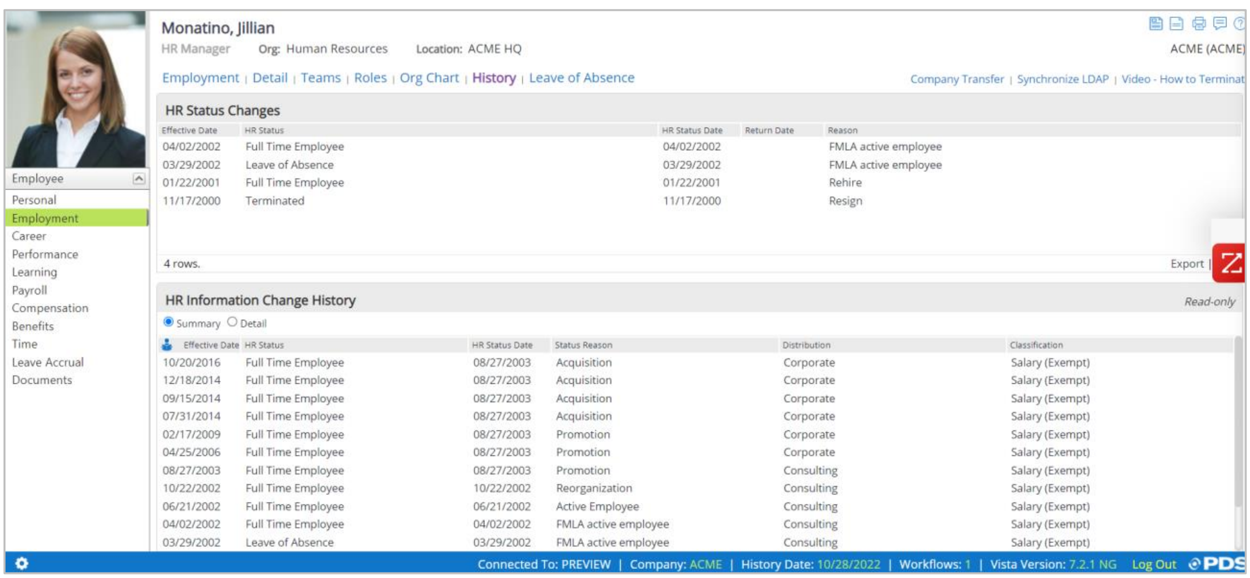
Vista's reporting is extremely flexible. Hundreds of standard reports are delivered with the Vista solution so there is no need to 'start from scratch'. PDS delivers compliance reports for Human Resources, Benefits, and Payroll and continues to enhance them as requirements change. All reports can be easily modified. Vista Reporting also provides you with the ability to add your own reports and even reuse parameters that will make it easier for the end-user to drill down into the data they need.

HR Reports - 30+	**Benefits Reports - 20+**
EEO1 Report	Vacation Schedule
EEO4 Report	Groups
EEO5 Report	Leave Accrual
IPEDS Report	Plans
OSHA 300 Report	Premiums
New Hire Report	Tax Deferred Funds
VETS-100 Report	Valuations
SSN Verification File	Zip Codes
Future Birthdays	COBRA Notification
Future License Expirations	Open Enrollment Status
Address Labels	Benefit Elections
Employee By Skills	Benefits Statement
Payroll Process Reports - 50+	**Payroll Reports - 70+**
Clear QTD Accumulators	Wage & Tax Analysis
Mass Pay Update	Third Party Entities
EFTPS Report	Deduction Arrears Register
Checks/Deposits	Deduction Register
Pay History Update	Employee Deduction Listing
Payroll Register	Labor Distribution
Bond Register	SUI Detail Register
Fiscal Register - Detail	SUI Summary Register
State Continuous Quarterly Report	SWT Summary Register
1099R Report To States	Wage Attachment Arrears
1099R Report To Federal	Wage Attachment Register
California Quarterly Report	Batch Balancing
Federal 941	Direct Deposit
Generics Report	Deductions
OCR Reporting	Earnings
T4 Processing	General Ledger
Recruiting Reports - 120+	**Workflow Reports - 15+**
Expenses	Workflow Action Step Time Statistics by Participant
Recruiters	Workflow Action Step Time Statistics by Vista Page
Sources	Workflow Action Step Time Statistics by Flow Template
Applicant Expenses	Workflow Action Step Time Statistics by Step Type
Applicant Hire Expenses	Workflow Time Statistics by Vista Page
Applicant Letter - Application Request	Workflow Time Statistics by Requestor
Applicant Letter - Company Not Hiring	Workflow Time Statistics by Workflow Template
Applicant Letter - Employment Declined by Applicant	Completed Workflow Approval Steps by Person
Applicant Letter - Interview Request	Workflow Template Report

PDS Vista Report Examples



HR Employee Work Assignment & Job History



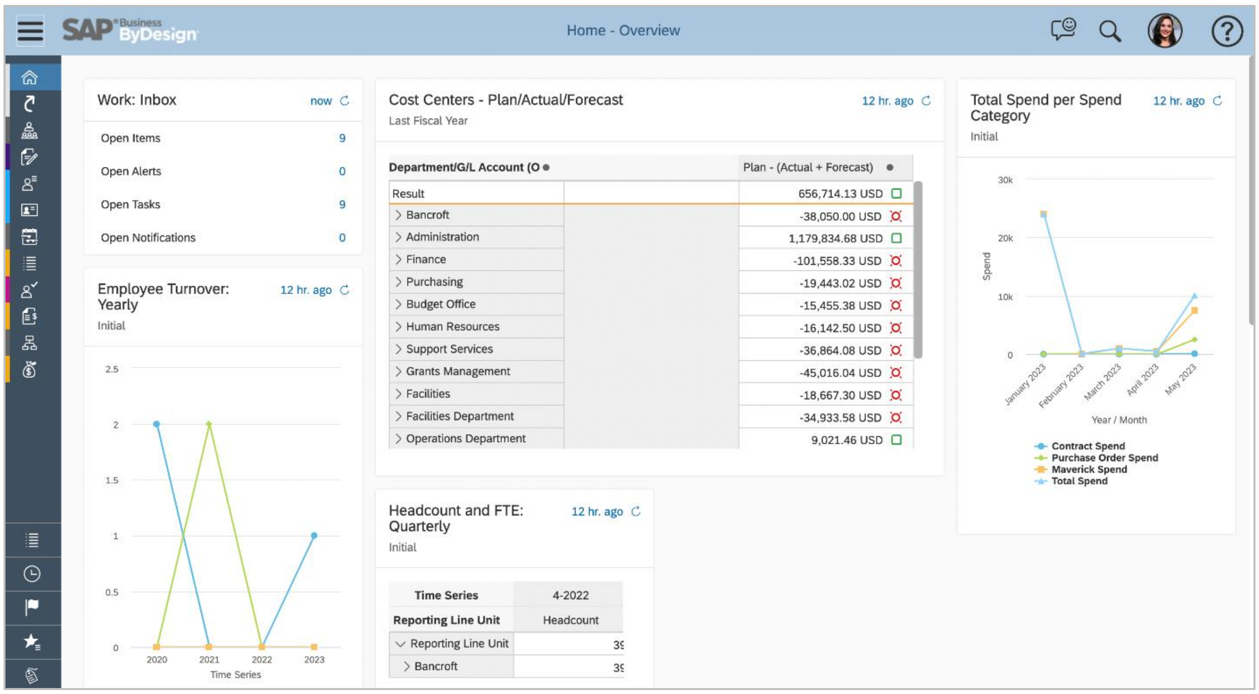
Dashboards

Our dashboards are interactive and rich in functionality and can be configured to suit the customer's needs during project implementation. The dashboard will consolidate data to produce a more comprehensive view of information that is important to that user.

Users can do things like:

- Add or remove dashboard views such as varying graph types, numerical KPIs, etc.
- Move the view by dragging and dropping the view to another location in the screen.
- Edit/configure a dashboard view and the name of the view.
- Mobile-responsive design allows users to view the data on-the-go.

Dashboard Example



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

We operate a short- and long-term roadmap. Short term is focused on development of key usability and market driven modifications. Long term roadmap looks to plan strategically our development and partnership opportunities in line with the changing customer needs of the City and in turn the needs of the City to serve these changes.

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.

We offer a range of innovative solutions within our product suite including Supplier Invoice Scanning using AI and OCR technologies to extract data from the PDF invoices scanned directly from email. We also support a range of intelligent report authoring tools using natural language query terms to build reports including the ability to take a query such as "Employee list by department" and convert this into a report grid view.

VIII.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.

The **Univerus ERP** data migration methodology is a proven process designed to successfully facilitate the conversion of data from any legacy system into the **Univerus ERP** Solution. The team will work with the City to determine the best options for data conversion (amount, types of data, staff involvement, etc.) during Contract finalization, Project Kick-Off and Requirements Gathering and Product Configurations phases. Our Conversion Analyst will lead the City through the analysis and mapping session, presenting the methodology, toolsets, and scripts that will be used during the conversion, as well as completing a detailed data mapping.

Our data migration approach can be summarized as follows:

- Data migration workshop
- Migration routines developed
- Data extraction from the legacy system
- Data migration performed to our **Univerus ERP** system
- Audit report of converted data compared to extracts
- Validation testing of the migration
- Go Live / cut-over migrations
- Post cut-over clean up as required

We recognize that a quality data migration is critical to a successful implementation. In order to ensure the integrity of the migration, our methodology provides for a series of audits and verifications. The methodology provides the following checks:

- Reconciliation of the migration. The migration audit report will identify key financial components and identify their corresponding values and totals in our solution. This ensures the greatest level of accuracy and allows investigation of any issues proactively.
- Variance analysis between source data provided and target data – with emphasis on explainable variance. The migration audit report will identify counts for all entities migrated for a deep and complete reconciliation.
- Our functional team runs a set of critical scenarios after each data migration to confirm that the solution functions correctly

The Data Migration Plan defines detailed processes and tools that will govern the migration process for data mapping, data cleansing, technical design, development and testing. The document will:

- Contain a mapping of data from current repositories included in the conversion process
- Define timing for when mutually agreed upon data cleansing will be complete
- Define the specific tasks that will be conducted by the **Univerus ERP** and the team as well as the data quality parameters
- Define the process the City will utilize to cleanse the legacy data should this be necessary, including the tools that will be used in the process and the areas of the organization that need to be involved in the process
- Define procedures that will be used to validate the conversion success and to identify data conversion problems. These verification and control procedures will describe how the data

will be validated with data record counts as well as financial balancing of all key financial components.

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.

Our general approach to retention of legacy data is to migrate at least 12 months of history to the new solution. Further migration beyond these 12 months will be based on the quality of the historical data and the type of data. Our data conversion workshop guides the City through this topic and results in a detailed data migration plan.

III.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, into 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.

Univerus roles and responsibilities include the services identified.

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

We recommend provision of the data in CSV format with text field delimiters to avoid additional commas and other punctuation marks corrupting any data field containing these.

IX.RESPONSIBILITY OF DATA CONVERSION ACTIVITIES

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

The high-level Roles and Responsibilities of each team are provided below:

- Client Functional and Technical SMEs will provide the input data to be loaded in the format expected by the **Univerus ERP** load programs. This responsibility will include the gathering and cleansing of source data.
- Client teams will the handle the cleansing of legacy data. This process reduces data volume and extract-program run time, improves quality, and minimizes data-integrity issues.

- The Client Project Team has the responsibility for development of the legacy extract programs, as needed.
- Client resources will validate the data after it is loaded into **Univerus ERP** and will sign-off formally at the end of go-live conversion/cutover.
- The **Univerus ERP** data migration team is responsible for data conversion on **Univerus ERP**.
- The **Univerus ERP** functional team members are responsible for executing and validating all data conversions for each of the test cycles, cutover rehearsals and actual go-live conversions, after the load program and legacy extract program are developed.

No	Data Conversion Activity	Proposer Role	Client Role
1	Perform Conversion Analysis of Existing Legacy Data	Lead	Participate
2	Perform Crosswalk Development of Legacy Data From Legacy System to New System	Lead	Participate
3	Provide Conversion Data	None	Lead
4	Provide File Layouts/Data Maps of Existing System	None	Lead
5	Proof Data Provided	Assist	Lead
6	Analysis of Data to be Converted	Lead	Assist
7	Developing and Testing Conversions	Lead	None
8	Review and Correct Errors	Share	Share
9	Load Converted Data Into Training Database	Lead	Participate
10	Confirmation of Converted Data in Training Database	None	Lead
11	Approval/Signoff of Converted Data in Training Database	None	Lead
12	Load Converted Data Into Live Database	Lead	Participate
13	Confirmation of Converted Data Into Live Database	None	Lead
14	Approval/Signoff of Converted Data in Live Database	None	Lead

X.GENERAL APPLICATION ARCHITECTURE OVERVIEW

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

Our solutions are cloud based and built on the principles of service ordinated architecture. This allows us to build a scalable and powerful system to meet the evolving needs of the City as you continue to grow.

XI.SYSTEM AND APPLICATION ARCHITECTURE QUESTIONS

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

SAP ByD has three different programming languages in use:

- BODL (Business Object Description Language)
- ABSL (Advanced Business Script Language)

- SAPRuby

BODL is used to describe/define business objects (BO, e.g., ServiceOrder, Employee, Customer etc.), which is typically the first step in the development process. The object-oriented language is syntactically like C# or other high-level programming languages.

ABSL manages the business application code and SAPRuby manages the UI/UX for the user.

PDS Vista has been developed using the following programming languages:

- C# and TypeScript used in Vista application
- C++ used in supporting services like Enterprise Server

COBOL (legacy modules, ongoing migration to C#)

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

Production and Test are included by default. Additional environments are available as requested at additional cost.

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

Chrome, Safari and Edge

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.

SAP Business ByDesign is built on the principles of service-oriented architecture (SOA). Integration between business capabilities is accomplished via messages. The underlying technology stack is a multi-tenancy enabled SAP NetWeaver stack, leveraging SAP's in-memory HANA database.

Vista is Web application that leverages the Microsoft stack including Windows Server, IIS, and SQL Server. Vista makes use of a common data store for all system modules. Vista is developed on a common product development framework leveraging .NET.

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

Our solution uses best in class data privacy and security standards and is compliant with international standards such as SOC 2. Physical and electronic data security protocols are maintained in addition to internal standards and business processes designed to support the security and privacy of your data. Full details of the Global Security Policy can be made available during further procurement stages, and it is always available to customers.

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.

The SAP solution runs on SAP HANA, a leading in-memory database that provides scalability and speed for all transactions. The product development team maintains an active roadmap and is continually developing the solution and releasing new features based on market trends and customer requests.

Vista is deployed and operated in Amazon Web Services (AWS) and takes full advantage of AWS' infrastructure and services. Vista is deployed, operated, secured and scaled leveraging AWS' services enabling detection and rapid response to ensure performant operation. Vista deployed on AWS provides many levers to dial in and maintain performance via compute instance sizing, memory allocation, and storage I/O bandwidth.

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

SAP ByD uses its own highly secure data centers
PDS - Amazon Web Services platform

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.

SAP provides service organization control (SOC) reports as part of our cloud services.
PDS - Amazon Web Services platform is SOC 2 compliant, and SOC 2 reports are available upon request.

Univerus has a documented Security Incident Response Plan (SIRP) that addresses the Respondent's plan for preventing, detecting, and responding to security breaches or cyberattacks in which City data or operations may be compromised. Any potential breach, including but not limited to, unauthorized access or system tampering is immediately reported to the City upon discovery.

Role Based Access/Security Management

Univerus ERP has a robust functionality to create users (internal users or external/subcontractor users) and set permission levels. Permissions are assigned to roles and each user can be assigned to one or more roles. There can be as many roles defined as required by the organization. As shown below, our solutions provide versatility when setting permissions for each role, including the ability to set rights to view, print, copy, access to selected data only, read-only access, data access based on departments, etc.

An administrator role exists that has unlimited and unrestricted access to all data, as well as access to modify or delete any erroneous data that exists in the system. The system can be easily maintained by a small group of administrators, upon completion of the training sessions. We will ensure that your team is self-sufficient when it comes to using the system to its full capabilities.

Our application can support multiple Authentication configurations. The following security models are supported:

- Username and Password (Administered through the Administrative Console)
- Active Directory integration
- Windows Authentication (Relies on Windows OS to negotiate Authentication passing authenticated credentials to our application)

Auditing

Our product can track actions, changes and/or modifications to the configuration of data in the system and of the users who performed them. It automatically tracks all activities and edits associated with each work order and provides reporting and viewing capabilities for the entire history of a work order. This includes all information for maintenance (preventative or reactive), work order/service request, defect inspection, condition inspection, addition/disposal, or any other pertinent information.
If required, access to data by the end customers can be achieved using the APIs built into the **Univerus ERP** system.

Security of Data Storage and Data Centers

The data centers that support **Univerus ERP** incorporate multiple safeguards for physical data security and integrity. They also provide high availability of your business data, using redundant networks and power systems.

Asset Protection and Data Integrity

Univerus ERP follows operating best practices for data centers by deploying computation and storage parts of the solution over separated fire-safe areas to support disaster recovery in the event of a fire.

For data backup and recovery purposes, a redundant hardware storage system performs regular backups. To provide enhanced data integrity, **Univerus ERP** uses an advanced database management solution to store customer data and securely isolate each customer's business information in its own database instance.

Power Backup and Redundancy

Univerus ERP data centers maintain multiple connections to several power companies, making a complete power outage highly unlikely. Even if the local power grid were to fail, the data centers supporting the solution have an uninterruptible power supply for short-term outages, and a diesel generator backup power supply for longer-term outages. Therefore, power interruptions or outages are unlikely to affect customer data or solution access.

Restricted Physical Access

Univerus ERP data centers, located in the US are logically separated and staffed around the clock, 365 days a year. Direct access to customer data is limited to only authorized senior individuals. Access credentials are updated regularly and are only available with authorized permission. Data centers are partitioned such that authorized personnel can access only their designated areas. No direct network connection exists between individual data centers; each data center is fully autonomous.

Communication Security

Univerus ERP relies on encryption technology that uses HTTPS to prevent unauthorized parties from intercepting network traffic. The encryption is based on the Transport Layer Security (TLS) protocol. The required encryption software is a standard component of up-to-date client operating systems and Web browsers.

Network Security

The network for **Univerus ERP** employs several security technologies. The multilayered, partitioned, proprietary network architecture permits only authorized access to the data centers that support the solution, with features that include:

- A Web dispatcher farm that hides the network topology from the outside world.
- Multiple Internet connections to minimize the impact of distributed denial-of-service (DDoS) attacks.
- An advanced intrusion detection system that continuously monitors solution traffic for possible attacks.
- Multiple firewalls that divide the network into protected segments and shield the internal network from unauthorized Internet traffic.
- Third-party audits are performed throughout the year to support early detection of any newly introduced security issues.

Authentication Mechanisms

Every user type must authenticate itself to **Univerus ERP** for regular browser-based front-end access, as well as for electronic data exchange, such as Business-to-Business communication. **Univerus ERP** does not support anonymous access.

When a new user is created in the solution, for example, during the hiring process of a new employee, a user ID is created.

To log on the solution, the following authentication mechanisms are supported:

- Logon using SAML 2.0 assertion for front-end Single Sign-On (SSO)
- Logon using client certificate (X.509) as logon certificate
- Logon using user ID and password

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).

Our solution can be used with any SSO Identity Provider (IdP) that supports SAML 2.0. For example, SAP Cloud Platform Identity Authentication, Microsoft Azure AD, OKTA, iWelcome, Microsoft ADFS (Active Directory Federation Service), SAP Cloud Identity Provider and many more.

Our system supports SAML 2.0 and OAuth 2.0 SAML Bearer authentication.

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 see above. LDAP is not supported in the cloud.

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?

Users can be created in the system by your administrative staff, new users can be created via API integration as required and then given additional security permissions specific to their business role.

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?

When using AD, the access control revocation is immediate. On addition, the user can be added manually or via API and then security permissions confirmed.

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?

The SaaS solution requires authentication via the browser.

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.

External users that are not part of the City's active directory can be set up within the application to access the system using the ERP user login functionality, outside the SSO integration to the City's active directory. Each external user is administered in the ERP suite with permissions defined to ensure that their access is setup appropriately.

Audit users for external audit firms can be set up with read only access to the system to support retrieval of supporting documentation for Invoices and Purchase Orders, for example, to aid in the audit process and reduce the burden on the City team.

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.

No

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

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.

Univerus provides support around the clock for critical issues that may require a login from outside the United States. This login is possible only via the web browser and follows the authentication and encryption standards defined to login to the system.

XIV.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?

SAP ByD uses its own highly secured data centers located in Newton Square, PA and Colorado Springs, CO.
PDS utilizes Amazon Web Services (AWS), a 3rd party hosting provider. The City's data will reside in the Ohio data center. PDS' cloud platform is designed and used to deliver PDS applications as a service to its customers.

ii. What availability and response time do you guarantee?

99.5%
Based on SLA's and issue severity. P1 issues are within 1 hour. Other SLA's exist for lower priority tickets

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?

No unplanned 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?

Can be provided during subsequent phases of the procurement process.
None.

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

Notifications are sent to the system admin account owner of the City well in advance of standard maintenance downtime. Customers are notified immediately through direct email if an unplanned outage is discovered.

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

SAP/AWS follows operating best practices for data centers by deploying computation and storage parts of the solution over separated fire-safe areas to support disaster recovery in the event of a fire.

For data backup and recovery purposes, a redundant hardware storage system performs regular backups. To provide enhanced data integrity, SAP ByD uses an advanced database management solution to store customer data and securely isolate each customer's business information in its own database instance.

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

All data is encrypted both at rest and in transit using industry-standard protocols.

SAP/AWS relies on encryption technology that uses HTTPS to prevent unauthorized parties from intercepting network traffic. The encryption is based on the Transport Layer Security (TLS) protocol. The required encryption software is a standard component of up-to-date client operating systems and Web browsers.

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.

Our solution is subject to external and internal pen tests, codes cans by external parties, Data Center operation audits in addition to bi-annual ISAE-3402/SSAE-16 external audits and annual ISO 27001 audits.

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.

The system access is handled via the authentication process via the Web browser, this integrates to your Active Directory as required for credential authentication access to the system when on or off the City network is handled via the same secure and encrypted login process.

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

The City has the option of choosing either a private cloud setup or a logically separated instance of the software.

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?

Our solution is scaled to meet the City's current needs and data processing volume, with ample capacity to accommodate future growth.

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?

SAP/AWS follows operating best practices for data centers by deploying computation and storage parts of the solution over separated fire-safe areas to support disaster recovery in the event of a fire.

For data backup and recovery purposes, a redundant hardware storage system performs regular backups. To provide enhanced data integrity, SAP Business ByDesign uses an advanced database management solution to store customer data and securely isolate each customer’s business information in its own database instance.

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

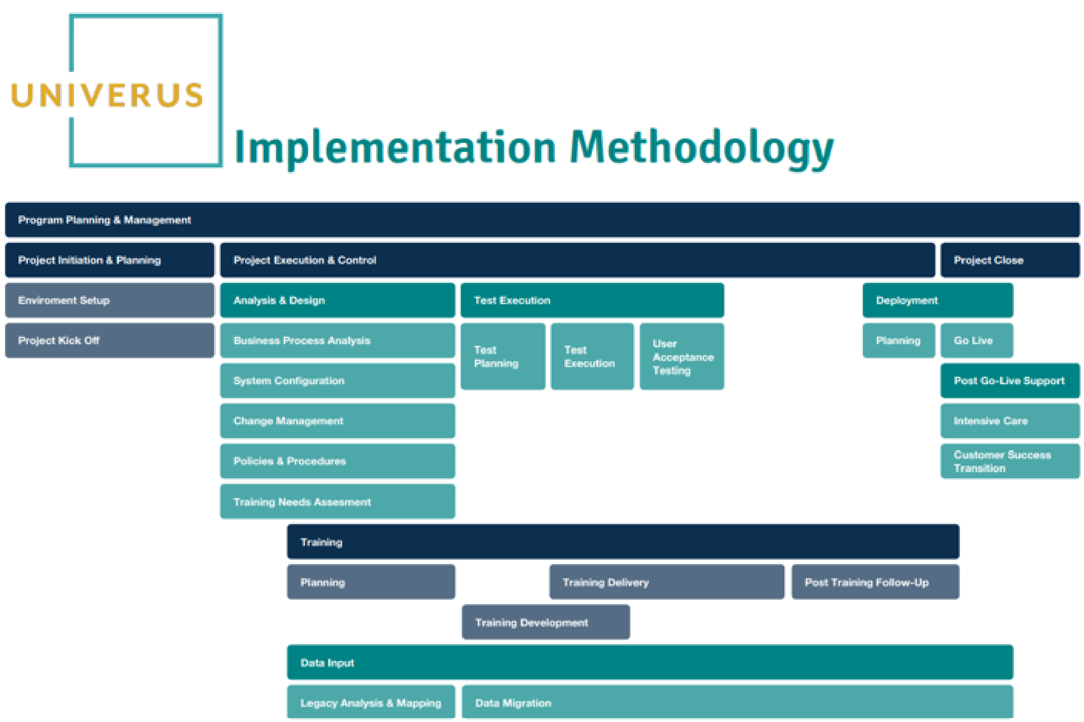
I.PROJECT APPROACH

> 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.

Univerus ERP takes responsibility for the entire lifecycle of our software, from R&D and successful implementation to transition to our customer success team, serving as your single point of contact for all needs. Our Professional Services team offers comprehensive support throughout, including planning, implementation, conversion, and go-live support. This encompasses documentation, solution design, fit gap analysis, and data analysis. We also provide a technical PS team for customizations and report writing as needed.

The **Univerus ERP** solution integrates leading software and deployment processes with extensive municipal experience. We prioritize long-term partnerships, aiming to establish a lasting and prosperous relationship with the City, addressing both current and future needs. Trust and integrity are fundamental to our approach, ensuring a solid foundation from the outset.

Our implementation approach follows industry-proven methodologies, structured across seven key phases from project initiation and kick-off to go-live and transition. Drawing from PMI (Project Management Institute) best practices, we tailor these standards to precisely align with the City's requirements, ensuring effective project execution.



Our team takes great pride in delivering a solution that your staff find easy to use and intuitive. Our philosophy is based on configuration and not customization, with a focus on providing a solution that is future proof and easy to maintain through software updates.

During the implementation period, Univerus listens and diligently works to understand your unique business processes, identifying opportunities to leverage our industry experience to streamline operations and add value. We recognize that a one-size-fits-all approach is inadequate, aiming instead to comprehend your distinct needs and critical business differences. This understanding guides us in tailoring our solutions effectively. We emphasize continuous iterative improvement throughout the project, building upon the success of each phase with a foundation rooted in prior achievements. Effective project management ensures timely and budget-conscious delivery, ensuring a successful implementation aligned with your specific requirements.

Our Approach to Implementation

Univerus' approach to providing services to our customers really comes down to two themes: Agility and customer-focus.

Individuals and Interactions – We recognize that having the right group of individuals (both from Univerus and the customer) on your project is vital to success. The best possible tools in the wrong hands are worthless. Even more important is how these individuals communicate with each other. The interactions between team members are what helps them to collaborate and solve any problems that arise. For example, we utilize a combination of meeting setups like project-wide group meetings, individual group meetings, and 1-on-1 meetings. This is important as each group have a different velocity with which they can execute. Some groups work faster than others due to factors such as technical skill level and volume of competing priorities. 1-on-1 meetings are helpful as not everyone is comfortable sharing their thoughts and ideas in a group setting. We do not want to miss out in capturing their expertise. We also like to identity one or two "champions" from each group that will really help us guide the project. We typically meet with them first prior to a meeting involving the rest of the group.

Customer Collaboration – Yes, there will be a contract executed that will detail the finished product but often there is a contrast between what we agree to at contract execution and what the customer actually requires. So, we focus on continuous agile development. We believe in developing a feedback loop with our customers so that we can constantly ensure that the end product works for them.

Responding to change – Project needs and requirements are always shifting, and priorities are always changing. Project team needs the ability to pivot and change direction whenever they need to, with a flexible project schedule that reflects that. A dynamic project schedule can change from month to month, sometimes even day to day, and agile teams are able to keep up with those changes. To that end, all project responsibilities and decisions reside with the Univerus team assigned to the customer. There is no need for them to "check in with the executive team". This allows the project to move more quickly, has less hierarchy in decision making, and fosters more open and transparent communication.

Our goal is to maintain a long-term partnership with all the customers. As such, we work hard to ensure the customers are fully satisfied throughout the software implementation process. Our commitment to customer satisfaction continues with the transition to our customers' team post go-live. Therefore, it is important to have staff be hands-on throughout. In our initial meetings, we will together review your processes, staffing, and business challenges. We will work together to identify the key project roles, best approach to engage staff in the process.

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?

Common Implementation Challenges

Customer Staff Capacity - We understand that customer team members often wear multiple hats in addition to implementing a new system. During Project Kick-off we work with the customer to identify the key stakeholders, escalation paths, and define **responsibilities** and finalize the project schedule. If there are any items that may impact schedule such as vacations, competing business priorities, are called out and schedule is adjusted as needed. Our team is agile and can respond to a dynamic project schedule to meet customer needs as priorities shift and change within their organization.

Data Quality – Inconsistent format, missing information, etc. Review, workflow agreement and cleanup of existing data is critical for a smooth conversion to the new system. Time and resources to complete project will depend on current data quality. Data conversion can take from one week to several months depending on volume and data gaps. We will review data as soon as possible to determine the best approach and resources required to build into the project schedule.

Best Practice Project Accelerators

Recommended accelerators for the implementation of **Univerus ERP** are designed to streamline the process, enhance user adoption, and ensure a successful deployment. These include:

Pre-configured Templates: Leveraging industry-specific best practices, we provide pre-configured templates for organizational structure, workflows, and processes, which reduce the time required for initial setup and configuration.

Automated Data Migration Tools: Our automated data migration tools facilitate a smooth transition of employee and organizational data into **Univerus ERP**, minimizing manual effort and reducing errors during migration.

Guided Implementation Framework: Our structured implementation framework outlines key milestones, timelines, and deliverables, ensuring alignment between our team and yours. This step-by-step approach accelerates decision-making and configuration.

Integration Blueprints: Pre-built connectors and integration blueprints allow for quicker integration with key systems like general ledger, procurement, payroll, and timekeeping, ensuring all critical systems are up and running efficiently.

Role-Based Training Modules: Tailored training programs and user guides are designed for different roles within your organization, ensuring that employees receive the necessary knowledge to adopt **Univerus ERP** quickly and effectively.

Analytics and Reporting Dashboards: Our pre-built analytics and reporting tools allow you to monitor key performance indicators (KPIs) from day one, helping to track progress and identify areas for improvement throughout the implementation process.

These accelerators enable faster deployment, reduce risks, and ensure a smooth transition to **Univerus ERP**, maximizing both short-term and long-term benefits for your organization.

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?

We will work with the City to determine the project approach/on-site frequency and plan for project delivery. When our staff are on-site, they will typically travel on a Monday, with on-site days Tuesday-Thursday and a partial day Friday with travel home expected on Friday. This is subject to exceptions for key project events such as significant upgrades, installations, conversions and of course for Go-Live and post go-live support. This is our standard approach for our implementations with our goal being to provide the best practice for success.

We are highly experienced at delivering remote meetings, user training and collaborating on implementation tasks as well as on-site. Our expertise working remotely has been enhanced due to social distancing practices. We of course take into consideration any current social-distancing or site requirements as part of our travel discipline.

The decision to conduct training on-site or over the web with the project team will be based on teams' assessment of user group, content and staff skills.

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?

Integration Toolset

Included with **Univerus ERP** is our integration toolset. This toolset allows you to create integrations with a click of a mouse. This toolset allows the creation of integrations either through direct database connections or through web services. In addition, you are also trained to be able to create your own integrations with 3rd parties outside of the Univerus suite of products.

In addition to the integration toolset, we provide documentation to all of our API's. These API's are available for you to leverage. Integrations can be either scheduled (Batches) or event driven. The flexibility of this toolset gives you the confidence to know that our software has integration capabilities both now and in the future.

Interoperability Description

Using the integration toolkit, we can easily manage and maintain interfaces, even if the systems change. It is easy to update existing interfaces though our web interfaces. Tracing and logging allow for easy detection of changes that break the integrations. Changes can be rapidly made and redeployed in minutes – not days.

You can easily re-work and restructure your integrations to adapt to changes with a click of a mouse, often without writing a line of code.

Our integration layer provides us a very flexible platform resulting in limits on interoperability and integration with external systems in projects and use cases that we have seen to date. We continue to enhance the integration layer to keep pace with evolving technology changes so do not anticipate any future limitations.

Project Task	Univerus Role	Client Role	Comments
Interface Development	Lead	None	The Univerus team delivers an interface workshop as part of our implementation methodology where all interfaces are reviewed for necessity with the Client and their function within their relevant business processes. The outcome of the workshops includes an interface plan to address migrating, development and deployment of any required interfaces.
Interface Maintenance	Lead	None	All interfaces developed by Univerus are included within the scope of the software maintenance and support provided by the annual subscription fees for the SaaS solution.

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?

All interfaces developed by Univerus are included within the scope of the software maintenance and support provided by the annual subscription fees for the SaaS solution.

Post go-live, Univerus/PDS takes full responsibility for the ongoing maintenance of developed interfaces/integrations/data exchanges. Univerus prides itself on our ability to create seamless integrations with other software solutions.

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?

Our team takes a comprehensive approach to functional configuration and business process design, ensuring that all City processes are seamlessly incorporated into the **Univerus ERP** system. Through tailored workshops, we address each module and feature individually, focusing on the City's unique requirements, daily tasks, and reports. This phase also includes an assessment of change management needs, both internal for staff and external for citizens, to ensure smooth adoption. Leveraging our industry expertise, we help determine optimal rollout timelines, minimizing disruption. Additionally, we provide guidance and communication templates to keep citizens informed about process changes, fostering transparency and a smooth transition.

Training needs are identified early in this phase, ensuring staff readiness through targeted training plans aligned with process changes. By the end of this phase, the ERP system is configured and ready for testing, enabling City staff to refine workflows, enhance efficiency, and address operational pain points. This process-driven methodology also forms the foundation for the testing strategy and feeds directly into the development of training materials. With a clear focus on defining success from the outset, this phase sets the stage for effective system testing and a seamless transition into the Data Migration and Testing phases, ensuring the solution meets the City's operational goals.

Project Task	Univerus Role	Client Role	Comments
Business Process Analysis	Lead	Assist	The Univerus Solution Architect and Functional Consultants are responsible for leading these sessions with the Client participation in workshops to ensure we develop a full understanding of your business processes.
Business Process Redesign	Lead	Assist	Our Functional Consultants, as part of the Analysis & Design phase of the project, translate your current business processes and desired process improvements into the new "to-be" processes the Client will take into the testing phases of the project.
System Set-up and Configuration	Lead	Participate	Univerus recommends that the Client are involved during this phase to learn the configuration capabilities of the solution, however knowledge transfer opportunities to achieve this exist throughout the project so Client participation is not mandatory.

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.

A successful implementation requires involvement from all key stakeholders. We recommend our customers to assign a project team lead to act as the primary point of contact during implementation. The team lead should have the appropriate experience and authority to identify and assign key staff to the project as needed. As each software module is introduced, staff/stakeholders within the service areas that will be using the module will be invited to participate in basic configuration, information gathering and establish training requirements. For example, a preventative maintenance expert will play a large role in configuring the software that will meet the needs of the staff that are responsible for gathering information in the field, completing the work, etc. Based on our previous implementation experience, we have outlined the following customer resources that will be required for the implementation project.

Project Assumptions

Category	Assumptions
Project Management	The customer recognizes that this is a project and not normal daily operations. All team members may not be accustomed to the demands of a project and will have to adjust to the needs of meeting deadlines and multi-tasking for the project to be successful.
	Prompt decision-making and problem resolution will be required to achieve on-time, on-budget project completion. It is expected that most decisions and/or problems will be resolved within five (5) business days (or to a mutually agreed timeframe). Reasonable efforts will be made to meet the requirements.
	The customer will empower their project team members to make decisions related to configuration and business processes. For some key decisions, the customer team may be required to elevate the decision process to the executive team. The customer will work to minimize the escalation of decisions to keep the decision process as streamlined and timely as possible.
	The customer will ensure project team members are available for meetings, workshops, discussions and conference calls upon request by Univerus with reasonable notice.

	Both parties agree to work a reasonable number of additional hours (when required) to help complete project deliverables and project timelines as agreed upon by both Project Managers.
	The customer is willing to consider and implement, when mutually acceptable, Univerus "Best Practices" to minimize the need for software modifications to the extent these practices meet the requirements specified in this RFP. This may not always be possible, but we hope the Client will approach each opportunity from this perspective.
	The customer will be responsible for user acceptance testing (UAT) against the requirements defined at the onset of the project. Once all requirements have been successfully tested, the customer will be asked to approve the cutover/conversion to begin.
	The Univerus Project Manager will be a single point of contact between the customer and Univerus with regard to scope, schedule and resources assigned to accomplish Univerus services.
Resources	Staffing issues will be resolved between Univerus and the customer's project manager. Both parties will make every reasonable effort to maintain stable project staffing for the life of the project and minimize disruption to the project.
	Services provided will be remote with the exception of Univerus consultants who will be onsite, as needed, during various phases of the project. Additional resources working remotely may travel onsite as needed.
	All customer and Univerus Project Team members are expected to take normal vacation and holiday days throughout the course of the project except during stages of the project where their presence is critical.
Remote Access	The customer will provide a VPN connection for Univerus resources for off-site connectivity for activities requiring remote access if required

Customer Resources

Project Sponsor	The client Project Sponsor will have primary ownership of the project and will provide guidance to client PM. The Project Sponsor will interact with the Univerus Project Director on a regular basis to ensure a strong relationship exists at that level. Additionally, the Project Sponsor will be the liaison to the client executive team, ensuring that information is disseminated at that level. The Project Sponsor will chair the Executive Steering Committee (ESC) and will be the primary approver for change control actions.
Project Coordinator	The client Project Coordinator will have primary responsibility for ensuring availability of resources, both physical and personnel. The Coordinator's responsibility including ensuring the access to and availability of meeting rooms, project work areas, equipment, and computer infrastructure as needed for the project. This includes the availability of any Core Team resources, SMEs, third party vendors, and Steering Committee as needed for project activities.
Core Team	Core team members are client employees with experience and authority to fully participate in the design of business rules and the configuration of the Solution. Core team members are chosen from each of the business areas covered by the new system. One or more will also become key to providing end-user training. This team should be comprised of subject matter experts in their functional areas. They should be fully conversant in their subject areas, empowered to make business process decisions. These core team members will participate in Analysis and Design workshops, as well as being involved in all the testing phases and preparation of processes, controls and reports for the production operations.
Subject Matter Experts (As Required)	Subject Matter Experts are client employees with experience and authority to fully participate in the design of business rules and the configuration of the Solution. They are chosen from each of the business areas covered by the new system. Ideally, these individuals would be team members, but other operational obligations prevent full-time

	participation in the project. SMEs will be involved heavily at the beginning of the project as the Discovery process occurs to configure the Solution to match the clients future business processes.
Data Conversion Analyst / Developer	The Conversion Resource should be familiar with the client's legacy systems and the business processes supported by the systems. This person should be available as needed for the relevant project phases. Expected to be 100% during the development and testing of the extract programs Will assist in analyzing all conversion related technical issues and strategies with relation to the legacy system. Will be in constant contact with the Univerus Conversion Resource in order to resolve technical issues and revise strategies as they impact the conversion tasks. Will perform monthly (approx.) data conversions during the Integrated Testing phase of the project. The effort will last for about a week each time.
Trainers	A train-the-trainer approach will be adopted to ensure key staff are familiar with the software. Exploration of this suggested approach or alternatives may require further discussion with the customer.

Deliverable Roles/Ownership

Outlined below are the basic deliverable roles and task ownership for both Univerus and Client teams involved in the project.

Project Task	Univerus Role	Client Role	Comments
Business Process Analysis	Lead	Assist	The Univerus Solution Architect and Functional Consultants are responsible for leading these sessions with the Client participation in workshops to ensure we develop a full understanding of your business processes.
Business Process Redesign	Lead	Assist	Our Functional Consultants, as part of the Analysis & Design phase of the project, translate your current business processes and desired process improvements into the new "to-be" processes the Client will take into the testing phases of the project.
System Set-up and Configuration	Lead	Participate	Univerus recommends that the Client are involved during this phase to learn the configuration capabilities of the solution, however knowledge transfer opportunities to achieve this exist throughout the project so Client participation is not mandatory.
Report Development	Lead	Participate	The Univerus team delivers a reporting workshop as part of our implementation methodology where all legacy reports are reviewed for necessity with the Client and for their fit to existing core reports. The outcome of the workshops includes a reporting plan to address any necessary custom report development as necessary to meet the Client's needs.
Data Conversion Mapping	Lead	Assist	The Univerus team delivers a conversion workshop as part of our implementation methodology where all legacy data systems and the relevant data is reviewed to ensure we understand how this will be mapped into the Univerus solution suite. The outcome of these workshops is the Data Conversion plan where we document all field mappings and define the extract, transform and load process to meet the Client's needs.
Data Conversion Proofing	Lead	Assist	Following the deployment of the first conversion, the Univerus team quality checks all converted data using a range of pre-defined tests from the Conversion plan. This is then validated and released to the Client team to review the data and confirm its accuracy, supported by the Univerus team.

Data Conversion Loading	Lead	None	The Univerus data migration specialists and Functional Consultants work together to load the data and ensure the accuracy and quality of the converted data loaded to the system. The Client is involved with the Data Conversion Proofing and review as documented above.
System Testing	Lead	Assist	Our implementation methodology has a predefined set of tests for each functional area within the system. As part of this, during the Test Planning workshops that follow the Analysis & Design phase we develop a prescriptive Test Plan for review and approval by the Client staff. This is tailored to the Client's needs based on the functional modules and business processes adopted during the Analysis & Design phase. Initial system testing is completed by the Univerus team, validating that the setup and configuration meets the business processes defined. The Client is strongly encouraged to be part of the early test phases of the project where we deliver the Train the Tester workshop to review how to test the software and provide guided walkthroughs of the configured system. We recognize that the Client staff have multiple responsibilities daily and build a test plan tailored to your needs.
Interface Development	Lead	None	The Univerus team delivers an interface workshop as part of our implementation methodology where all interfaces are reviewed for necessity with the Client and their function within their relevant business processes. The outcome of the workshops includes an interface plan to address migrating, development and deployment of any required interfaces.
Interface Maintenance	Lead	None	All interfaces developed by Univerus are included within the scope of the software maintenance and support provided by the annual subscription fees for the SaaS solution.
Train-the-Trainer Training	Lead	Participate	Our training methodology includes a detailed Training Needs Analysis phase where we review the implemented business processes and user roles within each Client department. The outcome of this workshop is the Training Plan that documents the necessary training to be delivered to the Client in the Train the Trainer format and documents the detailed End User Training plan. Univerus has a range of pre-developed training courses made available to the Client team as templates for their training documentation, delivered via the Unity platform integrated Learning Management System.
End-User Training	Assist	Lead	As part of the Training Needs Analysis workshop and Training Plan, our team guides the Client in the delivery of the End User Training workshops. Our support during this phase of the project is critical for the Client, and as such, while we recommend the Client deliver these workshops to ensure that the business process and change management is being communicated by a member of your team, we always have a Univerus team member as part of the training workshops to assist. If necessary, we can deliver all End User Training, swapping the roles where we lead, and the Client assists.
Organizational Change Management	Share	Share	Our Organization Change Management methodology runs through the entirety of the project, identifying and tracking change management topics during the initial Analysis & Design workshops. This continues throughout each phase with all items reviewed by the team, as necessary. OCM tasks can be internal, for example communication to the wider organization of the project goals, status updates and more, or be external relating to communications to vendors, your constituents or others.
User Guide Development (e.g., desk manuals)	Assist	Lead	Univerus has a range of pre-developed training courses, user guides and desktop aids made available to the Client team via the Unity platform integrated Learning Management System. This solution , embedded into the core application, is available for all staff at any time to access business processes and how-to guides.

System Update and Upgrade Deployments	Lead	None	Univerus is responsible for the development, deployment and maintenance of all SaaS environments, The Client has no responsibility in the technical aspect of this function.

II.GO-LIVE AND ONGOING SUPPORT

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.

Standard Support has been proposed, details provided in the following sections and price is included in Costing Worksheets.

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?

Business-Day Technical Support

Univerus provides business-day technical support to all our customers through our Customer Success team as follows:

- **Availability**: Live support is available Monday through Friday from 8:00AM to 5:00PM excluding statutory holidays. Online support, the knowledge base and ticket creation are available 24/7 via our customer support portal.
- **Contact Method**: Telephone (landline and mobile), e-mail, or our Univerus support web portal.

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 Technical Support

Univerus provides emergency technical support to all our customers for any Critical or Very Serious level problems through our Customer Success team as follows:

- **Availability**: Monday through Friday, 5:00PM-8:00 AM; 24 hours per day on Saturdays, Sundays and statutory holidays.
- **Contact Method**: Telephone (mobile) and e-mail.

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

Product support is provided by Univerus and PDS.

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

Options can be discussed with the City during contract negotiations.

Premium Support includes support coverage for nights and weekends outside Normal Business Hours. Premium Support is under a separate agreement and can be purchased upon request.

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?

Incremental updates occur monthly with bug fixes made available immediately to test and accept to your live operations. All release updates are provided as part of the Annual Maintenance agreement. Major release updates are provided as part of our regular support and maintenance processes, so such each customer will receive these in their test system on the release schedule.

SAP ByD - Typically a new version is released every 24-months, with Univerus providing configuration and customization on-going. Security and other patches are on-going. SAP Business ByDesign has quarterly Patch Updates in every 3 months- February, May, August, November.

PDS – Minor releases Quarterly; Major Releases approx. 2-3 years

Each upgrade or change is rigorously tested by our product development and QA teams prior to deployment and our customers are notified well in advance to ensure disruptions to our customers are avoided. The City will have access to software updates in their test systems for evaluation and internal testing ahead of any production update. All deployments are made during non-business hours.

Releases are typically deployed to all customers' test environments and are scheduled for the production update within 1-2 weeks. A customer may opt out of the production deployment if they have not completed testing and wait until the next regularly scheduled release.

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

Yes

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.

All upgrades and software updates are included as part of the annual support and maintenance agreement.

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?

We recommend the City have staff involved during the implementation that support the product for your own organization and have internal knowledge of how the solutions are configured, operate, and offer outsourcing services to provide this in the event the City would like to pass responsibility to us.

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.

Much of the project communication is informal, between team members as required, however there are formal communication mechanisms that Univerus will employ:

- Weekly Status Reports.
- Monthly Project Status Report and ESC presentation.
- Test Management System reports.
- Project SmartSheet site.
- Project Schedule and related reporting.

Sample Weekly Status Update Report

UNIVERUS

Client Logo

CLIENT NAME

Weekly Status Update

Project: Solution Name	
Date: MM/DD/YYYY	Projected Go-Live Date: MM/DD/YYYY
Current Project Phase:	

Project Team Members:	
Client Team: Name, Project Role	Univerus Team: Name, Project Role

Customer Concerns:

- Record Key Concerns If Any

Important Dates / Upcoming Events:

- Discovery Workshops – January 15th, 2024
- Training Session - TBD
- Go Live – 1/1/25

Completed Tasks:

- Environment upgrades in progress
- Validate that all reports are working in UAT & Prod

Project Priorities:

Environment

- Environment Upgrades
- Validate Configuration (assigned to….)

Priority Items:

Module 1:

- Description of any outstanding items specific to this module/current phase
- Description of any outstanding items specific to this module/current phase

Module 2:

- Description of any outstanding items specific to this module/current phase
- Description of any outstanding items specific to this module/current phase

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UNIVERUS

To Do

- Develop Cutover Plan
- Plan Discovery Workshops
- Plan Training Overview

Team Members Vacations:

- Univerus Team:
  - Name Dates
- Client Team:
  - Name Dates

Outstanding Deliverables:

Item	Outstanding Deliverable	Delivery Date
1		
2		
3		

IV.RESOURCE HOURS

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.

Univerus ERP Team

Project Team Role	Roles/Responsibilities	# Roles
Project Sponsor	Makes critical decisions, oversee budgets, provides guidance and resources, ensuring successful and timely implementation of project deliverables	1
Project Manager	Manages project resources, holds regular project meetings, manages scope, schedule and budget.	1

Product Architect	Communicates effectively between team members and stakeholders.	1
Project & Technical Consultants	Implementation/SAP Support & Maintenance	3+
Data Conversion Specialist	Data migration to Univerus solutions.	2+
PDS Partner Implementation Lead	PDS Liaison between City/Project Team and PDS Team. Design, develop, integrate, test, and implement information planning.	1

Client Team Roles & Expectations

Client Project Roles	Expected Roles/Responsibilities	Est. # Roles
Project Sponsor	0.1 FTE per Month Project Sponsors are typically involved during key Executive Steering Committee meetings and in making other critical decisions regarding the direction of the project that require sponsor level approval.	1
Executive Steering Committee	0.1 FTE per Month The ESC members typically include the Executive Sponsor and leads from the core functional areas e.g. department directors. Their involvement each week is usually limited.	2
Project Manager	0.25 FT per Month Univerus is responsible for the majority of the software implementation, as such the PM needs from the Client are limited, but nevertheless critical. Department or IT related PM's work well to aid in coordination of the project and the workshops.	1
Functional Lead	0.25 FT per Functional Lead Month The Client functional leads may average a week per month for the duration of the project. This will vary based on the project phase and the demands of each phase. For example, during Analysis & Design, an employee critical to both HR , Payroll and Finance may be required in more than one workshop. They may however not be required the following month during offsite configuration. Univerus has assumed that the Subject Matter Experts will on average number one per major functional workstream; HCM, Finance and Work Management. We recognize that an SME may be used across more than one functional area, so have included broad staffing needs at this time for initial Client review.	3
Subject Matter Expert	0.25 FT per Functional Lead Month Univerus has assumed that the Subject Matter Experts will on average number one per major functional workstream; HCM, Finance and Work Management. The SME's involvement will be similar to that of the Client 's identified Functional Lead's in that they may be required more earlier in the project and then again during testing and training prior to deployment. We recognize that an SME may be used across more than one functional area, so have included broad staffing needs at this time for initial Client review.	3
System Administrator	The Univerus team is responsible for all system administration.	0
Data Conversion Lead	0.1 FTE per Month The Client Data Conversion lead will be required to attend the Data Migration workshops and aid in the creation of data extracts from the legacy system. We recognize that this project rile may be made up of parties external to the Client or come from the Functional or Subject Matter Expertise pool so have included broad staffing needs at this time for initial Client review.	1

Integration Lead	0.1 FTE per Month The Client Integration lead will be required to attend the Interface workshops to support our understanding of the requirements, We recognize that this project role may be made up of several parties external to the Client or come from the Functional or Subject Matter Expertise pool so have included broad staffing needs at this time for initial Client review.	1
Training Lead	0.1 FTE per Month We recommend that the Client Training lead is represented by someone from the core team assigned to the project. We recognize that this project role may be made up of several parties external to the Client or come from the Functional or Subject Matter Expertise pool so have included broad staffing needs at this time for initial Client review.	1
Support Specialist	0.1 FTE per Month The Univerus methodology provides for a detailed post-go-live support phase with dedicated onsite support as required in the period of hyper-care. We suggest that the Client identify super-users throughout the implementation that can aid in delivery of training and act as process champions within each department to address support related questions and give process guidance.	1
Change Management Lead	0.1 FTE per Month We have listed this resource separately as we believe Change Management is critical to the project. We do however recognize that multiple actors assigned to the project roles listed above are usually the agents for change within the organization, and that the Project Manager role typically provides some of this oversight in conjunction with the Steering Committee and Project Sponsor. The Client may therefore determine that a separate employee is not necessary to fill this role.	1
Testing Lead	0.25 FT per Functional Lead Month Univerus has assumed that the Testing Lead will on average number one per major functional workstream; HCM, Finance and Work Management. We recommend involving as many staff in early system testing as possible to aid in the Change Management and process acceptance of the new system, however, recognize the Client staff will have competing priorities. We recognize that an SME may be used across more than one functional area, so have included broad staffing needs at this time for initial Client review.	3

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.

We will collaborate with the City during the Statement of Work sessions to develop a schedule that aligns with their specific requirements, available resources, capabilities, and timelines. Typically, the implementation follows a staggered parallel approach, beginning with core ERP modules such as General Ledger and Chart of Accounts, followed by additional modules like Purchasing, Accounts Payable, Accounts Receivable, and Cashiering. The second phase is often for Human Resource modules starting with Payroll, Time & Attendance and Benefits followed by Employee Records, Leave Management, etc. However, the phased implementation approach is often influenced by the client's priorities and preferences regarding which modules should be deployed first.

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

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.

Project Manager – Univerus

Univerus will appoint a dedicated Project Manager who will supervise the implementation project. This individual will serve as the primary liaison between the customer and Univerus, managing aspects related to project scope, schedule, resource allocation, etc. required to fulfill Univerus services. The Project Manager's commitment will range from 75% to 100% of their time dedicated exclusively to the project, ensuring comprehensive oversight and effective communication throughout the implementation process.

Project Management Plan

The Univerus PM will work closely with the City stakeholders to gather essential information and ensure the plan aligns with project goals. The PM will create and maintain the plan as a living document, updating it as needed to reflect changes and new information. This ensures all project activities stay aligned with objectives, are completed on time, and meet quality standards.
The plan will define all points below, including scheduling, communication, engagement and performance measurement.

Resource Management Plan

The Resource Management Plan will define required human and technical resources to ensure they available when needed. The organizational structure will be documented, roles and responsibilities defined, RACI charts developed, and capacity planning using internal resource and scheduling tools, accounting for holidays, leave and any other periods that need to be identified. The plan will include method and cadence of communications on assigned/planned resources as well as risk management to prevent project impact. In the event that resource changes are required, change management processes will be defined to prevent disruption.

Quality Management Plan

The Quality Management Plan applies throughout the project lifecycle for the implementation of Univerus ERP. This includes project management, detailed analysis, business process re-engineering, design, configuration, modification, extension, construction, data conversion, testing, pilot, installation, implementation, training, and post-implementation and support of the product. In addition to defining the responsibilities of the project team and stakeholders, Univerus has a pre-defined set of quality assurance and control standards defined. Standard plans are modified as needed to meet the specific needs of an implementation. The finalized Quality Management Plan is produced as part of the project documentation package deliverables before project work begins.

Scope Management Plan

The Scope Management Plan involves clearly defining the agreed to objectives and deliverables within the scope of the project, roles and responsibilities for scope management, change processes and approvals. Verification and sign off procedures would be implemented to ensure all deliverables are being met in accordance with the project scope. Regular cadence and methods of reporting are defined to help prevent deviation from the plan. The plan also includes strategies for managing risks associated with scope changes and provides documentation templates.

Risk Management Plan

The Risk Management Plan is collaboratively developed with project teams and stakeholders to define risk objectives, establish mitigation strategies, and assign risk ownership. The team will systematically identify uncertainties and potential risk areas within the project related to people, process and technology, ensuring a clear understanding of their impact, severity, and any influencing factors. The Univerus project manager along with other team leads and members will implement targeted strategies and leverage risk tracking tools (risk register, risk matrix, escalation plans) to monitor, update, and refine response plans as the project progresses.

Budget Management Plan

The Budget Management Plan for Univerus outlines the processes for estimating, managing, and controlling costs associated with all project activities, including the identification of contingencies. The Univerus Project Manager is responsible for tracking progress against the budget, conducting variance analyses on cost and schedule, and initiating change requests as necessary. The plan also defines the approval and reporting processes to ensure transparency and effective financial oversight throughout the project lifecycle.

Change Control Plan

The Change Management Plan establishes the framework used to evaluate and manage project changes with consideration for people, process and technology. It emphasizes thorough impact analysis, tracking, and concise communication to ensure all changes align with project goals and minimize disruption. Formal workflows and defined roles support accountability, transparency and effective decision making throughout the project lifecycle. Elements of the plan include definition of the change committee, change request initiation, impact analysis, decision and approval processes, and plan to communicate of approved or rejected change request. The plan will also outline what project documents need to be updated based on the types of approved change orders.

Communication Plan

In addition, the Communications Management Plan defines objectives to enhance stakeholder awareness and understanding of the project while fostering sponsor commitment and active participation. Univerus emphasizes collaboration among team leads, sponsors, and team members to ensure effective information exchange in preparation for the new solution and any revised business processes. The plan establishes strategies for clear and consistent messaging, delineating communication responsibilities to maintain alignment throughout the project. It also specifies formal communication methods and their frequency, including regular meetings, workshops, status reports, presentations, and updates via project plans (SmartSheet and SharePoint) and project dashboards.

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.

At Univerus, we take pride in our strong workplace culture. With over 200 employees and a turnover rate of less than 3% in 2023-2024, our agile team quickly fills positions as needed. If a project team member needs to be replaced, whether by the City's request or Univerus' decision, we will work with the City to ensure a suitable replacement is assigned.

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

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.

Exhibit submitted Yes x

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 Experience**	**Years with firm**	**# of implementations completed within past 5 years**	**Identify Scope of Services/Tasks this individual will be working on for the City**	**Relevant certifications (PMP, etc.)**
Tom Glassco	Senior EVP Univerus ERP	Project Director	8+	1	30	Makes critical decisions, oversee budgets, and manage resources to ensure project success.	BEng. Chemical, MEng. Engineering Management
Denise Laurin	Director of PMO	Project Manager	25+	2	15	Manages project resources, holds regular project meetings, manages scope, schedule and budget.	Certifications: Business Analysis, Computer Applications
James Shields	Operations Director	Product Architect	20+	5	20	Communicates effectively between team members and stakeholders.	S.SC. Business Management Information Systems
Alicia Picard	Project Consultant	Project Consultant	25+	2	6	Implementation/SAP Support & Maintenance	MBA – Accounting & Finance BS – Accounting CPA, CGMA
Kathy Paolucci	Project Consultant	Project Consultant	15+	2	15+	Implementation/SAP Support & Maintenance	BA, Accounting & Finance
Peter Bernard	ERP Application Consultant	Technical Consultant	20+	1	6	Configuration, integrations, data conversions and other project support.	
Kent Bullough	Data Conversion Specialist	Data Conversion Specialist	15	4	7	Data migration to Univerus solutions.	Associate Certificate: Database Administration BA
Brian Rivers	PDS-Director of Professional Services	Implementation Lead	22	5	10	PDS Liaison - Design, develop, integrate, test, and implement information planning.	Bachelor of Science, CPA, CMA, CFM

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.

We believe that learning for the team members should take place throughout the entire implementation project from the kick-off onwards, and each testing phase. Our training methodology is based on a series of courses delivered at the appropriate part of the project and starts with a training needs analysis template and a library of training courses to ensure we identify who needs to be trained on what and by when.

The training plan provides a blueprint for the scope and timeline of the training, based on the City's assessment of the learning requirements of your user groups. From templated training guides the City can customize if and where necessary to capture all facets of the business process, to ensure the training is as smooth as possible.

Training is delivered in the form of workshops, small group reviews, and individual coaching sessions, depending on need. Univerus will provide training materials for each of the topics covered and support the City with direct training where needed or a train the trainer approach for larger groups.

The end-user training courses as determined by the team are instructor led on migrated data so the trainees can interact with the software in as real an environment as possible. Each course provides appropriate hands-on interaction, thereby providing the framework for both maximum knowledge acquisition and skills assessment.

Training sessions typically last about two hours and can be conducted either on-site or virtually, depending on the team's assessment of the user group, training content, and staff skill levels. While most training is effectively delivered online, in-person sessions can be arranged upon request, with an additional hourly fee per trainer plus travel expenses. Trainees are expected to have access to a PC, as the instructor-led courses use migrated data to provide hands-on interaction with the software in a realistic environment.

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.

Univerus employs a structured and comprehensive training methodology to ensure the effective adoption of our software solutions. Training is integrated into every phase of the implementation project, focusing on the specific needs of The City's user groups and business processes.

Univerus provides a robust training solution that leverages a library of pre-developed courses and the Unity platform's integrated Learning Management System (LMS). This approach ensures The City's teams are well-equipped to adopt the software successfully and sustain its use for long-term operational efficiency.

Key Phases of Training

Training Needs Analysis (TNA):

- A detailed review of the Client's business processes and user roles across all departments.
- Outputs include:
- A Training Plan delivered in a Train the Trainer or hybrid with End User format.
- A detailed End User Training Plan.

Requirements Gathering and Product Configurations:

- Deep dives into functional software modules during multi-session workshops.
- Includes insights from other municipalities' implementations to align with best practices.
- Sessions focus on specific modules and involve the relevant customer teams and departments.

Training Plan Development:

- A blueprint for training scope and timeline, tailored to the Client's learning requirements.
- Based on templated training guides, customizable to meet business process needs.

Training Plan Components

Coordination:

- Names of trainees, their roles, and workgroups.
- Course offerings and trainers/trainees.
- A detailed schedule of classes, including facility and material requirements.

Customization:

- Training content tailored to functional areas, user roles, and skill levels.
- A mix of workshops, small group reviews, and individual coaching sessions to meet diverse learning needs.

Delivery:

- Courses delivered in a Train the Trainer format for larger groups or direct training where needed.
- End-user training is conducted with migrated data, offering a real-world software experience.
- Hands-on interaction during instructor-led sessions ensures maximum knowledge acquisition and skills assessment.
- The decision to conduct training on-site or over the web with the project team will be based on teams' assessment of user group, content and staff skills.

Key Features of Training Execution

Metrics for Success:

- Training metrics are established to evaluate session outcomes and ensure knowledge transfer.

Ongoing Assessment:

- Regularly scheduled meetings to address training gaps throughout the project lifecycle.

Flexibility:

- Sessions are typically 2 hours long and can be conducted virtually or in person (additional hourly and travel costs may apply for in-person training).

Infrastructure Needs:

- Access to PCs is essential to facilitate interaction with the migrated data in a realistic environment.

iii. Proposer to detail the knowledge transfer strategy proposed to prepare the City staff to maintain the system after it is placed into production.

Univerus works closely with clients to help them develop skills and competency around our solutions. We can offer tailored training packages that offer focused training to help accelerate learning and knowledge transfer. We also operate regular webinars that discuss best practices and new features that are part of our customer developed roadmap. We also run an annual User group for all our Univerus customers, which gives our clients the change to exchange ideas within the user group community and the Univerus team.

A fundamental factor in the success of this implementation is the organization change process and the guidance we can provide to the City to help accomplish this while transitioning from the legacy system to the Univerus ERP Solution. Our primary mechanism in this transition is end-user training coupled with the inputs from all prior phases including the change management log, business process designs and our core training material.

The End-user Training courses outlined are instructor led on migrated data so the trainees can interact with the solution in as real an environment as possible. Each course provides appropriate hands-on interaction, thereby providing the framework for both maximum knowledge acquisition and skills assessment.

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.

Our trainers will utilize whichever webinar service works best for the City. The user training courses are instructor led on migrated data so the trainees can interact with the software in as real an environment as possible. Each course provides appropriate hands-on interaction, thereby providing the framework for both maximum knowledge acquisition and skills assessment.

Training pace will be set by the user group and skill level. Our trainers will ensure group and individual understanding as needed throughout each session. Training metrics will be determined to gauge the success of the training sessions.

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.

Facility and training requirements will be called out prior to each session to ensure these needs are considered and reserved/procured to meet the training schedule. The City will provide the necessary logistics support for all training sessions, including class schedules, meeting rooms, training rooms, material reproduction, overhead projectors, training workstations, and any other necessary training supplies.

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.

The Univerus/PDS team will develop a customized curriculum based on analysis of the City's needs and environment. Course content is based on functional areas and are geared towards user type and skill level.

Most training can be accomplished virtually but in the case that in-person is requested, an hourly cost (per trainer) plus travel expenses will be applied. Access to PC is expected as courses are instructor led on migrated data so the trainees can interact with the software in as real an environment as possible. Each training session runs about 2 hours and the ideal class size is less than 20. Each session will be recorded for future use.

Proposer to submit as an Exhibit a Sample Training Plan and insert in Tab 3.
Exhibit submitted Yes x

XI.TRAINING COORDINATION

Proposer to detail the roles and responsibilities for the training effort.

Univerus ERP team members will handle development of training curriculum/materials, and session delivery, while session coordination, such as scheduling, will be shared between Univerus and the City teams.

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.

The proposal to the City includes a comprehensive range of documentation and support resources. This includes quick reference guides, online support, help desk support, user group community resources, training videos, and standard user manuals. Annual user conferences and custom user guides are also offered; however, these may involve additional costs.

XIII.APPROACH TO TESTING AND QUALITY ASSURANCE

Describe your standard approach to testing and quality assurance.

Testing

The testing phase of our methodology is designed to simulate real-world, "day-in-the-life" scenarios for your customers and staff interacting with our solution. This comprehensive process includes a library of tests, such as system, integration, user acceptance, and penetration testing, tailored to validate system functionality and fit with your business processes. We actively involve your team in the testing process to build confidence in the system's performance and alignment with your operational needs, fostering collaboration and ensuring the solution meets expectations.

A fundamental component of this phase is the jointly developed Testing Plan. While the Project Schedule outlines the high-level framework for resource allocation and scheduling, the detailed Testing Plan serves as the roadmap for execution. This plan breaks down the testing process week by week, specifying tasks, responsibilities, and milestones for all team members involved. Approval of this plan before testing begins ensures alignment on objectives and roles, providing a clear pathway to success.

We leverage an industry-leading test management solution to structure and streamline the testing process. Each test is assigned to at least two members of your staff to ensure redundancy and accuracy during recording. The agreed-upon Testing Plan is used to create weekly test assignments, which are managed through daily scrum meetings. Onsite support is available during this phase to provide immediate guidance, address training gaps, and resolve issues as they arise, ensuring the testing process remains efficient and effective.

Functional Testing is the foundation of the testing phase, supporting integration, user acceptance, and training. This begins with "Train the Tester" sessions, which provide your team with the skills needed to execute tests effectively and understand the system's functionality. Each test is carefully tracked for completion, with outcomes categorized as passed, blocked, or failed. If a remediation code fix is needed, our R&D team delivers the required updates, and the tests are rerun to confirm resolution. This iterative approach ensures continuous improvement and alignment with your business needs.

User Acceptance Testing (UAT) is the final and critical stage of the testing phase, conducted by designated client resources familiar with implementation decisions. UAT focuses on validating that business requirements have been correctly interpreted and configured within the solution. Any defects, missed requirements, or new needs are logged in a centralized document for review. Together with the client Project Manager, we evaluate these findings to determine the best course of action. The structured approach to testing ensures comprehensive coverage, fostering confidence in the solution and delivering a robust system tailored to your needs.

User acceptance testing will be conducted and completed successfully before moving on to the deployment.

Key Milestones and Deliverables:

- Completion of test plan and schedule
- Completion of all unit tests
- Completion of system wide regression testing
- Completion Performance and load testing
- Completion of user acceptance testing
- Deployment ready production software

Quality Assurance

The Quality Management Plan applies throughout the project lifecycle for the implementation of Univerus ERP. This includes project management, detailed analysis, business process re-engineering, design, configuration, modification, extension, construction, data conversion, testing, pilot, installation, implementation, training, and post-implementation and support of the product. In addition to defining the responsibilities of the project team and stakeholders, Univerus has a pre-defined set of quality assurance and control standards defined. Standard plans are modified as needed to meet the specific needs of an implementation. The finalized Quality Management Plan is produced as part of the project documentation package deliverables before project work begins.

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

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.

Univerus will be responsible for creating the Testing and Quality Assurance Plan with the City to meet all requirements detailed in Item III Plan Details and will use and revise as needed during all phases of the project.

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?

Our dedicated project resources are onsite during the critical phases of the project based on our best practices and customer specific requests or needs. We ensure coverage with at least one member of the project team onsite for each test execution week and typically have 2 or more consultants onsite each week for coverage of the various solutions being implemented.

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.

Our implementation methodology includes a comprehensive test phase that supports the parallel payroll processes during the user acceptance testing, we conduct two full parallels of your payroll as a minimum. The test plan developed in conjunction with the City's project team will detail the degree of testing carried out and the number of test runs completed based on information learned during the analysis and design phase.

Tab 3 – Exhibits

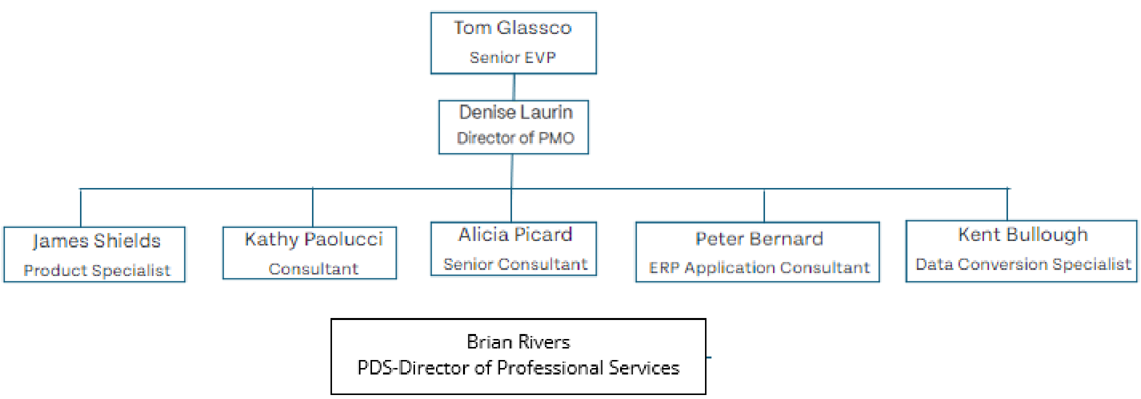
Sample Implementation Plan (financial only)

	A	B	C	D	E	F
1	Task Name	Duration	% Complete	Start Date	End Date	Status
2	**Univerus ERP Implementation**	226d	5.00%	01-15-23	12-05-23	In Progress
3	***SAP ByDesign Financials***	215d	1.00%	01-30-23	12-05-23	In Progress
4	**Phase 1 – PREPARE Discovery**	75d	7.00%	01-30-23	05-15-23	In Progress
5	Project Planning	20d	35.00%	01-30-23	02-24-23	In Progress
6	Set up Project Tools	20d	35.00%	01-30-23	02-24-23	In Progress
10	Project Kick off Delivered	1d	2.00%	02-08-23	02-08-23	Complete
11	System Commissioning	13d		02-08-23	02-24-23	In Progress
12	Obtain SAP ByD Test Tenant	11d		02-08-23	02-22-23	In Progress
13	Provide Base Configuration	3d		02-22-23	02-24-23	Not Started
14	Foundation Overview Training	3d	0%	02-27-23	03-01-23	In Progress
15	User Management & Organisational Structure Workshop	0.5d	0%	02-27-23	02-27-23	Complete
16	Organisational Structure Documentation	2d	0%	02-28-23	03-01-23	Complete
17	General Ledger Workshop	0.5d	0%	02-27-23	02-27-23	Complete
18	Foundation Documentation Review	0.5d	0%	02-28-23	02-28-23	In Progress
19	Foundation Sign Off	0	0%	02-28-23	02-28-23	Not Started
20	System Overview Training	5d	0%	03-13-23	03-17-23	Not Started
21	Core Financials	1d	0%	03-13-23	03-13-23	Not Started
22	Procure to Pay	1d	0%	03-14-23	03-14-23	Not Started
23	Projects and Grants	1d	0%	03-15-23	03-15-23	Not Started
24	Budgets	2d	0%	03-16-23	03-17-23	Not Started
25	Functional Discovery	30d	0%	03-20-23	05-01-23	Not Started
26	Core Financials	12.5d	0%	03-20-23	04-05-23	Not Started
27	Core Financials Workshop	2.5d	0%	03-20-23	03-22-23	Not Started
28	Journal Entries & Recurring Journal Entries	0.5d	0%	03-20-23	03-20-23	Not Started
29	GL Allocations	0.5d	0%	03-20-23	03-20-23	Not Started
30	Miscellaneous Receivables (AR)	0.5d	0%	03-21-23	03-21-23	Not Started
31	Cashiering & Payments	0.5d	0%	03-21-23	03-21-23	Not Started
32	Fixed Assets	0.5d	0%	03-22-23	03-22-23	Not Started
33	Bank Rec, Budget etc – add in all of the "core" financial items in here	0	0%	03-22-23	03-22-23	Not Started
34	Core Financials Documentation	5d	0%	03-22-23	03-29-23	Not Started
35	Core Financials Documentation Review	5d	0%	03-29-23	04-05-23	Not Started
36	Core Financials Sign Off	0	0%	04-05-23	04-05-23	Not Started
37	Procure to Pay	11d	0%	04-13-23	04-28-23	Not Started
38	Procure to Pay Workshop	1d	0%	04-13-23	04-14-23	Not Started
39	Purchasing, Accounts Payables	0.5d	0%	04-13-23	04-13-23	Not Started
40	Inventory, Goods Receipts, Returns	0.5d	0%	04-14-23	04-14-23	Not Started
41	Bids & Quotes	0.5d	0%	04-14-23	04-14-23	Not Started
42	Procure to Pay Documentation	5d	0%	04-14-23	04-21-23	Not Started
43	Procure to Pay Documentation Review	5d	0%	04-21-23	04-28-23	Not Started
44	Procure to Pay Sign Off	0	0%	04-28-23	04-28-23	Not Started
45	Order to Cash	1.25d	0%	04-14-23	04-17-23	Not Started
46	Order to Cash Workshop	2h	0%	04-14-23	04-14-23	Not Started
47	Order to Cash Documentation	0.5d	0%	04-14-23	04-17-23	Not Started
48	Procure to Pay Documentation Review	0.5d	0%	04-17-23	04-17-23	Not Started
49	Procure to Pay Sign Off	0	0%	04-17-23	04-17-23	Not Started
50	Projects and Grants	10.5d	0%	04-14-23	04-28-23	Not Started
51	Projects and Grants Workshop	0.5d	0%	04-14-23	04-14-23	Not Started
52	Projects	0.25d	0%	04-14-23	04-14-23	Not Started
53	Grants	0.25d	0%	04-14-23	04-14-23	Not Started
54	Projects and Grants Documentation	5d	0%	04-17-23	04-21-23	Not Started
55	Projects and Grants Documentation Review	5d	0%	04-24-23	04-28-23	Not Started
56	Projects and Grants Sign Off	0	0%	04-28-23	04-28-23	Not Started

	A	B	C	D	E	F
57	Budgets	11d	0%	04-17-23	05-01-23	Not Started
58	Budgets Workshop	1d	0%	04-17-23	04-17-23	Not Started
59	Budget Setup	0.5d	0%	04-17-23	04-17-23	Not Started
60	Budget Management	0.5d	0%	04-17-23	04-17-23	Not Started
61	Budget Documentation	5d	0%	04-18-23	04-24-23	Not Started
62	Budgets Documentation Review	5d	0%	04-25-23	05-01-23	Not Started
63	Budgets Sign Off	0	0%	05-01-23	05-01-23	Not Started
64	Exception / Infrequent Process	1d	0%	04-24-23	04-24-23	Not Started
65	Create exception or infrequent process inventory	1d	0%	04-24-23	04-24-23	Not Started
66	Finalized Functional Discovery documents delivered	14d	0%	04-25-23	05-12-23	Not Started
67	Change Orders Signed Off	0	0%	05-01-23	05-01-23	Not Started
68	Project Plan Revised based on Client/Univerus sign off and completed b	0	0%	05-01-23	05-01-23	Not Started
69	RICEF Discovery	14d	0%	04-25-23	05-12-23	Not Started
70	Data Conversion	9d	0%	04-25-23	05-05-23	Not Started
71	Data Migration Kick Off	1h	0%	04-25-23	04-25-23	Not Started
72	Data Migration Template Delivery & Review	7h	0%	04-25-23	04-25-23	Not Started
73	Data Migration Source to Target Mapping Workshop	8h	0%	04-26-23	04-26-23	Not Started
74	Data Migration Plan Development	5d	0%	04-27-23	05-03-23	Not Started
75	Data Migration Plan Documentation Review	1d	0%	05-04-23	05-04-23	Not Started
76	Data Migration Plan Sign Off	1d	0%	05-05-23	05-05-23	Not Started
77	Reporting and Analytics	8d	0%	05-02-23	05-11-23	Not Started
78	Reporting Kick Off	1h	0%	05-02-23	05-02-23	Not Started
79	Reporting Workshop	7h	0%	05-02-23	05-02-23	Not Started
80	Report Plan Development	5d	0%	05-03-23	05-09-23	Not Started
81	Report Plan Documentation Review	1d	0%	05-10-23	05-10-23	Not Started
82	Reporting Plan Sign Off	1d	0%	05-11-23	05-11-23	Not Started
83	Forms	8d	0%	05-03-23	05-12-23	Not Started
84	Forms Kick Off	1h	0%	05-03-23	05-03-23	Not Started
85	Forms Workshop	7h	0%	05-03-23	05-03-23	Not Started
86	Forms Plan Development	5d	0%	05-04-23	05-10-23	Not Started
87	Forms Plan Documentation Review	1d	0%	05-11-23	05-11-23	Not Started
88	Forms Plan Sign Off	1d	0%	05-12-23	05-12-23	Not Started
89	Modifications and Interfaces	8d	0%	05-04-23	05-15-23	Not Started
90	Modifications and Interfaces Kick Off	1h	0%	05-04-23	05-04-23	Not Started
91	Modifications and Interfaces Workshop	7h	0%	05-04-23	05-04-23	Not Started
92	Modifications and Interfaces Plan Development	5d	0%	05-05-23	05-11-23	Not Started
93	Modifications and Interfaces Plan Documentation Review	1d	0%	05-12-23	05-12-23	Not Started
94	Modifications and Interfaces Plan Sign Off	1d	0%	05-15-23	05-15-23	Not Started
95	**Phase 2 - REALIZE Configuration**	85d	0%	02-27-23	06-27-23	Not Started
96	Foundation Configuration	11d	0%	02-28-23	03-15-23	Not Started
97	User Management Configuration	1d	0%	02-28-23	03-01-23	Not Started
98	Organisational Structure Configuration	0.5d	0%	03-01-23	03-01-23	Not Started
99	General Ledger Configuration	2d	0%	03-02-23	03-03-23	Not Started
100	General Ledger Migration	2d	0%	03-06-23	03-07-23	Not Started
101	Foundation Conference Room Pilot	0.5d	0%	03-15-23	03-15-23	Not Started
102	Foundation Design Sign Off	0	0%	03-15-23	03-15-23	Not Started
103	Core Financials	8d	0%	04-05-23	04-18-23	Not Started
104	Core Financials Configuration	6d	0%	04-05-23	04-14-23	Not Started
105	Journal Entries & Recurring Journal Entries Configuration	1d	0%	04-05-23	04-06-23	Not Started
106	GL Allocations Configuration	1d	0%	04-06-23	04-10-23	Not Started
107	Miscellaneous Receivables Configuration	1d	0%	04-10-23	04-11-23	Not Started
108	Cashiering & Payments Configuration	1d	0%	04-11-23	04-12-23	Not Started
109	Fixed Assets Configuration	1d	0%	04-12-23	04-13-23	Not Started
110	Bank Rec, Budget etc - add in all of the "core" financial items in here a	1d	0%	04-13-23	04-14-23	Not Started
111	Core Financials Conference Room Pilot	1d	0%	04-14-23	04-17-23	Not Started
112	Core Financials Design Sign Off	1d	0%	04-17-23	04-18-23	Not Started
113	Procure to Pay	8d	0%	04-28-23	05-10-23	Not Started
123	Projects and Grants	4d	0%	05-01-23	05-04-23	Not Started
129	Budgets	4d	0%	05-02-23	05-05-23	Not Started
135	**Phase 3 - Custom Development**	85d	0%	02-27-23	06-27-23	Not Started
146	**Phase 3 - VERIFY - Testing**	144.5d	0%	02-24-23	09-20-23	Not Started
147	Functional Testing	94d	0%	02-28-23	07-13-23	Not Started
148	Test Plan Management	6d	0%	05-02-23	05-09-23	Not Started
152	Test Script Management	50d	0%	02-28-23	05-10-23	Not Started
156	Train The Tester	2d	0%	05-10-23	05-11-23	Not Started
157	Foundation Testing	3.5d	0%	05-16-23	05-22-23	Not Started
163	Core Financials Testing	10.5d	0%	05-22-23	06-06-23	Not Started
172	Procure to Pay Testing	4.5d	0%	06-07-23	06-13-23	Not Started
181	Projects and Grants Testing	10d	0%	06-13-23	06-27-23	Not Started
186	Budgets Testing	10d	0%	06-28-23	07-13-23	Not Started
191	***Functional Test Complete***	0	0%	07-13-23	07-13-23	Not Started

192	Integration Testing	124d	0%	02-24-23	08-22-23	Not Started
193	Test Plan Management	6d	0%	02-24-23	03-03-23	Not Started
197	Test Script Management	12d	0%	07-13-23	07-31-23	Not Started
201	Core Financials Testing	13.5d	0%	08-02-23	08-22-23	Not Started
210	Procure to Pay Testing	13.5d	0%	08-02-23	08-22-23	Not Started
219	Projects and Grants Testing	10d	0%	08-02-23	08-16-23	Not Started
224	Budgets Testing	10d	0%	08-02-23	08-16-23	Not Started
229	*Integration Test Complete*	0	0%	08-16-23	08-16-23	Not Started
230	Acceptance Testing	144.5d	0%	02-24-23	09-20-23	Not Started
268	**Phase 4 - VERIFY Training**	89d	0%	05-22-23	09-27-23	Not Started
269	Training Prep	15d	0%	08-16-23	09-07-23	Not Started
270	Core Financials Training Development	15d	0%	08-16-23	09-07-23	Not Started
277	Procure to Pay Training Development	15d	0%	08-16-23	09-07-23	Not Started
284	Projects and Grants Training Development	15d	0%	08-16-23	09-07-23	Not Started
287	Budgets Training Development	15d	0%	08-16-23	09-07-23	Not Started
290	Training Delivery	89d	0%	05-22-23	09-27-23	Not Started
291	Core Financials Training	3.5d	0%	05-22-23	05-25-23	Not Started
298	Procure to Pay Training	3.5d	0%	09-20-23	09-25-23	Not Started
305	Projects and Grants Training	5d	0%	09-20-23	09-27-23	Not Started
308	Budgets Training	5d	0%	09-20-23	09-27-23	Not Started
311	**Phase 5 - Data Conversion**	25d	0%	05-08-23	06-12-23	Not Started
317	**Phase 6 - VERIFY Production Readiness & Cutover**	7d	0%	09-20-23	09-29-23	Not Started
318	Develop Final Production Readiness Checklist	5d	0%	09-20-23	09-27-23	Not Started
319	Production Readiness Checklist Signed Off	0	0%	09-20-23	09-20-23	Not Started
320	Cutover Planning & Preparation	5d	0%	09-20-23	09-27-23	Not Started
321	Cutover Plan Signed Off	0	0%	09-27-23	09-27-23	Not Started
322	Production Cutover	2d	0%	09-27-23	09-29-23	Not Started
323	Go No Go Decision Passed	1d	0%	09-27-23	09-28-23	Not Started
324	Deliver Implementation Documentation to Client	1d	0%	09-28-23	09-29-23	Not Started
325	Remote Connectivity Established & Tested	0	0%	09-29-23	09-29-23	Not Started
326	Software Install & Environment	0	0%	09-29-23	09-29-23	Not Started
327	Software Installed	0	0%	09-29-23	09-29-23	Not Started
328	Software Review Checklist Signed Off	0	0%	09-29-23	09-29-23	Not Started
329	Cutover to Live	0	0%	09-29-23	09-29-23	Not Started
330	Go-Live Date	0	0%	09-29-23	09-29-23	Not Started
331	**Phase 7 - LAUNCH Transition**	41.5d	0%	10-04-23	12-05-23	Not Started
332	1st Week On-site Support	5d	0%	10-04-23	10-12-23	Not Started
333	Post Go Live Support	30d	0%	10-12-23	11-27-23	Not Started
334	Cutover to Standard Support	1d	0%	12-05-23	12-05-23	Not Started
335	Operations Audit Completed and Delivered	0	0%	12-05-23	12-05-23	Not Started
336	Services to Support Transition Meeting	1d	0%	12-05-23	12-05-23	Not Started

Univerus ERP Organizational Chart



Subcontractors

No subcontractors are expected for this project. **Univerus ERP** team will take responsibility for the entire lifecycle of our software, from R&D and successful implementation to transition to our customer success team, serving as your single point of contact for all needs.

Key Project Team Resumes

Project Sponsor

Tom Glassco – Senior EVP

tglassco@univerus.com

Profile: Almost 10 years IT & Software implementation experience in roles ranging from project and product management, technical implementations, and support.

As the EVP for Univerus ERP, Tom focuses on creating integrated solutions for the Univerus product suite for the North American Market. He works with the channel partners, industry consultants and other Univerus businesses to help create industry leading solutions in Utility, Municipal, and local and state/provincial level government agencies.

Relevant Experience:

Univerus - Senior Executive Vice President

- Responsible for the overall success and strategic direction of three Business Units within the Univerus family. These include Blue Ocean Systems, Software for Hardware, and our Business by Design SAP consultancy.

Director of Initiatives – i2 Group

VP Support / VP Perinatal Training Program - K2 Medical Systems (Harris acquisition 2021)

- Overseeing the customer support team for all K2 products outside of PTP
- Drive growth globally with a larger Harris acquisition

VP / VP Operations / Integration Manager – DynaTouch (Harris acquisition 2018)

- Overall strategic and financial direction of the BU and its P&L.
- After the integration to Harris' systems was complete, I took on the role of overseeing the operational side of the DynaTouch BU. This included the Professional Services and Customer Support aspects of the business. During this time, I was able to streamline our processes to better align with Harris best practices.
- Ensured a smooth onboarding of the Harris IT, HR, and Financial functionalities

Business Development Analyst – Harris Computer

- Responsible for understanding and analyzing the current state of different verticals in the software industry. I worked closely with the Executive Vice President to build a pipeline of potential acquisition targets while at the same time using the extensive data available to us to build out a market map for small and medium sized water and electrical utilities in North America. Finally, I worked on due diligence with the M&A team. Particularly with the acquisition of DynaTouch.

Project Manager – NorthStar Utilities Solutions

- Responsible for overseeing many software implementation projects
- Achieved PMP certification

Education/Certificates:

PMP Certification
Master's Degree, Engineering/Industrial Management
Bachelor of Engineering, Chemical Engineering

Project Manager

Denise Laurin – Director of PMO

dlaurin@univerus.com

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Profile:
25+ years operational, strategic and leadership experience delivering enterprise software solutions to public and private organizations, facilitating team collaboration for the planning and delivery of technology and business solutions.

Relevant Experience:

- **Director, PMO – Univerus** – Lead PMO to maintain and enhance standardization, best practices and governance. Drive efficiency, delivery excellence, and optimize customer experience through continuous feedback and improvement initiatives (tools and processes). Develop standardized project review and reporting processes to support transparency. Lead strategic initiative projects as required. Provide coaching and guidance to direct reports as needed.
- **PMO Manager, Professional Services – Cogsdale** – Led a team of project management professionals in the global delivery of software solutions, customizations and add-ons. Developed and implemented delivery and governance processes to support efficient project launch and delivery with consideration for change management and continuous improvement. Collaborated to design and develop project performance dashboards and reporting. Supported development of achievable project schedules, budgets and plans for both project delivery and pre-sales proposals. Managed customer relationships and projects as needed.
- **Operations & PMO Manager – Adlib Software -** Developed and implemented PMO framework for effective execution of core processes for project and portfolio management servicing project managers, technical consultants, pre-sales consultants, and executive leadership. Collaborated with management teams to define and implement project management best practices, processes, governance framework, tools (PSA and SharePoint automation) and standards; process improvement with change management as required. Provided leadership and coaching to project management staff with focus on delivery of business value and customer satisfaction to achieve a minimum CSAT of 85%.
- **Program Manager – Morpho Canada -** Managed programs to achieve customer satisfaction and corporate financial objectives; participated in all program phases including: proposals, contract negotiations, budgets, resource planning, and maintenance programs.
- **Director, Operations – L1 Identity Solutions, Biometrics Division** - Managed local and remote operations teams to support revenue goals and ensure customer satisfaction. Collaborated on cross-functional team initiatives for both internal and external projects, and managed staffing requirements and performance.
- **Manager-System Operations/Project Manager – Comnetix Inc.** - Managed Technical Support and Implementation Teams with a staff of 7 supporting over 400 public sector customers throughout North America. Focus was on ensuring customer satisfaction and compliance requirements for access and privacy. Coordinated with customers and other relevant stakeholders for environment readiness, system implementations and required certifications.

Education/Certificates:
Business Analysis – Sheridan College
Computer Applications – CDI College

Project Specialist

James Shields – Operations Director

jshields@univerus.com

Profile:

James has over 20 years' experience in local government having completed over 15 end-to-end implementations in North America. As Product Architect, James is responsible for the solution selection to meet the clients needs during the sales process and the implementation solution design to ensure quality delivery by the project team. This ensures consistency between the sales and services teams and ensures project quality standards are met.

Areas of Expertise:

- Program and Project Management
- End to End Implementation Lifecycle
- Solution Design and Integration
- Univerus Portfolio Specialist

Relevant Experience:

- **Director-ERP Services – Cayenta**
  Plan, execute and track implementation phases with client and internal PMO teams. Manage and plan workload for ERP projects including Harris, Client and 3rd party teams. Ensure budgetary and contractual compliance to the Statement of Work. Client development to build and strengthen new and existing relationships.

- **SAP ISU Metering Analyst – EDF Energy**
  Analysis and integration of existing industry processes to core SAP IS-U product

- **Local Implementation Manager – Unilever**
  Supply Chain Subject Matter Expert providing guidance on best practice for SAP WM / PP / MM and SD configuration and testing
  Full project lifecycle planning, execution and delivery, liaising with several teams across Europe and within other consultancies to ensure a smooth and successful system Go Live

Education/Certificates:

SAP Business ByDesign Certification
BSc. Bus. Management Information Systems

Project Consultants/Specialists

Alicia Picard – Senior Consultant

apicard@univerus.com

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Relevant Experience:

- 25+ years industry experience
- **Profit Management Expert – Accounting Captains**
- **Corporate Controller – Summit Utilities, Inc.**
  Manage all aspects of the accounting processes for the company including G/L, FA, sales taxes, property taxes, month end close, and financial reporting for 7 different entities as well as consolidations.
- **Regional Controller – Veolia Transportation on Demand**
  Manage all aspects of the financial processes for the company including A/P, A/R, FA, month end close, and financial reporting for 6 different entities.

Education/Certificates:

MBA – Accounting & Finance
BS – Accounting
CPA, CGMA

Kathy Paolucci – Senior Consultant

kpaolucci@univerus.com

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Relevant Experience:

- 15+ years industry experience
- **Implementations Manager** – Harris Horizons
- **ERP Application Consultant** – Cayenta
- **Finance Director** – City of Springfield

Education/Certificates:

BS - Finance

Peter Bernard – ERP Applications Consultant

pbernard@univerus.com

Profile:
A customer centric Senior Information Technology Professional with over 20 years of experience. Proven success in building, managing and retaining relationships with customers, vendors and business units. Effectively manage, provide leadership and motivate teams of Program Developers, Business Analysts, Quality Assurance Analysts and Technical Support Analysts while having a passion to provide the best customer service experience possible for all stakeholders.

Relevant Experience:
- **Senior Project Manager**, Project Management Services - Verifone
- **Application Portfolio Manager**, POS Portfolio – Shoppers Drug Mart
  - Managed team of 12+ Business, Technical and Senior Systems Analysts for one of Shoppers busiest portfolios ensuring the effective delivery of POS portfolio enhancements and projects.
- **Director, Systems Development and Support Services** – STJ Retail
  - Managed team of 11+ Program Developers, Quality Assurance and Client Support analysts supporting many top retail POS customers. Built and maintained positive relationships with customers and other 3rd party vendors to ensure software and services were delivered over and above customer expectations
- **Programmer Analyst**/Development Network Admin – MGV Computer Consulting/Systech
- **Technical Support Analyst** – Consumers Distributing Inc.

Education/Certificates:
SAP - PreSales

Kent Bullough - Data Conversion Specialist

kbullough@univerus.com

Profile:
Almost 20 years experience in solution analysis, training and implementing highly technical specialized software for multiple industries.

Relevant Experience:
- **Data Conversion Specialist** – Univerus – 4 years
- **Project Manager** – Quantum Pigeon
- **Senior Solution Architect** – OSI Consulting
- **Senior Solution Architect and Senior Delivery Engineer** – Bitstew Systems Inc. from GE Digital
- **Senior Implementation Manager** – EMRLogic Systems Inc.

Education/Certificates:
Database Administration Certificate – Oracle, SQL Server and MySQL DBMS
Bachelor of Arts, English & Political Science

PDS – Director of Professional Services

Brian Rivers

Education

BACHELOR OF SCIENCE | MAY 1999 | UNIVERSITY OF NEVADA, RENO

- Major: Accounting
- Minor: Mathematics

MASTER OF ACCOUNTANCY | DECEMBER 2003 | UNIVERSITY OF NEVADA, RENO

Experience

DIRECTOR OF PROFESSIONAL SERVICES | PDS | OCTOBER 2021 TO CURRENT

Collaborate with Executive Vice President on overall implementation, service delivery, billing and other areas affecting customer satisfaction. Responsible for the overall health and success of implementations and post implementation Account Management. Mentor, train and manage team of 13 Implementation Specialists including capacity planning and revenue targets.

SENIOR IMPLEMENTATION SPECIALIST | PDS | AUGUST 2017 TO OCTOBER 2021

Participating in full lifecycles of client implementations including Business Analysis, Functional Specifications, System Configuration, Design, Data Conversion, Testing, and Change Management. This generally includes Human Resources, Benefits, Payroll, General Ledger, reporting (Crystal Reports) and analytics. Manage multiple implementations and projects simultaneously and deliver projects on time and on budget.

DIRECTOR OF FINANCE | RSCVA | MARCH 2011 TO AUGUST 2017

Responsible for overseeing the Accounting (Payroll, Accounts Payable, Accounts Receivable), Budgeting ($47 million budget for FY 17-18), Debt, Room Tax Audit/Collection, Mailroom, External Audit (directly responsible for CAFR preparation) Purchasing and Information Technology functions within the organization. Duties include working hands on with, review and oversight of functions listed above, while reporting directly to CEO and delivering reports monthly to the RSCVA Board of Directors.

ACCOUNTING MANAGER | RSCVA | MARCH 1999 TO MARCH 2011

Responsible for overseeing the Accounting (Payroll, Accounts Payable, Accounts Receivable), Budgeting, Debt, External Audit (directly responsible for CAFR preparation) and Purchasing. Duties included day-to-day oversight and review of functions above, as well as a variety of special projects and tasks including: soliciting for and implementing a new Accounting System, implementation of an electronic time and attendance system, developing and implementing an electronic platform to collect room taxes, implementation and maximization of purchasing cads throughout the organization to improve efficiency while obtaining a rebate for the organization.

Certifications

Certified Management Accountant (CMA) 1999, Certified Financial Manager (CFM) 2001, Certified Public Finance Officer (CPFO) 2005, Certified Public Accountant - Colorado (CPA) 2005

Training Plan Customization

Sample Training Plan

Week	Project Phase	Day	Session	Start	End	Topic	Univerus Team
########	Analysis & Design	January 14, 2025	AM	8:30	9:00	**Introduction and Expectations** - Goals for the week - Project Expectations	
				9:00	15:00	**System Overview**	
				9:00	12:00	**Unity & Application Login & Navigation** **Purchasing** - Purchase Orders **Goods Receipts** **Accounts Payable** - AP Invoicing - AP Check Run	
				10:15	10:30	**Break**	
			PM	12:00	13:00	**Lunch**	
				13:00	15:00	**Projects and Grants** - Projects Master - Project Types - Projects use in Business Process **Accounts Receivable** - AR Invoicing	
		Wednesday, January 15, 2025	AM	9:00	15:00	**System Overview**	
				9:00	12:00	**Journal Entries** **Cash Receipts** - SAP vs Cashiering **Fixed Assets**	
				10:00	10:30	**Break**	
			PM	12:00	13:00	**Lunch**	
				13:00	15:00	**Inventory** **Travel and Expenses**	
		Thursday, January 16, 2025	AM	9:00	15:00	**Organization and Chart of**	
				9:00	12:00	**Organization Structure Workshop** - Company Codes - Cost Centers / Departments - Funds - Functions **Chart of Accounts** - Chart of Accounts Master	
				10:00	10:30	**Break**	
			PM	12:00	13:00	**Lunch**	
				13:00	15:00	**Chart of Accounts** Chart of Accounts Master, cont'd.	
		Friday, January 17, 2025	AM	9:00	12:00	**Chart of Accounts** Chart of Accounts Master, cont'd.	

General Session and Course Examples

Session	Session Description
Functional Overview	To provide Core Team members and SMEs with a detailed end to end Functional Training program prior to the start of the Analysis and Design phase. Overview training is done in preparation for the Analysis and Design sessions to allow for better recall of Univerus ERP Solution functionality as participants discuss how current business processes will be accomplished in the Univerus ERP Solution.
Train the Trainer	To equip the City's team members with the foundational skills to plan and execute tests and diagnose issues during the testing component of the implementation, Univerus ERP will conduct time-sensitive training on our Univerus ERP product fundamentals, just prior to your team commencing the test phase.
System Administration	During the implementation, System Administrator training is conducted for key staff. This training focuses on the administration and security of our Univerus ERP solution.
Administrative Set Up	This session will cover the administration requirements for setting up users, roles, groups and organizations within the system. We will also cover how to manage configuration for all modules, as necessary.
Technical Setup	This session will outline the technical requirements of system set up. Areas covered will include SQL Database management (including backing up and restoration between life and test environment, installing new Version Releases and Hotfixes, Website Set up, GIS System set up and Mobility Set Up. This session will also cover the configuration requirements for Univerus ERP system generated emails. This session is only applicable for those customers that selects to host the Univerus ERP system internally.

Sample User Training Course List – Finance

End User Training	Description
Lesson 1 –System Overview	•Logging In, Navigation & User Personalization
Lesson 2 –Purchase Requests	•Self Service Purchasing for the enterprise user
Lesson 3 –Purchase Orders	•Purchase Order Creation, Purchase Requests, Purchase Order Submission & Approval
Lesson 4 –Accounts Payable Entry	•AP Entry for the enterprise user, decentralized AP entry by departments
Lesson 5 –Accounts Payable Processing	•Invoice Processing, Approvals, Payment Processing, Reversals, Payment Check/File runs
Lesson 6 –General Ledger Entry	•Journal Entries, Recurring Journal Entres, Adjustment Entries
Lesson 7 –Reporting	•Introduction to reporting
Lesson 8 –Fixed Assets	•Fixed asset creation, fixed asset lifecycle management, integration to purchasing
Lesson 9 –Projects & Grants	•Project Creation, project financial entries, project management and grant management
Lesson 10 –Budget	•Budget Creation, Management & Amendments

Sample User Training Course List - HR

End User Training	Description
Lesson 1 –Human Resources Overview	Training course focusing on the complete overview of the HR module, including navigation, structures, positions, set-up procedures, set up of HR-related user tables and employee pages, and Human Resource Processing. It includes personnel actions such as new hire process, service breaks, FMLA, transfers, terminations, and pay increases.
Lesson 2 – Benefits Overview	Training course focuses on the complete benefits cycle, including defining eligibility requirements, premiums, coverage levels, and benefit plan set-up. Leave accrual plan set-up, processing, and posting leave time taken will also be covered in this course.
Lesson 3 –Payroll Overview	Training course focusing on payroll set-up and processing, including time entry, adjustments, tax maintenance, online check, pay history, etc. PART 1: Payroll Overview and Employee Set-up PART 2: Payroll User Table Set-up PART 3: Time Entry and Payroll Processing PART 4: Payroll Reporting and Online Check
Lesson 4 –Reporting Overview	This training course gives an overview of reporting and analytics. It also introduces some basic concepts of relational databases.
Lesson 5 – Administrator	Administrators training, focusing on maintaining policies, creation of workflow, security and export training
Lesson 6 – Supervisor Overview	End User Manager/Supervisor Training overview. Discussing reporting and approvals of time.

Sample Test Plans

Typical Test Plan

A typical test plan will include:

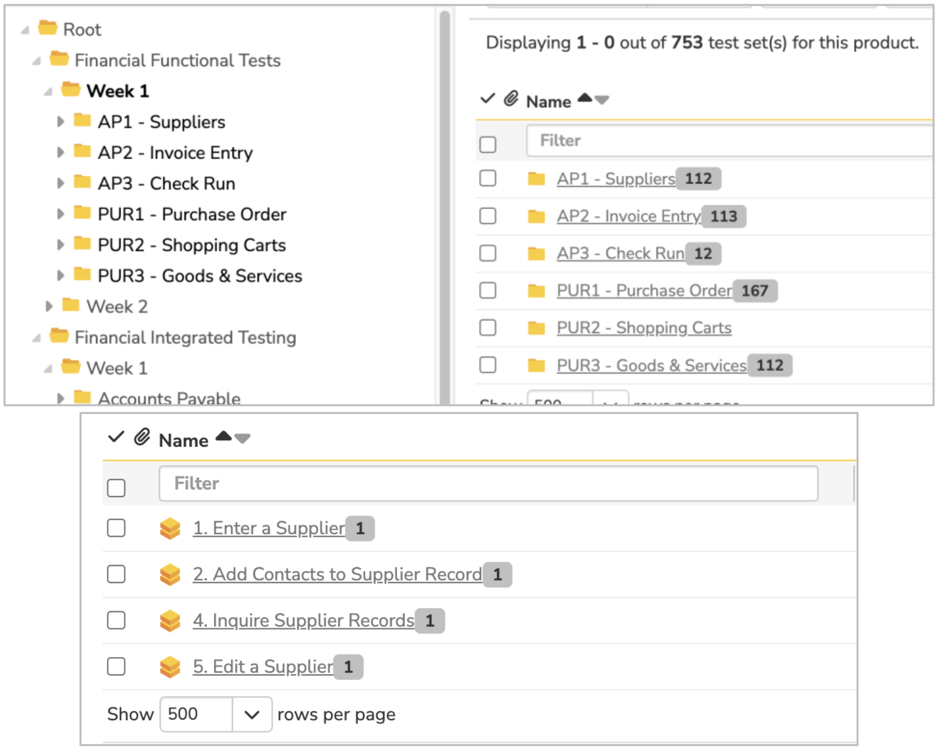
- Testing approach/strategy
- Key testing activities
- Functionality to be covered in each week or key activity of testing
- Timeline for the key activities
- Roles and Responsibilities of all participants
- Test scenarios
- Test Incident tracking methodology, including triage, escalation and metrics
- Test phase completion criteria and success metrics

Sample Testing Scripts - SAP Financial Test Cases

Univerus utilizes the program SpiraTest as the test management system for each of our clients. Test cases (scripts) are broken out between each of the testing processes and then within each of the modules within SAP.

- Functional Testing – Base testing of the system
- Integrated Testing – Initial business process testing
- User Acceptance Testing – Finalized business process testing

Test Case Breakout Examples



Sample Quality Management Plan

The quality control plan outlined in this section highlights Univerus' approach and the framework used to ensure quality project delivery.

Project Process	Quality Assurance Standard	Quality Control Standards

Project Schedule Management	• Objective: Verification that Project Schedule Management activities are performed via a documented process.
	• Per the Project Schedule Management Plan:
	  ○ Project schedule review meetings are held and well attended.
	  ○ Any modifications to the project schedule are approved and tracked. Includes discussion and approval of impacts those schedule changes will have on the project.
	  ○ Roles and responsibilities are well defined.
	  ○ Action items from review meetings are documented and tracked to completion.
		• Resource allocations do not exceed 100%
		• Plan is baselined.
		• All tasks (excluding summary & milestone) have resources assigned.
		• All project phases are realistically represented.

Product Configuration and Customizations Review	• Objective: Verification that Product Configurations and Customizations activities are performed via a documented process.	• Financial implications of changes are discussed. • Approvals obtained and documented.

	• <u>Per Product Configuration and Customizations document</u>: ○ Meetings to discuss product configurations and customizations are held and well attended. ○ Configurations and customizations are approved, tracked, and documented appropriately. ○ A process is in place to communicate these changes to both the Univerus and customer teams. ○ Post-configuration and customizations review process to ensure the changes meet expectations.	
Change Management	• <u>Objective:</u> Verification that Change Management activities are performed via a documented process. • <u>Per Change Management Plan</u>: ○ Change Management meetings are held and well attended. ○ A process is in place to communicate these changes to both the Univerus and customer teams. ○ Action items from meetings are documented and tracked to completion.	• Minutes are updated frequently with next actions, owners, and due dates. • Change Orders are properly documented and contain all necessary impact assessments and approvals. • Approved change orders are reflected in the schedule.
Risk & Issue Management	• <u>Objective:</u> Verification that Risk & Issue Management activities are performed via a documented process. • <u>Per Risk & Issue Management Plan</u>: ○ Risk & Issue Management meetings are held and well attended. ○ Risks & Issues appropriately categorized based on risk level, impact, etc. ○ Risks & Issues are escalated to Senior Management as needed ○ Action items from meetings are documented and tracked to completion.	• Risks & Issues are properly documented in a tracking tool. • Risks & Issues not open greater than 30 days.
Test Management (Software Validation and Verification)	• <u>Objective:</u> Verification that Test Management activities are performed via a documented process. • <u>Per Test Management Plan</u>: ○ Test review procedures are well-defined. ○ Rigorous verification approach in place and being used. ○ Test procedures are self-explanatory (can be understood by someone other than the author). ○ Test results are tracked in a testing tool. ○ Appropriate for degree of software criticality.	• Review post-test execution related artifacts including test reports, test results, problem reports, updated requirements verification matrices, etc. • Integration test design exists for every interface. • Unit test plan defines coverage requirements. • System test design for each software component. • Realistic testing & repair work estimates in project schedule

Defect Management	• Objective: Verification that Defect Management activities are performed via a documented process.
	• Per Defect Management Plan:
	  o Defect process is being followed per approved Defect Management plan.
	  o Defects are tracked in a Defect Management tool
	  o Defects reports are produced as agreed in the Defect Management plan
		• Failed tests are repeated after correction.
		• Defect triage process in use and effective.
		• Defects are categorized per the plan (type, cause, module, etc.).
		• Test anomalies are identified, documented, addressed, and tracked to closure

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

II.PROJECT DELIVERABLES, MILESTONES & 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.

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 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?	We are prepared to begin in October 2025 or 2-3 weeks after contract signing.
2. What activities would the Proposer expect to occur within the first 60 days of contract signing?	Project Management activities including agreement of a final project plan with the City team, software install and analysis and design phase. With the first 60 days the City will have a working test site to start testing the application
3. How long does the typical implementation of the product being proposed take for an organization of similar size to the City?	Typically, 12-14 months of effort based on the scope of the project. Phased implementations differ based on the module implementation at each phase. Our preference is to drill down on this topic during any subsequent procurement stages including during due diligence before a formal project plan is submitted as part of the BAFO process.
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)?	We work with the City to determine dates that best align with your calendar considering busy periods for each department. We take this info and then make best practice recommendations on what modules should be taken live together to optimize the City's business process and use of its legacy systems during the transition.

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.

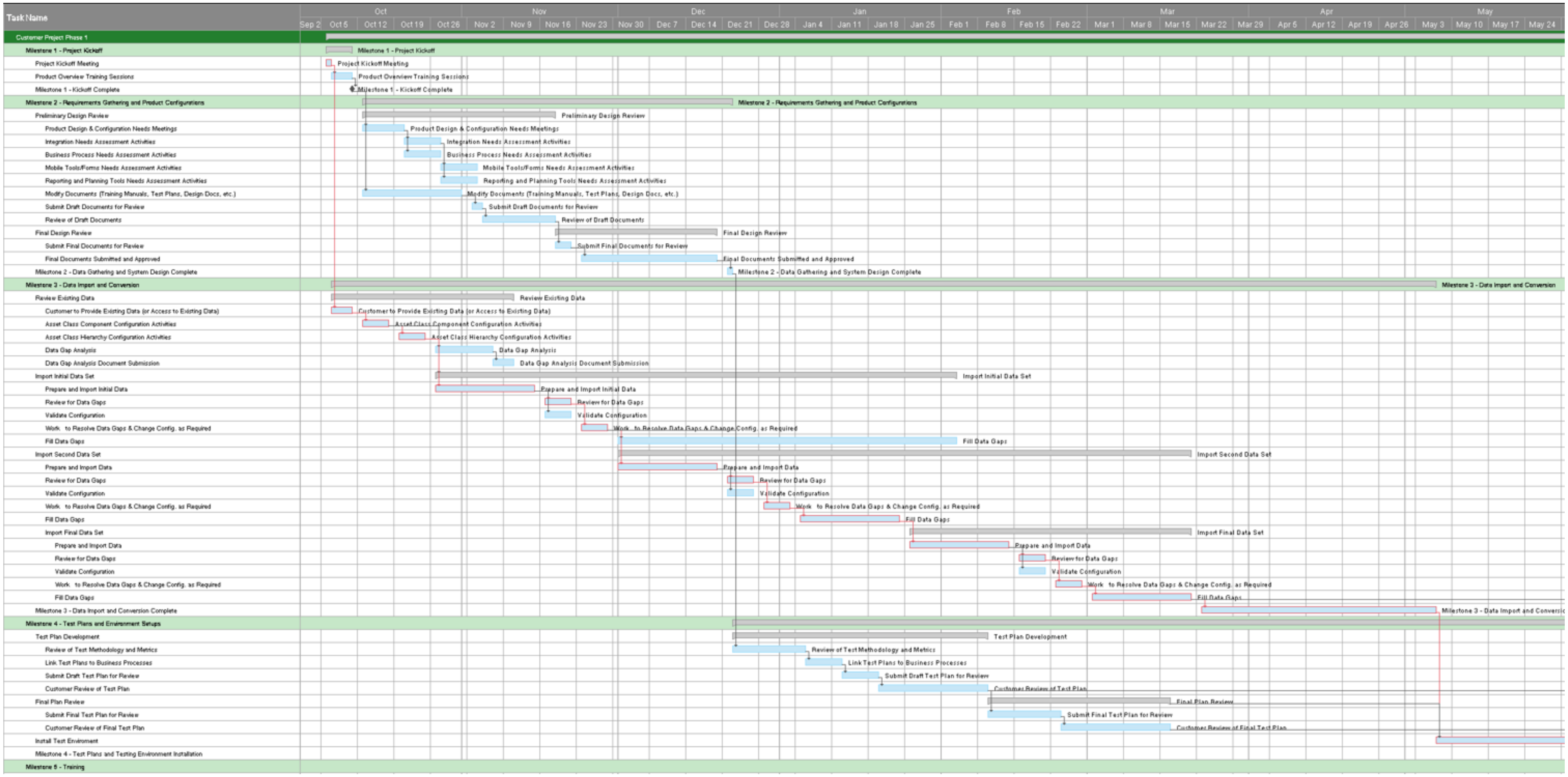
Proposers are encouraged propose phasing and timelines that best align with the Proposers implementation approach.

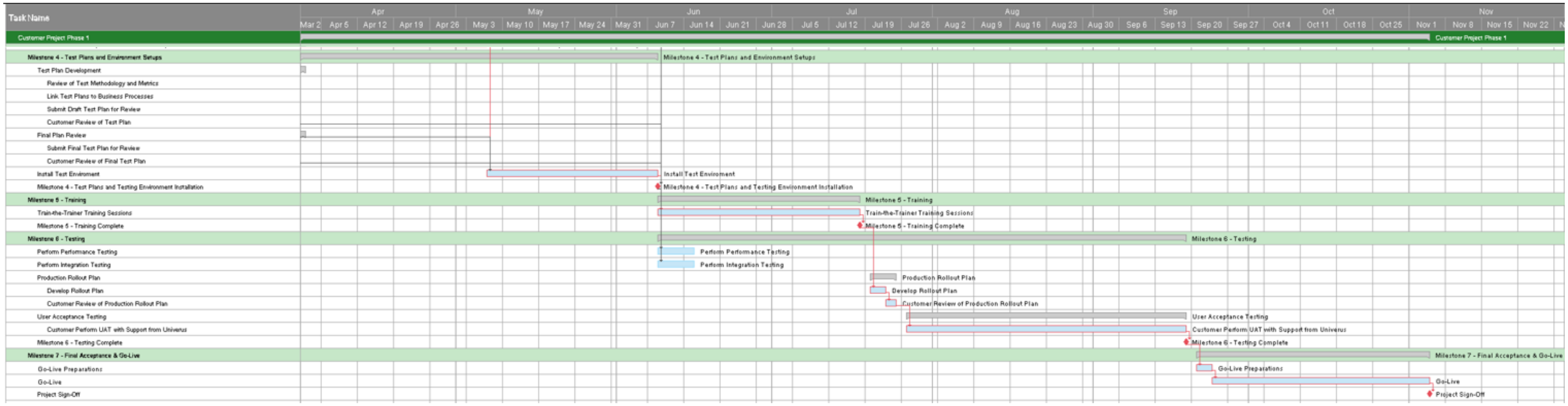
Table 4-02: Projected Go-Live Dates

Phase	Functional Areas	Potential Start Date	Target Go-Live Date
I	Financials	October 2025	January 2027
II	Human Resources/Payroll	May 2026	July 2027

Tab 4 - Exhibits

Sample Project Schedule – Gantt Chart





Task Name
Apr
May
Jun
Jul
Aug
Sep
Oct
Nov
Mar 2
Apr 5
Apr 12
Apr 19
Apr 26
May 3
May 10
May 17
May 24
May 31
Jun 7
Jun 14
Jun 21
Jun 28
Jul 5
Jul 12
Jul 19
Jul 26
Aug 2
Aug 9
Aug 16
Aug 23
Aug 30
Sep 6
Sep 13
Sep 20
Sep 27
Oct 4
Oct 11
Oct 18
Oct 25
Nov 1
Nov 8
Nov 15
Nov 22
Customer Project Phase 1
Milestone 4 - Test Plans and Environment Setups
Test Plan Development
Review of Test Methodology and Metrics
Link Test Plans to Business Processes
Submit Draft Test Plan for Review
Customer Review of Test Plan
Final Plan Review
Submit Final Test Plan for Review
Customer Review of Final Test Plan
Install Test Enviroment
Milestone 4 - Test Plans and Testing Environment Installation
Milestone 5 - Training
Train-the-Trainer Training Sessions
Milestone 5 - Training Complete
Milestone 6 - Testing
Perform Performance Testing
Perform Integration Testing
Production Rollout Plan
Develop Rollout Plan
Customer Review of Production Rollout Plan
User Acceptance Testing
Customer Perform UAT with Support from Univerus
Milestone 6 - Testing Complete
Milestone 7 - Final Acceptance & Go-Live
Go-Live Preparations
Go-Live
Project Sign-Off

Sample Deliverables & Milestones

Milestone 1 – Project Kickoff

In this phase, we work with the customer to identify the key stakeholders, escalation paths, and define responsibilities and finalize the project schedule. If there are any items that may impact schedule such as vacations, competing business priorities, are called out and scheduled is adjusted as needed.

At these meetings we will also provide a range of system overview training so that the customer has a solid base foundation knowledge that can help them make important decisions on matters such as business process changes and configuration decisions.

Key Milestones and Deliverables:

- Identification of key stakeholders, escalation paths, and defined roles and responsibilities
- Plan to keep all stakeholders well-informed of project status.
- Project management tool to be used during the project.
- Change management plans.
- Training schedule
- Project management plan finalized.
- Contract signed.
- Agenda, presentations, and minutes finalized.

Milestone 2 – System Design

We understand that implementing a new system is challenging. Therefore, our approach is to keep our customers informed and engaged throughout the project. To that end, we will schedule regular checkpoint meetings to ensure the customer is well informed of the project progress.

In addition, we will utilize an online project management tool to ensure all project information is stored and accessible to all project participants. Communication between our team and the customer team will be tracked using this tool. It will also be used to identify key project risks and issues and what plans are in place to address them.

We have learned from previous projects the importance of communication both internally within the customer organization and to the end customers it serves. To that end, we will work with the customer to develop a communication plan that will ensure a seamless transition to our software. We will also start to identify any internal and/or external change management needs. We will work with the customer to develop the best approach to prepare, equip and support all stakeholders to successfully adopt change to drive organizational success and outcomes. We will provide guidance and templates to facilitate communication with staff, third party partners, and end customers about the changes. Dealing with change management starts during this initial phase, but it will continue throughout the project and into the support and maintenance period.

During this phase we deep dive into each functional module of our software and how other municipalities have implemented our software. This process is done in several sessions, each focusing on a specific module with the customer teams/departments that will be using the module.

We focus on configuration needed to tailor the software for use by the users. We will spend time with users to address functionalities such as Accounting and Finance, System Administration, GIS and Mapping Views, Work Management, Asset Management Planning, and Custom Reporting. This design work will also form the foundation for the testing approach and will feed directly into the training material. This is very much a two-way conversation to get an understanding of existing processes (as-is) and how we can configure the software to handle those changes. Depending on the detail this may take several sessions.

Training needs are identified during this phase as we need to start tracking process changes and who within the customer organization will require training. We will start to determine the level of training required and the preliminary schedules of when the training will be delivered.

Workshop Sessions

We deep dive into each functional module of our software and how other municipalities have implemented our software. This process is done in several sessions, each focusing on a specific module with the customer teams/departments that will be using the module.

Key Milestones and Deliverables:

- All functional modules reviewed and configured.
- Testing needs assessment.
- Workshop report

Milestone 3 – Data Import and Conversion

The **Univerus ERP** data migration methodology is a proven process designed to successfully facilitate the conversion of data from any legacy system into the **Univerus ERP** Solution. The team will work with the City to determine the best options for data conversion (amount, types of data, staff involvement, etc.) during Contract finalization, Project Kick-Off and Requirements Gathering and Product Configurations phases. Our Conversion Analyst will lead the City through the analysis and mapping session, presenting the methodology, toolsets, and scripts that will be used during the conversion, as well as completing a detailed data mapping.

Key Milestones and Deliverables:

- Completed system configuration and support documentation.
- Business process analysis
- Integration approach finalized and documented.
- Interfaces designed.
- Data migration workshop
- Migration routines developed.
- Data extraction from the legacy software
- Data migration to our software
- Audit report of converted data compared to extracts.
- Validation testing of the first migration.
- Refinement and repetition of data migration for each subsequent migration
- Mock go-live migration to ensure final accuracy and completeness.
- Go-live migration.
- Post go-live clean-up as required.

Refer to Tab 2 – VIII.-IX. Data Conversion Approach for further details

Milestone 4 - Test Plans and Environment Setups

Fundamental to the testing methodology is a jointly developed Testing Plan. Although the Project Schedule provides an outline of the testing for the purposes of resource allocation and scheduling, a test plan is developed and must be approved before testing commences. This provides a week-by-week outline of the major tasks and the team members responsible for them and thus constitute the testing roadmap.

A sample test plan would include:

- Testing approach/strategy
- Key testing activities
- Functionality to be covered in each week or key activity of testing
- Timeline for the key activities
- Roles and Responsibilities of all participants
- Test scenarios
- Test Incident tracking methodology, including triage, escalation and metrics
- Test phase completion criteria and success metrics

Milestone 5 – Training – Knowledge Transfer

During the Requirements Gathering and Product Configurations phase, we conduct a detailed examination of each functional module of our software and review how other municipalities have implemented it. This phase consists of multiple sessions, each dedicated to a specific module and involving the customer teams and departments that will be using the module. These sessions also serve as training opportunities, helping to familiarize users with the software and identify potential areas for improvement.

Identifying training needs is a crucial aspect of this phase, as it allows us to track process changes and determine who within the customer organization will require training. The assessment will help establish the required level of training and develop a preliminary schedule for training delivery. The Univerus team will create a customized curriculum based on an analysis of the City's needs and environment, ensuring that course content aligns with functional areas and is tailored to user types and skill levels.

The training plan will focus on coordinating all aspects of end-user training, including trainee information such as names, roles, and workgroups, as well as course offerings and training modules. A detailed schedule will outline the timing of classes, with trainers and trainees assigned to each course. Facility requirements, such as venue reservations and necessary equipment, will be addressed to support the training process. Additionally, training metrics will be established to measure the effectiveness of the sessions and provide feedback for continuous improvement.

Key Milestones and Deliverables:

- Completion of training plan
- Successful training plan execution

Refer to Tab 3 – Training sections IX. – XII. for further information.

Milestone 6 – Testing

Our testing phase is designed to simulate real-life scenarios for your customers and staff interacting with our solution. We run a variety of tests (e.g., system, integration, user acceptance, penetration), and we encourage your team to join us in testing to ensure the system fits your business needs.

A key part of this process is a jointly developed Testing Plan. While the Project Schedule outlines testing timelines for resource planning, the test plan, approved before testing begins, serves as a detailed roadmap, listing weekly tasks and team responsibilities.

We use a top-tier test management tool to assign tests to at least two of your staff for accuracy and redundancy, tracking progress and results. The agreed test plan is translated into weekly assignments with daily scrums and on-site support to address issues or training gaps.

Functional Testing lays the groundwork for integration, user acceptance, and training, starting with a "Train the Tester" session to prepare your team. We track each test's status (pass, fail, or blocked), and any required fixes are made by our R&D team before retesting.

We involve your business team during testing to ensure the solution fits your processes, adjusting as needed. Real-life scenarios are tested by customer staff not previously involved in the project. User Acceptance Testing (UAT) ensures the system meets business requirements, with any defects or new requirements logged and reviewed with the client PM for the next steps.

User acceptance testing will be conducted and completed successfully before moving on to the deployment.

Key Milestones and Deliverables:

- Completion of test plan and schedule
- Completion of all unit tests
- Completion of system wide regression testing
- Completion Performance and load testing
- Completion of user acceptance testing
- Deployment ready production software

Refer to Tab 3 – Testing sections XIII. – XVII. for more information.

Milestone 7 – Final Acceptance & Go-Live

This is the last before Go-Live and includes the implementation of the finalized production software, as well as the user training required to support the Go-Live efforts. We use industry standard, pre-production deployment method, where we execute our deployment plan in a production identical environment. This approach allows us to identify and correct any potential issues prior to go-live. This cut-over period between pre-production deployment and Go-Live requires successful coordination between our combined project team members and end-users. Developing a schedule and then testing it prior to Go-Live is essential. After the pre-production deployment is finished, the environment used for the cutover tests will be made available to the project team for the following purposes:

- **Validation of data** - This task consists of validating accuracy of converted data by verifying randomly selected items from the total population. This validation task is the responsibility of the City and is intended to provide a level of comfort on the data conversion accuracy of the data loaded to the solution instance. Issues identified during validation testing will be logged as incidents for resolution by the conversion analysts, and others involved in the data conversion process.

- **Continued Testing -** as defined in the test plan.

Sample Payment Schedule

MP#	Estimated Project Month	Milestone Description	Amount
ERP-PMO-1	1	ERP Project Management	[redacted]00.00
ERP-PMO-2	2	ERP Project Management	[redacted]00.00
ERP-PMO-3	3	ERP Project Management	[redacted]00.00
ERP-PMO-4	4	ERP Project Management	[redacted]00.00
ERP-PMO-5	5	ERP Project Management	[redacted]00.00
ERP-PMO-6	6	ERP Project Management	[redacted]00.00
ERP-PMO-7	7	ERP Project Management	[redacted]00.00
ERP-PMO-8	8	ERP Project Management	[redacted]00.00
ERP-PMO-9	9	ERP Project Management	[redacted]00.00
ERP-PMO-10	10	ERP Project Management	[redacted]00.00
ERP-PMO-11	11	ERP Project Management	[redacted]00.00
ERP-PMO-12	12	ERP Project Management	[redacted]00.00
ERP-PMO-13	13	ERP Project Management	[redacted]00.00
ERP-P1	1	ERP Phase 0 - Contract Signing	[redacted]00.00
ERP-P2	1	ERP Phase 0 - Preparation & Kick off - Completion	[redacted]00.00
ERP-P3	2	ERP Phase 1 - Discovery, Analysis and Configuration - Planning	[redacted]50.00
ERP-P4	3	ERP Phase 1 - Discovery, Analysis and Configuration - Workshops	[redacted]50.00
ERP-P5	4	ERP Phase 1 - Discovery, Analysis and Configuration - Completion	[redacted]00.00
ERP-P6	5	ERP Phase 2 - Custom Development - Start	[redacted]00.00
ERP-P7	9	ERP Phase 2 - Custom Development - Completion	[redacted]00.00
ERP-P8	4	ERP Phase 3 - Data Conversion - Planning	[redacted]00.00
ERP-P9	7	ERP Phase 3 - Data Conversion - Programs	[redacted]00.00
ERP-P10	12	ERP Phase 3 - Data Conversion - Completion	[redacted]00.00
ERP-P11	3	ERP Phase 4 - Test Planning and Execution - Delivery and Acceptance of Test Plan	[redacted]00.00
ERP-P12	5	ERP Phase 4 - Test Planning and Execution-Development of Test Scenarios	[redacted]00.00
ERP-P13	7	ERP Phase 4 - Test Planning and Execution-Execution and Reporting	[redacted]00.00
ERP-P14	11	ERP Phase 4 - Test Planning and Execution - Completion	[redacted]00.00
ERP-P15	4	ERP Phase 5 - Training Planning and Delivery-Delivery and Acceptance of Training Plan	[redacted]00.00
ERP-P16	8	ERP Phase 5 - Training Planning and Delivery-Training Materials and Schedule	[redacted]00.00
ERP-P17	12	ERP Phase 5 - Training Planning and Delivery - Completion	[redacted]00.00
ERP-P18	8	ERP Phase 6 - Deployment - Go Live (a)	[redacted]00.00
ERP-P19	14	ERP Phase 6 - Deployment - Go Live - Completion	[redacted]00.00
ERP-P20	9	ERP Phase 7 - Tranisition/Post Implementation Support (a)	[redacted]00.00
ERP-P21	15	ERP Phase 7 - Tranisition/Post Implementation Support - Completion	[redacted]00.00
HCM-1	1	HCM Phase 0 - Preparation & Kick-off	[redacted]00.00
HCM-2	2	HCM Phase 0 - Preparation & Kick-off - Completion	[redacted]00.00
HCM-3	6	HCM Phase 1 - Discovery, Analysis and Configuration	[redacted]00.00
HCM-4	7	HCM Phase 1 - Discovery, Analysis and Configuration - Completion	[redacted]00.00
HCM-5	7	HCM Phase 2 - Custom/Interface Development	[redacted]00.00
HCM-6	10	HCM Phase 2 - Custom/Interface Development - Completion	[redacted]00.00
HCM-7	6	HCM Phase 3 - Data Conversion	[redacted]00.00
HCM-8	11	HCM Phase 3 - Data Conversion - Completion	[redacted]00.00
HCM-9	8	HCM Phase 4 - Test Planning and Execution	[redacted]00.00
HCM-10	12	HCM Phase 4 - Test Planning and Execution - Completion	[redacted]00.00
HCM-11	6	HCM Phase 5 - Training Planning and Delivery	[redacted]00.00
HCM-12	13	HCM Phase 5 - Training Planning and Delivery - Completion	[redacted]00.00
HCM-13	13	HCM Phase 6 - Deployment - Go-live	[redacted]49.68
HCM-14	14	HCM Phase 6 - Deployment - Go-live - Completion	[redacted]49.68
HCM-15	14	HCM Phase 7 - Transition / Post-Implementation Support	[redacted]15.00
HCM-16	15	HCM Phase 7 - Transition / Post Implementation Support - Completion	[redacted]00.00
		Total	[redacted]14.36

Tab 5 – References

II.SOFTWARE AND PROFESSIONAL SERVICES REFERENCES

Table 5-01 Reference Table

Reference Table
Reference Number: 1
Governmental Entity Name: City of Jacksonville, NC What is the approximate staff count of the Entity? 600 What is the approximate population served by the Entity? 73,000
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system): Providing fully integrated ERP vendor-hosted / cloud solution (multi-tenant), including software, project management, implementation, training, data migration, integrated with existing solutions and support/maintenance for Financial, HR, Utility Billing. Asset Management is the 2nd project for Jacksonville.
Contact Information Address: 815 New Bridge St City, State, Zip: Jacksonville, NC, 28540 Reference Contact Name: Terrance Braxton Title: Information Technology Director Phone No.: 910-938-5057 Email Address: tbraxton@jacksonvillenc.gov Start Date: Nov 2023 Go-Live Date: Jul 2025 **Project Information** Vendor Project Manager/Lead for this Client: Sylvain Belanger Name and Version of software system installed: SAP ByD – 24.08 / PDS Vista – 7.3 / Univerus E&W - 7.5 Legacy software system replaced: Friendly Bytes Scope of Modules installed: Financial: Accounts Payable, Accounts Receivable, Bank Reconciliation, Budget, Contract Management, Fixed Assets, General Ledger, Grant & Project Accounting, Purchasing, Treasury, Learning Management. HR: Applicant Tracking/Recruitment, Benefits, HR & Personnel Management, Learning Management, Payroll, Performance Review, Self-Service, Time & Attendance. Utility Billing: Utility Billing, Account Management, Customer Portal, Device Management, Service Orders Asset Management (Nov 2024-Oct 2025) Asset Tracking, Planning, Fleet, Work Order Management, Cost Tracking, Field Mobility. Model used (Hosted, On-Premise, SaaS, etc.): SaaS Is this reference still using the software? Yes x Total Project Cost: confidential, please discuss with customer

Table 5-01 Reference Table

Reference Table
Reference Number: 2
Governmental Entity Name: County of Centre, PA What is the approximate staff count of the Entity? 550

What is the approximate population served by the Entity? 185,000
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system): Providing fully integrated ERP vendor-hosted / cloud solution (multi-tenant), including software, project management, implementation, training, data migration, integration with existing solutions and support/maintenance.
Contact Information Address: 420 Holmes Street City, State, Zip: Bellefonte, Pennsylvania, 16823 Reference Contact Name: Jason Moser Title: CFO Phone No.: (814) 355-6700 Email Address: jmmoser@centrecountypa.gov Start Date: Apr 2023 Go-Live Date: Jul 2024 **Project Information** Vendor Project Manager/Lead for this Client: Sylvain Belanger Name and Version of software system installed: SAP Business ByDesign v.23.02, PDS Vista HCM v.7.3.1 Legacy software system replaced: CentralSquare Scope of Modules installed: Financials – SAP ByD - Accounts Payable, Accounts Receivable, Bank Reconciliation, Budget, Contract Management, Fixed Assets, General Ledger, Grant & Project Accounting, Purchasing, Treasury, Learning Management HR – PDS Vista - Recruitment, Performance Management, Personnel Actions, Position Control, Benefits, Employee Self-Serve, Time and Attendance, Payroll Model used (Hosted, On-Premise, SaaS, etc.): SaaS Is this reference still using the software? Yes x Total Project Cost: confidential, please discuss with customer

Table 5-01 Reference Table

Reference Table
Reference Number: 3
Governmental Entity Name: Manhasset-Lakeville Water District, NY What is the approximate staff count of the Entity? 20 What is the approximate population served by the Entity? 45,000
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system): Providing fully integrated ERP and Utility Billing vendor-hosted / cloud solution, software, project management, implementation, training, data migration, integration with existing solutions and support/maintenance.
Contact Information Address: 170 E Shore Rd City, State, Zip: Great Neck, NY 11023 Reference Contact Name: Hilary Grossman Title: Business Manager Phone No.: 515-466-4423 Email Address: hilary@mlwaterd.org Start Date: Jan 2023 Go-Live Date: ERP-Jan 2024, UB/CIS-Jul 2024 **Project Information** Vendor Project Manager/Lead for this Client: James Shields Name and Version of software system installed: SAP ByD – 24.08 /

Univerus E&W – 7.5 Legacy software system replaced: Friendly Bytes Scope of Modules installed: Finance: Accounts Payable, Accounts Receivable, Bank Reconciliation, Budget, Contract Management, Fixed Assets, General Ledger, Grant & Project Accounting, Purchasing, Treasury and Learning Management. Utility Billing: Account Management, Customer Portal, Device Management, Service Orders Model used (Hosted, On-Premise, SaaS, etc.): SaaS Is this reference still using the software? Yes x Total Project Cost: confidential, please discuss with customer

Table 5-01 Reference Table

Reference Table
Reference Number: 4
Governmental Entity Name: Opelika Utilities, AL What is the approximate staff count of the Entity? 420 What is the approximate population served by the Entity? 31,000
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system): Providing fully integrated Utility Billing and Finance-ERP vendor-hosted / cloud solution (multi-tenant), including software, project management, implementation, training, data migration, integration with existing solutions and support/maintenance. ERP installation is the 2nd implementation project for Opelika, Utility Billing primary.
Contact Information Address: 4055 Water St, City, State, Zip: Opelika, AL, 36801 Reference Contact Name: Lynn Reckart Title: Administrator Phone No.: 334-705-5500 Email Address: lreckart@owwb.com Start Date: UB-Jun 2021/ ERP-Nov 2024 Go-Live Date: UB-Apr 2022 / ERP-Oct 2025 **Project Information** Vendor Project Manager/Lead for this Client: Denise Laurin Name and Version of software system installed: Univerus E&W - 7.5.2 / SAP ByD – 24.11 Legacy software system replaced: Continental Utility Solutions / Microsoft Dynamics GP Scope of Modules installed: Financial: Accounts Payable, Accounts Receivable, Bank Reconciliation, Budget, Contract Management, Fixed Assets, General Ledger, Grant & Project Accounting, Purchasing, Treasury. UBS: CIS, MDM, Cashiering, Scheduler Model used (Hosted, On-Premise, SaaS, etc.): SaaS Is this reference still using the software? Yes x Total Project Cost: confidential, please discuss with customer

Table 5-01 Reference Table

Reference Table
Reference Number: 5
Governmental Entity Name: Cape May County, NJ What is the approximate staff count of the Entity? 1200 What is the approximate population served by the Entity? ~100,000
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system): PDS assisted in a full implementation of Vista HR modules from their legacy system and continues to support and maintain solution.
Contact Information Address: 4 Moore Road City, State, Zip: Cape May Courthouse, NJ, 08210 Reference Contact Name: Bess Dyer Title: CIO Phone No.: (609) 463-3330 Email Address: Bess.dyer@co.cape-may.nj.us Start Date: Jul 2019 Go-Live Date: Jan 2020 **Project Information** Vendor Project Manager/Lead for this Client: PDS Name and Version of software system installed: Vista Legacy software system replaced: Unknown Scope of Modules installed: HR/Benefits/Payroll, Scheduling, Time & Attendance, Leave Management, Recruitment Model used (Hosted, On-Premise, SaaS, etc.): On-Premise Is this reference still using the software? Yes X Total Project Cost: confidential, please discuss with customer

Table 5-01 Reference Table

Reference Table
Reference Number: 6
Governmental Entity Name: James City County, VA What is the approximate staff count of the Entity? 1500 What is the approximate population served by the Entity? 83,000
Detailed narrative description of work completed for this reference (e.g., upgrade process, new implementation for a client transitioning from a different legacy system): PDS assisted in a full implementation of Vista HR modules from their legacy system and continues to support and maintain solution.
Contact Information Address: 101-F Mounts Bay Road City, State, Zip: Williamsburg, VA Reference Contact Name: Bryan Buel Title: Application Support Analyst Phone No.: 757-259-3100 Email Address: Bryan.Buel@jamescitycountyva.gov Start Date of Project: Feb 2008 Go-Live Date: Jan 2009 **Project Information**

Vendor Project Manager/Lead for this Client: PDS Name and Version of software system installed: Vista Legacy software system replaced: Unknown Scope of Modules installed: HR, Benefits, Payroll Model used (Hosted, On-Premise, SaaS, etc.):On Premise Is this reference still using the software? Yes x Total Project Cost: confidential, please discuss with customer

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: None

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: None

Tab 6 – Cost Narrative

I.PART I: COST WORKSHEETS

Refer to separate ***Univerus - Price Proposal - City of Superior ERP RFP Attachment C***

- Price Proposal binder – hard copy
- Price Proposal file – USB
- Instructions provided were followed for completing Attachment C (removed from this section)

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 **Yes**

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: Univerus agrees to an acceptance based payment schedule. Our milestone payments and any required holdback amounts as required are agreed during contract negotiations.

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: Our milestone payments and any required holdback amounts as required are agreed 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: Univerus agrees to these one-time Implementation Services cost requirements. Our milestone payments and any required holdback amounts as required are agreed upon 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: Univerus agrees to the annual maintenance cost requirements. Our post go-live payment schedule for maintenance fees are agreed upon during contract negotiations.

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: Univerus agrees to the subscription cost requirements. Our milestone payments and any required holdback amounts as required are agreed upon during contract negotiations.

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: We offer additional services as required during the project; pricing is included in Attachment C1 for hourly rates.

b. Any discounts that have been offered

Brief Statement: Incentive discounts have been offered to the professional services pricing to reflect our desire to work with the City.

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: We offer additional services as required during the project; pricing is included in Attachment C1 for hourly rates. In the event any work needs to be transferred to Univerus we can review the type of work and project budget / resource utilization before requesting a change order for any further costs.

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: Our customers have a far more efficient workforce and streamlined processes after implementation. Quantification of cost savings is not possible without more info from the City.

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: Future updates are included as part of the annual maintenance subscription fees

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: Travel costs have been proposed for onsite presence at critical phases of the project. Further visits can be requested as necessary via the project management team. We are experienced in remote delivery of our solution and have invested in this area given the current travel restrictions.

Our project team makes each trip as economical as possible with concurrent weeks on site to reduce airfare expenses and looks to use economical housing rather than hotel rentals for our staff to help further minimize costs.

<u>Estimates:</u>

# of trips: 23
Ave. duration: 3 days (+2 travel days)
staff: 2/trip
Cost per trip: $4,660/trip ($2,330/staff/trip)

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: None

Tab 6 – Exhibits

Univerus Travel & Expense Policy

General Travel Governance
All travel related expenses will be supported by receipts, other than per diem expenses.

On-site Travel
All travel expenses incurred by Univerus personnel related to this project shall be recoverable and reimbursable as follows:

Air Travel
All air travel shall be “coach class” or the class that offers the lowest overall fare for the given itinerary. Alternate travel can be approved by the Univerus and the City Project Managers if the price of travel is the same cost or less than the price of travel to the employee’s home airport. This

could include weekend stays that do not require a flight. Change fees when a change in itinerary is requested or required by the City and/or Univerus project managers.

Parking

Parking fees, tolls, and other road tariffs encountered while traveling to/from airports, at hotels, other necessary locations or the City offices are recoverable and reimbursable.

Hotels

When overnight stay is appropriate, the associated hotel expense shall be recoverable and reimbursable. Taxes and other tariffs associated with hotel stays are recoverable and reimbursable.

Corporate or special rates with established local hotels will be pursued. Travel delays resulting in extra hotel nights are recoverable and reimbursable.

Rental Cars

Rental cars will be used for local travel at the destination the City and the associated expenses (including fuel) shall be recoverable and reimbursable.

Should two (2) to three (3) Univerus personnel travel to the destination the City, a rental car shall be shared whenever travel and work schedules permit. Should four (4) to seven (7) employees travel to the destination the City, two rental cars shall be shared, and reimbursable. Over seven (7) personnel travelling to the destination the City will be rare, and the number of rental cars will be considered on a case by case basis.

Univerus will rent cars with unlimited mileage

Per Diem

For each full day of travel/work, the employee will receive a per diem of $55 for working days and $110 for weekends and holidays when travel/stay is required. Per Diem charges will be invoiced without the requirement to submit expense receipts.

Per Diems are subject to periodic review and change by Univerus, which could occur during the life of the project.

Invoicing Travel

Travel expenses will be invoiced based on actuals as incurred, on a monthly basis. Univerus will ordinarily provide travel invoices within sixty (60) days of the close of the month of the incurred expenses.

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

Proposer to describe the overall contract structure, including how (if any) MOUs or other inter-party agreements between sub-contractors would be structured: The City will enter into an agreement that incorporates both Univerus and PDS's proposed components to address the requirements outlined in the RFP.

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)? No

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 N/A

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: Yes or detailed below as:

Refer to ***Univerus Sample Master Services Agreement***

- Section 9 - WARRANTIES, INDEMNITIES AND LIMITED LIABILITY.

Tab 7 - Exhibits

Refer to ***Sample Univerus Master Services Agreement***

- FOLLOWING Tab 9 – Functional and Technical Requirements pages.

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.

Univerus Inc. has reviewed the RFP documents and has no exceptions at this time but reserves the right to negotiate any of the terms and conditions during contracting as each project may have unforeseen complexities.

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.

Univerus Inc. has nothing to identify at this time.

II.DEVIATIONS/EXCEPTIONS TO RFP TERMS AND CONDITIONS AS PROPOSED BY THE CITY

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: ☐ X

Univerus Inc. has reviewed the RFP documents and has no exceptions at this time but reserves the right to negotiate any of the terms and conditions during contracting as each project may have unforeseen complexities.

Tab 9 – Functional and Technical Requirements Response

Also refer to separate ***Univerus – Proposal Response to Attachment B - City of Superior ERP RFP.xlxs*** on USB.

Remainder of page intentionally left blank.

Tab 7 - Exhibits to follow Tab 9.

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**	
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**	
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**	
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**	
GT.11	.ics (MS Outlook version 2016 or later, including MS 365, for calendaring);	**Desired**	**S**	
GT.12	.xml; and	**Critical**	**S**	
GT.13	Other City-defined desktop productivity applications.	**Critical**	**S**	
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**	

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**	
The system shall import and export data from (or to) standard file formats including but not limited to:				
GT.15	The system has the ability to support API's (Application Programming Interface) for third-party system integration.	**Critical**	**S**	
GT.16	The system has its own API keys and connectors for third-party and in-house system integration.	**Desired**	**S**	
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**	
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**	
GT.20	The system shall support application of certificate verified internal electronic signatures providing assurance of authenticity, integrity, and non-repudiation.	**Critical**	**S**	
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**	
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**	
Document Management				
GT.24	The system shall provide "Document Management System" functionality to track electronic files associated with specific system records.	**Critical**	**S**	
GT.25	The system shall support data storage with discrete version control in accordance with defined operational standards.	**Desired**	**S**	
GT.26	The system shall provide the ability to link imported documents to specific	**Critical**	**S**	
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**	
GT.28	The system shall restrict modification of attached documents based on individual or department permissions.	**Critical**	**S**	
GT.29	The system shall allow a user to scan documents directly into the system.	**Critical**	**S**	
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**	
GT.31	The system shall email a hyperlink of an electronic file to another internal party.	**Desired**	**S**	
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**	
GT.33	The system shall identify records with documentation/attachments.	**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**	
The system shall import and export data from (or to) standard file formats including but not limited to:				
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.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**	
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**	
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**	Typically via your Active Directory rules
GT.47	The system shall require that passwords are changed on a defined schedule, as defined by organization policy.	**Critical**	**S**	Typically via your Active Directory rules
GT.48	The system has the ability for passwords to have an organization-defined minimum length and complexity.	**Critical**	**S**	Typically via your Active Directory rules
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**	Typically via your Active Directory rules
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.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**	
GT.55	The system shall encrypt data stored in the application.	**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**	
The system shall import and export data from (or to) standard file formats including but not limited to:				
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**	
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**	
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**	
GT.76	The system shall provide configurable audit reports.	**Critical**	**S**	
GT.77	The system shall automatically send configured audit reports on a scheduled basis or by a triggered audit event.	**Desired**	**S**	
GT.78	The system shall allow auditing within modules to be determined by the module, and configured by the administrator.	**Desired**	**S**	
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.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**	
GT.81	The system shall allow the City system administrator to add and change permissions for system access.	**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**	
The system shall import and export data from (or to) standard file formats including but not limited to:				
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**	
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**		
GT.88	The system shall provide configurable exception reports.	**Critical**	**S**	
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**	
The system shall mask fields by user role including but not limited to:				
GT.90	Tax numbers/ID;	**Critical**	**S**	
GT.91	Date of Birth;	**Critical**	**S**	
GT.92	Passwords;	**Critical**	**S**	
GT.93	Bank account numbers;	**Critical**	**S**	
GT.94	Social Security numbers;	**Critical**	**S**	
GT.95	Driver's License numbers;	**Critical**	**S**	
GT.96	Email addresses;	**Desired**	**S**	
GT.97	Addresses; and	**Desired**	**S**	
GT.98	Other, City-defined fields. Please describe limitations in comments.	**Desired**	**S**	
GT.99	The system shall mask a portion of any of the above fields.	**Desired**	**S**	
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**	
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.102	The system shall be operational on a 24 x 7 scheduled basis.	**Desired**	**S**	We schedule maintenance per the cloud availability agreement for the systems and publish these maintenance periods for your planning.
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**	
User Interface				

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**	
The system shall import and export data from (or to) standard file formats including but not limited to:				
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**	
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**	
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**	
GT.117	The system shall provide customizable screens based on roles and permissions.	**Desired**	**S**	
GT.118	The system shall spell check on any field with the ability for a user to accept or ignore suggestion.	**Critical**	**S**	
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**	
GT.121	The system shall support international addresses.	**Critical**	**S**	
GT.122	The system shall support international phone numbers.	**Critical**	**S**	
GT.123	The system shall search by fragment or portion of a word or number.	**Critical**		
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**	
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**	

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**	
The system shall import and export data from (or to) standard file formats including but not limited to:				
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**	
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**	
	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**		
GT.140	Department;	**Critical**	**S**	
GT.141	Any string in the Chart of Accounts or Account;	**Critical**	**S**	
GT.142	Thresholds;	**Critical**	**S**	
GT.143	Percentage argument;	**Desired**	**S**	
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**	**S**	
GT.147	Other City-defined criteria. Please describe limitations in comments.	**Desired**	**S**	
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.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**	
The system shall import and export data from (or to) standard file formats including but not limited to:				
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**	
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**	Based on client specific KPI requirements
GT.157	The system shall customize the information presented on the EIS by user.	**Critical**	**S**	Based on client specific KPI requirements
GT.158	The system shall customize the information presented on the EIS by group of users.	**Critical**	**S**	Based on client specific KPI requirements
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**	
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.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.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**	
The system shall import and export data from (or to) standard file formats including but not limited to:				
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	
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	
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	
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	S	
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	
GL.8	The system shall automatically roll forward balances for balance sheet accounts at year end for a soft close.	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**	
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**	**S**	
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**	
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**	
GL.15	The system shall perform automatic posting of recurring journal entries with appropriate security permissions.	**Desired**	**S**	Via defined transaction type setup and account determination profiles
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**	Via reverse feature on the completed Journal Entry Voucher.
GL.17	The system shall perform automatic reversals of month-end accruals at the beginning of the next period.	**Desired**	**S**	Our response includes custom professional services and development hours to ensure we can meet this requirement in the event we cannot meet this out of the box. Further discussions required during procurement phases needed.
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 configuration to add the status reasons as a user defined field.
GL.25	The system shall provide at least 13 periods, including one for audit adjustments (period 13).	**Critical**	**S**	
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**	

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**	
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**	**S**	
GL.28	The system shall enter comments at account set up based on account access permissions.	**Desired**	**S**	
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**	
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**	
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**	Deletions are handled via inactivating an account. Accounts that have transactions cannot be deleted to support referential integrity
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**	
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**	**S**	
GT.44	The system shall support at least a 30-character long description field for each segment of the COA.	**Critical**	**S**	
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.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**	
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**	**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.48	The system shall post statistical or non-financial data.	**Desired**	**C**	Our response includes custom professional services and development hours to ensure we can meet this requirement in the event we cannot meet this out of the box.
GL.49	The system shall use workflow technology to automatically route journal entries, including reversals, with attachments, to approvers prior to posting.	**Critical**	**S**	
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**	**S**	
GL.53	The system shall automatically populate fiscal year and period based on effective date with the ability to override and disable.	**Critical**	**S**	
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**	Via multiple set of books.
GL.55	The system shall disallow further posting to an account that is closed or inactive.	**Critical**	**S**	
GL.56	The system shall disallow posting to a closed period.	**Critical**	**S**	
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**	
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**	
GL.62	The system shall accommodate attachments associated with a journal entry based on security permissions.	**Critical**	**S**	
GL.63	The system shall remove attachments associated with a journal entry based on security permissions.	**Critical**	**S**	
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.65	The system shall automatically assign sequential numbers to all journal entry transactions for audit trail purposes.	**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**	
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**	**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**	
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**	
GL.69	The system shall generate reports to assist the City with completing and filing mandatory State tax forms.	**Critical**	**S**	
GL.70	The system shall export to various formats to create a custom designed ACFR document.	**Critical**	**S**	
GL.71	The system shall generate information for multiple periods and or multiple fiscal years in one query.	**Critical**	**S**	
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**	
GL.73	The system shall support user defined queries and allow these queries to create reports.	**Critical**	**S**	
GL.74	The system shall set unique security permissions for each system-generated report.	**Critical**	**S**	
GL.75	The system shall export all system-generated reports to .xlsx or .csv format.	**Critical**	**S**	
GL.76	The system shall support user defined queries and sharing of these in the system with other users.	**Critical**	**S**	
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**	
GL.79	The system shall schedule reports to be run during non-business hours on a user defined schedule.	**Desired**	**S**	
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**	
GL.81	The system shall provide comparison reports (e.g., between different periods, as user-defined).	**Critical**	**S**	
GL.82	The system shall select active and/or inactive accounts by year for reporting purposes for multiple user defined years.	**Critical**	**S**	
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**	

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**	
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**	**S**	
GL.85	The system shall produce monthly, quarterly, and annual financial statements at City-defined levels.	**Critical**	**S**	
GL.86	The system shall print graphs and charts for presentation style reports.	**Critical**	**S**	
GL.87	The system shall export graphs and charts for presentation style reports to common desktop publishing applications.	**Desired**	**S**	
GL.88	The system shall report by pay period for personnel expense (i.e.,1 of the 26).	**Critical**	**S**	Via Payroll System.
GL.89	The system shall project and report on end of year accruals (e.g., payroll).	**Critical**	**S**	Via Payroll System.
GL.90	The system shall print a summary explanation report of every GL account and its description.	**Desired**	**S**	
GL.91	The system shall perform wildcard searches by GL transaction fields.	**Critical**	**S**	
The system, at a minimum, shall produce the following reports (current and previous years and for multi-year funds where applicable):				Our response includes custom professional services and development hours to ensure we can meet the following reporting requirements in the event we cannot meet this out of the box.
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.112	Comparison of revenues and expenditures by quarter;	**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**	
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**	**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**	**S**	
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**	**C**	Additional Customization Required: Need to scope to determine configuration customization.
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**	**C**	Additional Customization Required: Need to scope to determine configuration customization.
BD.7	The system shall provide salary and benefit information by employee, for budgeting purposes.	**Critical**	**S**	
BD.8	The system shall create and enforce the budget at any segment of the City's chart of accounts.	**Critical**	**S**	

Budgeting – Operating, Personnel, Capital				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
BD.9	The system shall budget at any level with budgetary control at the line item level based on user-defined criteria.	**Critical**	**S**	
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**	**C**	Additional Customization Required: Need to scope to determine configuration customization.
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**	**C**	Additional Customization Required: Need to scope to determine configuration customization.
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**	
BD.25	Sub-Entries (transactions);	**Critical**	**S**	
BD.26	Current year-to-date compared to previous year-to-date;	**Critical**	**S**	
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**	
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**	
BD.29	Other, City-defined.	**Desired**	**S**	
The system shall add attachments at the detail level of the budget, including but not limited to:				

Budgeting – Operating, Personnel, Capital				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
BD.30	MS Word;	**Critical**	**S**	
BD.31	MS Excel;	**Critical**	**S**	
BD.32	PDF; and	**Critical**	**S**	
BD.33	Other, City-defined.	**Critical**	**S**	
	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**	
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**	**C**	Additional Customization Required: Need to scope to determine configuration customization.
BD.39	The system shall associate a start and end date with a supplemental budget request.	**Critical**	**C**	Additional Customization Required: Need to scope to determine configuration customization.
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**	**C**	Additional Customization Required: Need to scope to determine configuration customization.
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**	
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**	**C**	Additional Customization Required: Need to scope to determine configuration customization.
BD.46	The system shall create replacement and maintenance budgets based on an items useful life, annual maintenance, and annual replacement contributions.	**Desired**	**C**	Additional Customization Required: Need to scope to determine configuration customization.
BD.47	The system shall automate budget information to expedite budget offers and avoid human error.	**Critical**	**C**	Additional Customization Required: Need to scope to determine configuration customization.

Budgeting – Operating, Personnel, Capital				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
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**	**C**	Additional Customization Required: Need to scope to determine configuration customization.
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**	
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**	
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**	

Budgeting – Operating, Personnel, Capital				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
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**	
BD.70	Date, ordinance number, and language of City Council approval;	**Desired**	**S**	
BD.71	Comments/notes;	**Desired**	**S**	
BD.72	Scanned and attached documentation; and	**Desired**	**C**	Additional Customization Required: Need to scope to determine configuration customization.
BD.73	Other, City-defined.	**Desired**	**S**	
BD.74	The system shall allow City-defined interfund or intrafund budget transfers of funding, through workflow, with appropriate permissions and approvals.	**Desired**	**C**	Additional Customization Required: Need to scope to determine configuration customization.
BD.75	The system shall lockout changes to the budget after City-defined dates and criteria.	**Critical**	**C**	Additional Customization Required: Need to scope to determine configuration customization.
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**	**N**	**when you decide to push the data into the system.**
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**	
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**	

Budgeting – Operating, Personnel, Capital				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
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**	
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**	**C**	Additional Customization Required: Need to scope to determine configuration
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**	
BD.92	The system shall add or delete mass employee (FTE) to departments or divisions based upon user-defined need.	**Desired**	**S**	
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**	**C**	Additional Customization Required: Need to scope to determine configuration customization.
The system shall track the following position information:				
BD.94	Multiple organizational levels;	**Critical**	**S**	
BD.95	Pay grade and step plan;	**Critical**	**S**	
BD.96	Pay schedule;	**Critical**	**S**	
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**	

Budgeting – Operating, Personnel, Capital				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
BD.110	The system shall assign multiple funding sources, including project and grants, to each employee or position.	**Critical**	**S**	
BD.111	The system shall forecast suggested wage progression changes.	**Critical**	**S**	
BD.112	The system shall attach documents to position control records.	**Desired**	**C**	Additional Customization Required: Need to scope to determine configuration customization.
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				
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**	**C**	Additional Customization Required: Need to scope to determine configuration customization.
BD.117	The system shall allow capital budgets to be created from historical financial information or past budgets.	**Critical**	**C**	
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**	**C**	
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**	**C**	
The system shall identify a capital budget request based on the following:				Additional Customization Required: Need to scope to determine configuration customization.
BD.120	Project ID;	**Critical**	**C**	
BD.121	Project number;	**Critical**	**C**	
BD.122	Project name;	**Critical**	**C**	
BD.123	Project type (user-defined);	**Critical**	**C**	
BD.124	Asset type (user-defined);	**Critical**	**C**	
BD.125	Project phases;	**Desired**	**C**	
BD.126	Anticipated project start and end dates;	**Critical**	**C**	
BD.127	Funding source(s);	**Critical**	**C**	
BD.128	Budget Year; and	**Critical**	**C**	
BD.129	Other, City-defined.	**Desired**	**C**	
BD.130	The system shall budget for capital projects and/or grants beyond one year, to a minimum of 5 years.	**Critical**	**C**	
BD.131	The system shall budget for revenue sources in the capital budget.	**Critical**	**C**	
BD.132	The system shall allow for multiple funding sources for multi-year funds.	**Critical**	**C**	

Budgeting – Operating, Personnel, Capital				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
BD.133	The system shall track budget, expenditures, and funding sources for grants and multi-year funds.	**Critical**	**C**	
The system shall store the following information when a capital budget adjustment/amendment is made:				Additional Customization Required: Need to scope to determine configuration customization.
BD.134	Type of change;	**Critical**	**C**	
BD.135	Reason for change;	**Critical**	**C**	
BD.136	Original requestor of change;	**Critical**	**C**	
BD.137	Approvers of change;	**Critical**	**C**	
BD.138	Tracking of all historical changes;	**Critical**	**C**	
BD.139	User making change;	**Desired**	**C**	
BD.140	Date and time of change;	**Desired**	**C**	
BD.141	Comments/notes;	**Critical**	**C**	
BD.142	Scanned and attached documentation; and	**Critical**	**C**	
BD.143	Other, City-defined.	**Critical**	**C**	
BD.144	The system shall consolidate a report that provides details for capital projects.	**Critical**	**C**	
BD.145	The system shall export CIP and other project data to a project management tool (e.g., MS Project).	**Critical**	**C**	
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**	
BD.148	Trend analysis;	**Critical**	**S**	
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**	
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**	
BD.158	Estimated to expend of the current year budget;	**Critical**	**S**	
BD.159	Any previous year budget or actual with percentage increase;	**Critical**	**S**	
BD.160	Any previous year budget or actual with percentage decrease;	**Critical**	**S**	

Budgeting – Operating, Personnel, Capital				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
BD.161	City-defined percentages to department level above or below baselines;	**Critical**	**S**	
BD.162	City-defined percentages to the account level above or below baselines;	**Critical**	**S**	
BD.163	For all requirements above, ability to distribute and budget by period (i.e., seasonal budget.); and	**Desired**	**S**	
BD.164	Other, City-defined.	**Desired**	**S**	
The system shall provide salary and benefit forecasting capabilities based on the integration with the payroll application including:				Additional Customization Required: Need to scope to determine configuration customization.
BD.165	Number of positions;	**Critical**	**C**	
BD.166	Number of pay periods;	**Critical**	**C**	
BD.167	Multiple types of pay;	**Critical**	**C**	
BD.168	Current salary ranges;	**Critical**	**C**	
BD.169	Mid-year pay adjustments at the individual employee/position level (e.g., anniversary-based step increases);	**Critical**	**C**	
BD.170	Mid-year pay adjustments that apply universally (e.g., Cost of Living Adjustment increases);	**Critical**	**C**	
BD.171	Overtime;	**Critical**	**C**	
BD.172	Longevity;	**Critical**	**C**	
BD.173	Holiday pay days;	**Desired**	**C**	
BD.174	Shift differential;	**Critical**	**C**	
BD.175	Lead pay; and	**Critical**	**C**	
BD.176	Other, City-defined.	**Critical**	**C**	
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**	
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**	
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**	
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**	

Budgeting – Operating, Personnel, Capital				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
BD.186	The system shall integrate with common desktop publishing applications (e.g., Adobe Acrobat) for producing the final or "presentation" budget document.	**Critical**	**S**	
BD.187	The system shall produce ADA compliant budget documentation.	**Desired**	**C**	Need more information
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**	
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**	
BD.191	The system shall query for specific words in budget line items.	**Desired**	**S**	
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**	**C**	Additional Customization Required: Need to scope to determine configuration customization.
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**	**S**	
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**	

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**	Via cost center and fixed asset class
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**	
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**	
CA.7	The system shall track assets purchased through lease.	**Critical**	**S**	
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**	
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**	User Defined Field

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	**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**	
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**	Using the replacement value calculation
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**	Via Purchasing Integration or Direct 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**	
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**	**C**	GIS Integration to ESRI is avaialble and can be configured
CA.26	The system shall attach multiple file types to an asset record.	**Desired**	**S**	
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**	
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**	
CA.32	The system shall detect duplicate serial numbers in the same asset type.	**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.		
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**	
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:				
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**	
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**	
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**	
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**	**C**	Individual Transfer Supported by Default

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.59	The system shall allow the transfer of an asset from one department or fund to another.	**Critical**	**S**	
CA.60	The system shall import from third-party software for uploading asset information en masse with appropriate review and approval.	**Critical**	**S**	
	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**	
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**	Via Reporting Tool
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**	**S**	Via Reporting Tool
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**	
CA.69	The system shall set standard and user-controlled depreciation methods with the ability to change the standard method.	**Critical**	**S**	
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**	Deactivation Date Field
CA.76	The system shall archive retired and/or sold assets on a scheduled or user-defined basis.	**Critical**	**S**	Retired or Sold Assets can be excluded from the lists and reports
	Reporting and Querying			
CA.77	The system shall support full text search of all fields.	**Critical**		

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.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**	
CA.79	The system shall report capital asset expenditures against a capital budget.	**Desired**	**S**	Via Reporting Tool
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**	
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**	
CA.83	The system shall run reports of asset items assigned to employee, departments, division, and by date range.	**Desired**	**S**	
CA.84	The system shall report on assets based on funding source.	**Desired**	**S**	
CA.85	The system shall generate reports on period additions, transfers, disposals, and depreciation by asset, type, and general ledger account code.	**Critical**	**S**	
CA.86	The system shall report on assets for legally separate component units.	**Critical**	**S**	
CA.87	The system shall create depreciation reports and other types, both canned and ad-hoc.	**Critical**	**S**	
CA.88	The system shall provide GASB and ACFR compliant reports.	**Critical**	**S**	
CA.89	The system shall generate valuation report on all of the City's capital assets.	**Critical**	**S**	
CA.90	The system shall report on actions taken on an asset to track its full location and assignment history.	**Critical**	**S**	
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**	
CA.92	The system shall export reports to multiple file formats including .PDF, .XLSX, and .CSV.	**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

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**	
PU.3	The system shall attach more than one supporting document to a transaction (e.g., separate quotes).	**Desired**	**S**	
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**	**C**	Our response includes custom professional services and development hours to ensure we can meet this requirement in the event we cannot meet this out of the box.
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**	

Purchasing				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
PU.9	The system shall establish emergency expenditure approval exceeding budget with appropriate permissions; including an audit trail of the emergency budget	**Desired**	**S**	
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**	
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**	**C**	Our response includes custom professional services and development hours to ensure we can meet this requirement in the event we cannot meet this out of the box.
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**	
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**	
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**	
PU.28	The system shall recalculate encumbrances based upon open requisitions and purchase orders.	**Desired**	**S**	
Requisitions				

Purchasing				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
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**	
PU.32	The ability to modify or updated recurring requisitions.	**Desired**	**S**	
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**	
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**	**S**	
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**	**C**	Our response includes custom professional services and development hours to ensure we can meet this requirement in the event we cannot meet this out of the box.
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**	**C**	Our response includes custom professional services and development hours to ensure we can meet this
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**		
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**	
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**	**S**	
The system shall maintain the following data points in the requisition process:				
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**	

Purchasing				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
PU.54	Vendor name;	**Critical**	**S**	Vendor assignee during source of supply determination carried out automatically or manually based on related data entities e.g. purchasing contract or manual entry.
PU.55	Vendor number;	**Critical**	**S**	
PU.56	Vendor contact person;	**Desired**	**S**	
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**	
PU.61	Description (minimum of 250 characters);	**Critical**	**S**	
PU.62	Multiple City general ledger account numbers;	**Critical**	**S**	Via Cost Center
PU.63	Project Number or Grant Number;	**Critical**	**S**	
PU.64	Work Order Number;	**Desired**	**S**	Via project purchase request feature
PU.65	Contract Number;	**Desired**	**S**	Contract assigned during source of supply determination.
PU.66	Bid Number;	**Desired**	**S**	If the Bid is a preceding document in the purchasing workflow.
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**	
PU.72	The system shall categorize requisitions as user defined types. (i.e., sole source or emergency purchases).	**Desired**	**S**	
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**	**C**	Our response includes custom professional services and development hours to ensure we can meet this requirement in the event we cannot meet this out of the box.

Purchasing				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
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**	**C**	Our response includes custom professional services and development hours to ensure we can meet this requirement in the event we cannot meet this out of the box.
PU.79	The system shall indicate the debarment status of a vendor.	**Desired**	**S**	
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**	**F**	Currently in development for other customers, this feature will add a "year to date" spend field on the purchase requisition when the vendor is selected. This will be available in Q3 2025.
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**	
PU.83	The system shall automatically assign a unique purchase order number sequentially, with a minimum of 9 alphanumeric characters.	**Critical**	**S**	
PU.84	The system shall require that the vendor be valid/entered before creating a purchase order.	**Critical**	**S**	
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	**Desired**	**S**	
PU.89	The system shall change the account (GL) number that is assigned to a purchase, with appropriate security permissions.	**Critical**	**S**	Via Cost Center
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**	**C**	Our response includes custom professional services and development hours to ensure we can meet this requirement in the event we cannot meet this out of the box.
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**	

Purchasing				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
PU.94	The system shall allow each item on a purchase order to have multiple funding sources.	**Critical**	**C**	Our response includes custom professional services and development hours to ensure we can meet this requirement in the event we cannot meet this out of the box.
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**	
PU.97	The system shall accommodate blanket purchase orders that do not encumber funds.	**Desired**	**S**	
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**	Via PO changes tab on PO
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**	
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**	**S**	
PU.107	The system shall store electronically received or scanned documents with every purchase order (word doc, PDF).	**Critical**	**S**	
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**	
PU.111	The system shall include the City's terms and conditions on purchase orders.	**Critical**	**S**	
PU.112	The system shall change the vendor associated with a purchase order with appropriate security permissions.	**Critical**	**S**	
PU.113	The system shall split code a purchase order by percentage or dollar value to multiple departments and accounts.	**Critical**	**S**	

Purchasing				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
PU.114	The system shall flag a PO when retainage applies.	**Critical**	**S**	Via accounts payable retainage
PU.115	The system shall accommodate retainage at dollar or percentage value.	**Critical**	**S**	
PU.116	The system shall automatically adjust retainage as the PO changes.	**Desired**	**S**	
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**	
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**	
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**	
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	**Critical**	**S**	
PU.125	The system shall associate purchasing card transactions with a particular project or job (work order) number within the system.	**Critical**	**S**	
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**	

Purchasing				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
PU.138	Invoice number;	**Critical**	**S**	
PU.139	Damaged; and	**Critical**	**S**	
PU.140	Other, user-defined fields.	**Critical**	**S**	
PU.141	The system shall receive one item at a time.	**Desired**	**S**	
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**	
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**	
Bid Management				
PU.149	The system shall provide a public-facing bid management portal for soliciting bids and proposals.	**Critical**	**C**	Our response includes custom professional services and development hours to ensure we can meet this requirement in the event we cannot meet this out of the box.
PU.150	The system shall convert a requisition to a bid.	**Desired**	**S**	
PU.151	The system shall support sealed bids/proposals.	**Critical**	**S**	Via user defined configuration
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,	**Critical**	**S**	Via user defined configuration
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**	Via reporting
PU.156	The system shall provide user defined contract terms and condition types with the ability to override, with appropriate security permissions.	**Critical**	**S**	
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**	**C**	Our response includes custom professional services and development hours to ensure we can meet this requirement in the event we cannot meet this out of the box.
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**	
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**	

Purchasing				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
PU.162	The system shall time stamp when the bid was submitted by the bidder.	**Critical**	**C**	Our response includes custom professional services and development hours to ensure we can meet this requirement in the event we cannot meet this out of the box.
PU.163	The system shall allow City staff to flag a bid as an electronic or manual (paper copies accepted) bid.	**Desired**	**C**	Our response includes custom professional services and development hours to ensure we can meet this requirement in the event we cannot meet this out of the box.
PU.164	The system shall allow bidders to complete forms electronically in the system.	**Critical**	**C**	Our response includes custom professional services and development hours to ensure we can meet this requirement in the event we cannot meet this out of the box.
PU.165	The system shall accept electronic signatures from vendors on forms in the system through dual authentication.	**Critical**	**C**	Our response includes custom professional services and development hours to ensure we can meet this requirement in the event we cannot meet this out of the box.
PU.166	The system shall produce notification letters to unsuccessful bidders.	**Desired**	**C**	Our response includes custom professional services and development hours to ensure we can meet this requirement in the event we cannot meet this out of the box.
PU.167	The system shall post addenda and automatically notify all registered bidders (who downloaded the bid) related to bids in the system.	**Critical**	**C**	Our response includes custom professional services and development hours to ensure we can meet this requirement in the event we cannot meet this out of the box.
	The system shall allow vendors to electronically acknowledge addenda.	**Critical**	**C**	Our response includes custom professional services and development hours to ensure we can meet this requirement in the event we cannot meet this out of the box.
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**	**S**	
PU.172	The system has the ability for bidders to login and check status of bid.	**Desired**	**C**	Our response includes custom professional services and development hours to ensure we can meet this requirement in the event we cannot meet this out of the box.

Purchasing				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
PU.173	The system provides the ability for automatic notifications of bid opportunities, addenda, tabulations, and bid awards.	**Desired**	**C**	Our response includes custom professional services and development hours to ensure we can meet this requirement in the event we cannot meet this out of the box.
PU.174	The system provides the ability for City staff to be notified when questions have been submitted by vendors online.	**Critical**	**C**	Our response includes custom professional services and development hours to ensure we can meet this requirement in the event we cannot meet this out of the box.
PU.175	The system shall allow vendors to ask questions and receive notification of answers posted in Q&A docs online.	**Critical**	**C**	Our response includes custom professional services and development hours to ensure we can meet this requirement in the event we cannot meet this out of the box.
PU.176	The system shall tabulate cost based on established criteria.	**Desired**	**C**	Our response includes custom professional services and development hours to ensure we can meet this requirement in the event we cannot meet this out of the box.
PU.177	The system shall save bids/proposals in progress.	**Critical**	**C**	Our response includes custom professional services and development hours to ensure we can meet this requirement in the event we cannot meet this out of the box.
PU.178	The system shall post addenda and automatically notify registered bidders (who downloaded the bid) related to bids in the system.	**Critical**	**C**	Our response includes custom professional services and development hours to ensure we can meet this requirement in the event we cannot meet this out of the box.
PU.179	The system has the ability for the staff to designate the way the totals will be calculated when creating the bid.	**Desired**	**C**	Our response includes custom professional services and development hours to ensure we can meet this requirement in the event we cannot meet this out of the box.
PU.180	The system shall allow the bidder to enter the detail amounts that make up the total system calculated bid.	**Desired**	**C**	Our response includes custom professional services and development hours to ensure we can meet this requirement in the event we cannot meet this out of the box.
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**	**C**	Our response includes custom professional services and development hours to ensure we can meet this requirement in the event we cannot meet this out of the box.
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**	

Purchasing				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
The system shall accommodate competing bid summaries that include the following information:				
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**	
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**	**S**	
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**	
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**	**S**	
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**	
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**	
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**	
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**	

Purchasing				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
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**	
PU.208	The system shall track certificate of insurance expiration dates.	**Critical**	**S**	
PU.209	The system shall notify internal staff and the vendor of the expired certificate of insurance.	**Desired**	**S**	
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**	
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**	**F**	This is part of our 2025 roadmap regarding AP, projects and purchasing integration
PU.218	The system shall store contract documents electronically.	**Critical**	**S**	
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**	
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**	
PU.222	The system shall support the workflow process for change orders with digital signature approval.	**Critical**	**S**	
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**	
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**	

Purchasing				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
PU.230	The system shall generate purchasing activity reports.	**Critical**	**S**	
PU.231	The system shall generate all reports by user-defined date ranges that may occur over prior fiscal years.	**Critical**	**S**	
PU.232	The system shall track and report local vendor preference.	**Desired**	**S**	
PU.233	The system shall track and report on standard bid items and their average costs.	**Critical**	**S**	
PU.234	The system shall produce a system generated report of bidder history.	**Critical**	**S**	
PU.235	The system shall report bid information associated with a project.	**Critical**	**S**	
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**	
PU.237	The system shall track and report on user defined contract milestones.	**Desired**	**S**	
PU.238	The system shall provide an Executive Information System (EIS) (i.e., a performance dashboard).	**Critical**	**S**	
PU.239	The system shall allow the system administrator to report on audit logs.	**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 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**	

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**	
AR.14	The system shall provide configurable customer statements.	**Critical**	**S**	
AR.15	The system shall provide recurring billing capabilities such as lease payments, rental payments, and other miscellaneous recurring billing.	**Critical**	**C**	Our response includes custom professional services and development hours to ensure we can meet this requirement in the event we cannot meet this out of the box.
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**	
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**	
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**	
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**	

Accounts Receivable, Billing and Cash Receipts				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
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**	
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**	
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**	
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**	
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**	
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 POS Integration
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**	
AR.58	Means of contact (e.g., phone, mail, email, etc.);	**Desired**	**S**	
AR.59	Nature of the contact; and	**Desired**	**S**	
AR.60	Information collected as a result of contact.	**Desired**	**S**	

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**	
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**	
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**	
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**	
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**	

Req #	Description of Requirement	Criticality	Vendor Response	Comments
Accounts Receivable, Billing and Cash Receipts				
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	
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	
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**	
AR.114	Other, user-defined variables.	**Critical**	**S**	
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**	

Accounts Receivable, Billing and Cash Receipts				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
AR.126	The system shall generate a daily report that reflects all adjustment activity.	**Desired**	**S**	
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	**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**	

Accounts Receivable, Billing and Cash Receipts				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
AR.147	Tender type;	**Critical**	**S**	
AR.148	Type of activity (charge code);	**Critical**	**S**	
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**	
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	**Critical**	**S**	
AP.5	The system shall attach digital copies of receipts and other supporting documentation to AP transaction records.	**Critical**	**S**	
AP.6	The system shall automatically (proactively) notify end users of pending approval actions.	**Critical**	**S**	
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**	**S**	

Accounts Payable				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
AP.11	The system shall import purchasing card transaction detail.	**Critical**	**S**	
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**	
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**	
AP.18	The system shall support at least a 25 character invoice number field.	**Critical**	**S**	
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**	40 character limit on invoice header, 50+ supported via user defined field.
AP.21	The system shall support a maximum of a 250 character Long description field.	**Critical**	**S**	40 character limit on invoice header, 50+ supported via user defined 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**	**S**	
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**	
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**	
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**	

Accounts Payable				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
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**	
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**	**S**	
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**	**S**	
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**	Via the US standard BAi2 file format
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**	
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**	**C**	Our response includes custom professional services and development hours to ensure we can meet this requirement in the event we cannot meet this out of the box.
AP.63	The system shall handle the associated accounting transactions for unclaimed property.	**Critical**	**C**	Our response includes custom professional services and development hours to ensure we can meet this requirement in the event we cannot meet this out of the box.
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:				
AP.65	At least nine characters for vendor numbers;	**Desired**	**S**	
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**	

Accounts Payable				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
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**	
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**	
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	**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**	
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**	
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**	
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**	**S**	
AP.98	The system shall allow vendors to maintain City defined information through a vendor self-service web portal.	**Desired**	**C**	Our response includes custom professional services and development hours to ensure we can meet this requirement in the event we cannot meet this out of the box.
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**	
AP.100	The system shall attach documents to the vendor file.	**Critical**	**S**	
AP.101	The system shall only allow changes to the vendor file based on security permissions.	**Critical**	**S**	

Accounts Payable				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
AP.102	The system shall require approval of all vendor changes via workflow.	**Desired**	**C**	Our response includes custom professional services and development hours to ensure we can meet this requirement in the event we cannot meet this out of the box.
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**	
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**	**C**	Our response includes custom professional services and development hours to ensure we can meet this requirement in the event we cannot meet this out of the box.
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**	
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**	
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**	
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**	
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**	

Accounts Payable				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
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**	
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**	**C**	Integration for this is possible wtithin the system
AP.123	The system shall allow an end-user to attach separate receipts related to each travel or other expense line item.	**Critical**	**S**	
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**		
The system shall generate a report or allow on-screen inquiry of a variety of vendor information (outstanding checks, volume of checks, etc.):				
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**	

Accounts Payable				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
AP.144	The system shall generate a report of invoices including but not limited to department, fund, grant, project number.	**Critical**	**S**	
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**	
AP.148	The system shall generate a report of invoices paid by work order.	**Critical**	**S**	
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**	
AP.152	The system shall generate an aging report by department that shows the age of the invoices vs paid date.	**Critical**	**S**	
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**	

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	**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**	
PG.6	The system shall accommodate at least 99 user defined different project types that integrate with the general ledger.	**Desired**	**S**	
PG.7	The system shall accommodate at least 99 user defined different project sub-types that integrate with the general ledger.	**Desired**	**S**	
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 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**	
PG.10	The system shall store at least 99 project templates.	**Desired**	**S**	
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**	
PG.18	The system shall provide user-defined cost allocation codes.	**Critical**	**S**	
PG.19	The system shall link projects to grants.	**Critical**	**S**	
PG.20	The system shall link multiple projects to one another.	**Desired**	**S**	
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**	**F**	Scheduled for 2025 roadmap with delivery in Q3
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**	
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**	
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**	
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**	
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**	**S**	
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**	

Project Accounting and Grant Management				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
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**	**F**	Scheduled for 2025 roadmap with delivery in Q3
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**	**S**	
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**	**S**	
PG.63	The system shall link City-defined grant numbers with issuing agency grant numbers.	**Desired**	**S**	
PG.64	The system shall interface with third-party grant management software systems (e.g., external agency systems).	**Desired**	**S**	
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**	
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**	
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**	
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**	

Project Accounting and Grant Management				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
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**	
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**	
Grant Applications				
PG.78	The system shall attach documents to the grant applications.	**Critical**	**S**	
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**	**S**	
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**	
Grant Tracking				
PG.84	The system shall track CDBG (Community Development Block Grants).	**Critical**	**S**	
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**	**S**	
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**	
PG.91	The system shall support the configuration of different requirements by grant category.	**Desired**	**S**	
PG.92	The system shall link grants to projects.	**Critical**	**S**	
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**	
PG.96	The system shall view and track all assets acquired through grant funding as indicated through the capital/fixed asset module.	**Desired**	**S**	

Project Accounting and Grant Management				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
PG.97	The system shall accommodate user defined performance metrics associated with a grant.	**Desired**	**S**	
PG.98	The system shall allow grant metrics to be established.	**Critical**	**S**	
PG.99	The system shall track grant metrics associated with a pass-through/sub-grant.	**Critical**	**S**	
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**	**S**	
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**		
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**	
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**		
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**	
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**	

Project Accounting and Grant Management				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
PG.120	The system shall allow "checklists" to be established to track the necessary documentation related to a reimbursement request.	**Desired**	**S**	
PG.121	The system shall allow established "checklists" to be modified during the life of the grant with appropriate security permissions.	**Desired**	**S**	
PG.122	The system shall trigger notifications based on established timelines associated with the reimbursement request process.	**Desired**	**S**	
PG.123	The system shall limit the reimbursement request to prescribed internal processes based on an established timeline.	**Desired**	**S**	
PG.124	The system shall submit electronic check images as part of the reimbursement request process.	**Critical**	**S**	
PG.125	The system shall submit electronic payment method images (EFT, ACH etc.) as part of the reimbursement request process.	**Critical**	**S**	
PG.126	The system shall electronically store the "final" documents associated with a submitted reimbursement request.	**Critical**	**S**	
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**	
PG.133	The system shall generate all state and federally required reports.	**Desired**	**S**	
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**	
The system shall generate Reports, including but not limited to:				
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**	

Project Accounting and Grant Management				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
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**	

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**	
HRE.4	The system shall establish workflow rules by department, employee group, or other user-defined criteria.	**Desired**	**S**	
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**	**S**	

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HRE.12	Date and time of contact;	**Desired**	**S**	
HRE.13	Means of contact (e.g., phone, email, etc.);	**Desired**	**S**	
HRE.14	Nature of the contact; and	**Desired**	**S**	
HRE.15	Information collected as a result of contact.	**Desired**	**S**	
HRE.16	The system shall track reasonable accommodation requests and interaction under the ADA.	**Desired**	**S**	
HRE.17	The system shall track reasonable accommodations provided under the ADA.	**Desired**	**S**	
HRE.18	The system shall create user modified letter templates to support the interactive process under the ADA.	**Desired**	**S**	
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**	**C**	
HRE.20	The system shall limit user access to correspondence Activity Log items, as defined by user security/role.	**Critical**	**S**	
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**	
The system shall maintain and track at a minimum the following employee data, with effective dating, for each employee:				
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**	

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HRE.40	Gender;	**Critical**	**S**	
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**	
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**	

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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**	Security settings can keep employees from accessing/seeing items you do not want them to see.
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**	Vista offers unlimited user fields to track any information needed.
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**	Security settings can be established by company, location, group, position, individual etc.
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**	
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**	
HRE.81	The system shall scan and store employee images (photos).	**Critical**	**S**	
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**	All data will stay in the system and will never be purged until it is done by you
HRE.83	The system shall provide automated record purge functionality, based on City-defined criteria and record retention policies.	**Desired**	**S**	
HRE.84	The system shall specifically mark records to prevent deletion based on standard record retention policies.	**Critical**	**S**	
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**	
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**	
The system shall track the following job classification information:				
HRE.88	Pay grade and step plan;	**Critical**	**S**	
HRE.89	Pay schedule;	**Critical**	**S**	
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**	
HRE.95	EEO Function;	**Critical**	**S**	
HRE.96	EEO Category;	**Critical**	**S**	

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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**	
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**	
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**	
HRE.112	Electronic signature;	**Desired**	**S**	We currently have integrations with Docusign and AdobeSign for this capability. We have an internal e-signature tool on our 2025 product roadmap.
HRE.113	Printable PA forms - completed and blank;	**Desired**	**S**	
HRE.114	Includes generation of other forms/sub-forms associated with PA (e.g., military leave request form);	**Desired**	**C**	Vista gives you the ability to pull these forms as a report therefore can be created to show any datapoint within Vista.
HRE.115	Accommodates attachments; and	**Desired**	**S**	
HRE.116	PA description field containing at least 255 characters.	**Desired**	**S**	
HRE.117	The system shall print a PA on more than one page, and not truncate fields or comments.	**Critical**	**S**	
HRE.118	The system shall copy an existing PA.	**Desired**	**C**	

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The system shall set up and establish rules, workflows, and track changes for the following Personnel Actions:				
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**	**S**	
HRE.140	The system shall make personnel actions effective in the middle of a pay period (per user defined business rules).	**Critical**	**S**	With effective dating throughout Vista, this can be done and applied at any period in time.
HRE.141	The system shall prompt a user to complete a personnel action when a position is vacated.	**Desired**	**S**	
HRE.142	The system shall establish and track expiration dates and notifications related to job status.	**Desired**	**S**	
HRE.143	The system shall display all personnel actions within a department to an approver with the appropriate security permissions.	**Critical**	**S**	
HRE.144	The system shall send an alert to a user when a temporary employee is near the end of his/her contract.	**Desired**	**S**	This can be configured through our workflows or notifications.

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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**	
HRE.150	The system shall automatically update an employee's accruals when a job change results in accrual plan changes.	**Critical**	**S**	
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	**Desired**	**S**	
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	**Critical**	**S**	
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**	**S**	
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**	**S**	
HRE.156	The system shall establish personnel action workflow rules by department, or employee group.	**Desired**	**S**	
HRE.157	The system shall establish personnel action workflow rules by personnel action reason/type.	**Desired**	**S**	
HRE.158	The system shall provide workflow for approval processes at multiple approval levels with date/time/ID stamp for electronic signature.	**Desired**	**S**	

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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**	Vista provides configurable wizards for new hires, terminations, benefit enrollment, and other processes, streamlining workflows and ensuring a user-friendly experience for seamless navigation.
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**	
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**	
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	**Critical**	**S**	
HRE.165	The system shall request and accept electronic credit and background checks from outside agencies.	**Desired**	**S**	
HRE.166	The system shall scan, link or upload and categorize/classify different types of documents and associate them with an employee.	**Critical**	**S**	
HRE.167	The system shall provide a report of pending personnel actions.	**Critical**	**S**	
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**	
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**	
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**	**S**	
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**	**S**	
HRE.182	The system shall perform a variety of performance rating analyses (e.g., by division, supervisor).	**Desired**	**S**	
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**	
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**	
HRE.186	The system shall accommodate review schedules and notify employees and supervisors of evaluation due dates.	**Critical**	**S**	
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**	**S**	
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**	
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**	**S**	
HRE.192	The system shall electronically notify supervisor that a review or other performance management milestone is due or overdue.	**Critical**	**S**	
HRE.193	The system shall provide email notification to employee when evaluation has been completed and approved.	**Desired**	**S**	
HRE.194	The system shall provide supervisors with list of their employees and projected review date.	**Critical**	**S**	
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**	**S**	
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**	
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**	

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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**	
HRE.199	The system shall attach documents to the performance review.	**Desired**	**S**	
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**	
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**	**S**	
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**	**C**	
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**	
HRE.206	The system shall generate a printable copy of employee performance reviews that is accessible to the employee.	**Desired**	**S**	
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**	
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**	
HRE.209	The system shall create cascading goals from the organization level down to the employee level.	**Desired**	**S**	
HRE.210	The system shall create City defined compliance reports.	**Desired**	**S**	
HRE.211	The system shall archive the performance management reports.	**Desired**	**S**	
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**	
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**	
HRE.215	The system shall tie employee relations cases to the employee master file.	**Critical**	**S**	

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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**	
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**	
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**	
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**	**S**	
HRE.221	Incident date/s;	**Desired**	**S**	
HRE.222	Incident number;	**Desired**	**S**	
HRE.223	Date action taken;	**Desired**	**S**	
HRE.224	Date City notified;	**Desired**	**S**	
HRE.225	Date Employee notified;	**Desired**	**S**	
HRE.226	Department;	**Desired**	**S**	
HRE.227	Supervisor;	**Desired**	**S**	
HRE.228	Related employees;	**Desired**	**S**	
HRE.229	Open comment field;	**Desired**	**S**	
HRE.230	Ability to attach documents;	**Desired**	**S**	
HRE.231	Action taken;	**Desired**	**S**	
HRE.232	Close date;	**Desired**	**S**	
HRE.233	Follow-up steps;	**Desired**	**S**	
HRE.234	Multiple Appeal steps with the associated date/s;	**Desired**	**S**	
HRE.235	Multiple Appeal decisions with associated date/s;	**Desired**	**S**	
HRE.236	Incident determination per appeal step (i.e., substantiated, unsubstantiated, undetermined);	**Desired**	**S**	
HRE.237	Discipline determination;	**Desired**	**S**	
HRE.238	Current status (active, inactive, on leave, etc.);	**Desired**	**S**	
HRE.239	HR contact;	**Desired**	**S**	
HRE.240	Disciplinary action purge flag;	**Desired**	**S**	
HRE.241	Disciplinary action purge date; and	**Desired**	**S**	
HRE.242	Other user-defined fields.	**Desired**	**S**	
HRE.243	The system shall query incidents based on all fields.	**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.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**	
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**	
HRE.247	The system shall calculate deadlines for the discipline process based on City-defined thresholds.	**Desired**	**S**	
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**	
The system shall record and track a multi-step grievance process, including the following information through multiple iterations:				
HRE.249	Grievance number;	**Desired**	**S**	
HRE.250	Date grievance occurred;	**Desired**	**S**	
HRE.251	Date grievance filed;	**Desired**	**S**	
HRE.252	Step 1 (2, 3, etc.) Scheduled Date for each step;	**Desired**	**S**	
HRE.253	Step 1 (2, 3, etc.) Decision Issued at each step (e.g., denied, upheld, reduced, settled, reversed);	**Desired**	**S**	
HRE.254	Date grievance closed;	**Desired**	**S**	
HRE.255	Date declared inactive;	**Desired**	**S**	
HRE.256	Hearing officer/Department Head (at each step);	**Desired**	**S**	
HRE.257	Mediator (at each step);	**Desired**	**S**	
HRE.258	Grievance committee members (at each step);	**Desired**	**S**	
HRE.259	Supervisor (at each step);	**Desired**	**S**	
HRE.260	Department head (at each step);	**Desired**	**S**	
HRE.261	City Manager (at each step);	**Desired**	**S**	
HRE.262	Prevailing party;	**Desired**	**S**	
HRE.263	Outcome;	**Desired**	**S**	
HRE.264	Cost of mediation;	**Desired**	**S**	
HRE.265	Any other associated costs;	**Desired**	**S**	
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**	
HRE.269	Ability to attach documents; and	**Desired**	**S**	
HRE.270	Other user-defined.	**Desired**	**S**	
HRE.271	The system shall track all activities associated with the management of the grievance.	**Desired**	**S**	
HRE.272	The system shall archive files of grievances after a user-defined period.	**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.		
	Reporting and Querying			
HRE.273	The system shall provide a user-friendly ad-hoc reporting tool.	**Critical**	**S**	Vista offers a great tool to aggregate any data points needed from the system and allows you to export it.
HRE.274	The system shall create custom reports using an internal Report Writer.	**Critical**	**T**	We allow you to utilize third party reporting tools to create or edit one of the reports that we provide. This is done in the third party software.
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**	
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**	
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**	
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**	
HRE.282	The system shall export data from reports into standard applications (including Excel) for spreadsheet comparison, graphing, etc.	**Critical**	**S**	
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**	
HRE.284	The system shall generate new hire reporting.	**Critical**	**S**	
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**	
HRE.286	The system shall alert when the funding of a grant will end that is currently funding a position.	**Desired**	**S**	Vista can show expiration dates for a grant.
HRE.287	The system shall report on and project training costs.	**Desired**	**S**	
HRE.288	The system shall track and report current and historical benefit costs including (but not limited to): employer cost; employee cost; and total	**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.289	The system shall report compensation trends and costs.	**Desired**	**N**	We do not offer trending reports however you can have reports that show a historical snapshot of a data point to then utilize that to see a trend.
HRE.290	The system shall report on vacancy requirements.	**Desired**	**S**	Vistas flexible reporting tools either offer these out of the box or can be created.
The system shall report total hours and cost of training by:				
HRE.291	Employee;	**Desired**	**S**	
HRE.292	Year;	**Desired**	**S**	
HRE.293	Department;	**Desired**	**S**	
HRE.294	Training Sessions;	**Desired**	**S**	
HRE.295	Cost to receive certification/license; and	**Desired**	**S**	
HRE.296	Other, user-defined.	**Desired**	**S**	
HRE.297	The system shall record and report on employee skills and competencies, including history.	**Desired**	**S**	
The system shall report all required and optional training, licenses, certifications, and other related reports by:				
HRE.298	Employee;	**Critical**	**S**	
HRE.299	Year;	**Critical**	**S**	
HRE.300	Department;	**Critical**	**S**	
HRE.301	Training Sessions;	**Critical**	**S**	
HRE.302	Training source (i.e., web-based external training); and	**Critical**	**S**	
HRE.303	Other, user-defined.	**Critical**	**S**	
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**	
HRE.305	Time to complete position control Requests (annual basis);	**Critical**	**S**	
HRE.306	Sworn Police Turnover on an Annual Basis (# of police turnover / # of total sworn police);	**Critical**	**S**	
HRE.307	Sworn Fire Turnover on an Annual Basis (# of fire turnover / # of total sworn fire);	**Critical**	**S**	
HRE.308	Full-Time General Government Turnover - Annualized (Turnover of FT General Government Employees / # of FT General Government Employees);	**Desired**	**S**	
HRE.309	Number of Employees on a Performance Improvement Plan on Quarterly basis;	**Desired**	**S**	
HRE.310	Corrective Actions Administered on a quarterly basis;	**Desired**	**S**	
HRE.311	Employee Suspensions on a quarterly basis;	**Critical**	**S**	
HRE.312	Employees Terminated on a quarterly basis;	**Critical**	**S**	
HRE.313	Workers Comp Cost Incurred on a quarterly basis;	**Critical**	**S**	
HRE.314	Liability Cases Cost Incurred (liability cases paid / total liability cases);	**Critical**	**S**	
HRE.315	Training Program Evaluation Overall Score (Overall ratings of training programs/5); 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.		
HRE.316	Lock editing an employee file for legal hold.	**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

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 Benefits.	**Critical**	**S**	
REC.2	The system shall provide audit trail reporting of all data entries, changes and deletions by user, date, time and workstation.	**Critical**	**S**	
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**	**N**	
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**	
REC.15	Date needed;	**Critical**	**S**	

Applicant Tracking				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
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**	**S**	
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**	While the requisition does get populated with the information, it is not automatic. You have to add the position to the requisition manually.
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**	**S**	
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**	
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**	
The system shall allow authorized users to view and sort all job requisitions on various fields, including (but not limited to):				
REC.38	Requisition number/ID;	**Critical**	**S**	
REC.39	Requisition creation date;	**Critical**	**S**	

Applicant Tracking				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
REC.40	Requisition status (open/closed);	**Critical**	**S**	
REC.41	Filled requisitions; and	**Critical**	**S**	
REC.42	Other user-defined.	**Desired**	**S**	
REC.43	The system shall tie requisitions to job codes (or other City-defined codes), allowing for sorting/querying based on classification.	**Desired**	**S**	
REC.44	The system shall ensure appropriate approvals have been received on position requests.	**Critical**	**S**	
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	**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**	**N**	Requsitions are closed on a date only, not time. The req will close at midnight of the date entered. You can add a note within the req that says it will close at a specific time, for reference.
REC.48	The system shall automatically track "Date of last update," including name of user making the last saved update.	**Critical**	**S**	
REC.49	The system shall notify requestor when position has been approved and initiate other related events (e.g., recruitment process).	**Critical**	**S**	
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**	**S**	
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**	
REC.53	The system shall forward job postings to managers for review/updates/edits (via workflow).	**Critical**	**S**	
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**	

Applicant Tracking				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
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**	
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**	**S**	
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**	
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:				
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**	
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**	
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**	

Applicant Tracking				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
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**	Applicants can add additional skills to their record.
REC.99	Other user-defined.	**Desired**	**S**	Qualifying questions and other data can be added to the applicant's record.
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**	
The system shall track EEO and demographic data for use in statistical analysis and reporting, including but not limited to:				
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**	
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**	**S**	
REC.111	The system shall restrict access to EEO data to authorized users as determined by City user profiles.	**Critical**	**S**	
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**	**S**	
REC.114	The system shall track ADA requests with an applicant.	**Critical**	**S**	
REC.115	The system shall notify defined users when an ADA accommodation request has been submitted.	**Critical**	**S**	
REC.116	The system shall track ADA accommodations with an applicant.	**Critical**	**S**	
REC.117	The system shall apply user-defined scoring criteria to any field in the application, including supplemental questions.	**Desired**	**S**	
REC.118	The system shall support EEO and ADA analysis.	**Critical**	**S**	
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**	
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**	

Applicant Tracking				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
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**	
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**	
REC.128	The system shall provide online completion of application on any Internet enabled computer through a web browser.	**Critical**	**S**	
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**	
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**	**S**	
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**	

Req #	Description of Requirement	Criticality	Vendor Response	Comments
Applicant Tracking				
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**	
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**	**S**	
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**	
REC.156	The system shall automatically notify applicants of upcoming job openings based on applicant's selection of job interest.	**Critical**	**N**	
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**	**N**	The applicant fills in the application via the web portal. If you wish, you can have a document attached they can download and fill out with pre-requirements, but it isn't a separate, pre-step before filling out the application.
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**	
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**	

Applicant Tracking				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
REC.160	The system shall link pre-screen requirements to a job code.	**Critical**	**S**	
REC.161	The system shall provide configurable applicant screening events based on requisition type in user-defined sequence.	**Critical**	**S**	
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**	
REC.163	The system shall allow a user-defined weight for each screening event.	**Critical**	**S**	
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**	**S**	
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**	
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**	**S**	
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**	**S**	
REC.168	The system shall interface with E-Verify (or other Federal immigration systems).	**Desired**	**S**	
REC.169	The system shall allow sorting of applications by any available application field for viewing/reviewing.	**Critical**	**S**	
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**	**S**	
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**	
REC.172	The system shall support various workflow approval routing for departments with openings to make them aware of qualified applicants.	**Desired**	**S**	
REC.173	The system shall inactivate and purge job postings after a user-defined period.	**Desired**	**S**	
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**	**C**	
REC.175	The system shall maintain an eligible application list for a City-defined period of time with the option for extension.	**Critical**	**S**	
REC.176	The system shall notify potential applicants when a new position is posted.	**Critical**	**N**	
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**	**S**	

Applicant Tracking				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
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**	**F**	
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:				
REC.189	Applications received to-date;	**Critical**	**S**	
REC.190	Pre-employment testing, including multiple tests;	**Critical**	**S**	
REC.191	Screening results;	**Critical**	**S**	
REC.192	Reason for screening failure (user-defined);	**Desired**	**S**	
REC.193	Applicants selected for interview;	**Desired**	**S**	
REC.194	(Pre)Interview Panel Members evaluations/input;	**Desired**	**S**	
REC.195	Number of applications applied for position;	**Critical**	**S**	
REC.196	Background check date complete;	**Desired**	**S**	
REC.197	Background completed by;	**Desired**	**S**	
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**	

Applicant Tracking				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
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**	
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**	**F**	Vista currently uses email to send interview requests but our texting capabilities are roadmapped to expand to this function.
REC.219	The system shall generate a master schedule based upon applicant-selected time slots for an individual hiring event.	**Desired**	**F**	This feature is currently on our 2025 product roadmap.
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**	**S**	
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**	
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**	
REC.229	The system shall track advertising source, location, and organizations for recruitment.	**Critical**	**S**	
REC.230	The system shall track cost of recruiting for specific job openings (e.g., newspaper costs, City staff time, temporary fill).	**Desired**	**S**	
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**	

Applicant Tracking				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
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**	We currently have integrations with Docusign and AdobeSign for this capability. We have an internal e-signature tool on our 2025 product roadmap.
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**	
REC.243	The system shall route completed new employee forms to appropriate departments, based upon multiple workflows.	**Desired**	**S**	
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**	**S**	
REC.245	The system shall override missing required checklist items with security permissions.	**Desired**	**S**	
REC.246	The system shall correct and make adjustments to forms based upon effective date and/or retroactively.	**Desired**	**S**	
REC.247	The system shall produce a user-defined pre-employment checklist of forms that must be completed electronically, manually, etc.	**Critical**	**S**	
REC.248	The system shall identify training requirements based on multiple factors including the position ID, job code, department, division/service area.	**Desired**	**S**	
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**	
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**	

Applicant Tracking				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
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**	
REC.264	The system shall create a turnover rate report.	**Critical**	**S**	
REC.265	The system shall create a transfer rate report.	**Critical**	**S**	
REC.266	The system shall create a vacancy rate report.	**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		

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**	
BA.3	The system shall provide audit trail reporting of all data entries, changes and deletions by user, date, time and workstation.	**Critical**	**S**	
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**	
BA.8	The system shall restrict certain benefits-related entry based on City-defined characteristics (e.g., deductions of part-time employees).	**Critical**	**S**	

Benefits Administration

Req #	Description of Requirement	Criticality	Vendor Response	Comments
BA.9	The system shall capture and maintain Health, Dental, and other insurance ID numbers.	**Desired**	**S**	
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**	
BA.13	The system shall track benefits eligibility.	**Critical**	**S**	Vista has unlimited eligibilty rules that can be applied
BA.14	The system shall notify employees of benefit eligibility dates.	**Desired**	**S**	
BA.15	The system shall calculate premiums based on user-defined tables.	**Critical**	**S**	
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**	Vista supports user-defined fields to add specific criteria to a record.
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**	Vista's Benefit Administration Portal allows for user-defined types to be created.
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**	
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**	
BA.36	The system shall manually adjust benefit withholdings.	**Critical**	**S**	

Req #	Description of Requirement	Criticality	Vendor Response	Comments
Benefits Administration				
BA.37	The system shall support pre and post tax payroll deductions and benefits.	**Critical**	**S**	
BA.38	The system shall automatically produce payroll deductions based on benefit plan enrollments.	**Critical**	**S**	
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**	
BA.40	The system shall automatically calculate long/short term disability premiums and deductions based on salary amounts.	**Desired**	**S**	
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**	
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**	
BA.47	The system shall track and apply a stipend to premiums for retirees.	**Desired**	**S**	
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**	
BA.54	Other, City-defined.	**Critical**	**S**	
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**	Required fields are controlled by System Administration. You can set which fields are required.
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**	**C**	A workflow can be implemented to send notifications to both the employee and manager. The manager would then review and either approve or deny the record without access to the employee's SSN. Once a decision is made, an update will be sent to the employee.

Benefits Administration				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
BA.59	The system shall provide tracking for death of employees, retirees, or dependents.	**Desired**	**S**	
BA.60	The system shall allow mass updates of employee plan designation.	**Desired**	**S**	
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**	
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**	**C**	
BA.66	The system shall produce letters, emails, and other notifications to employees announcing open enrollment.	**Critical**	**S**	
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**	Vista provides email and texting communication tools, but does not have chat bots within the product.
BA.70	The system shall produce benefits confirmation statements in multiple languages (e.g., English and Spanish).	**Desired**	**S**	Vista offers a translation table for creation of reports in various languages.
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**	**S**	
BA.73	The system shall retroactively enroll dependents in plans, and automatically impact payroll to compute the proper pay adjustments and deductions.	**Critical**	**S**	
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**	
BA.77	The system shall attach documentation to court-ordered dependent record.	**Desired**	**S**	
BA.78	The system shall compile, process, and electronically transfer enrollment information to vendors according to 834 Carrier Guidelines HIPPA Compliance	**Critical**	**S**	
Reporting				

Benefits Administration				
Req #	**Description of Requirement**	**Criticality**	**Vendor Response**	**Comments**
BA.79	The system shall create ad hoc reports and export them to third-party applications (e.g., Microsoft Excel, PDF).	**Critical**	**S**	
BA.80	The system shall report on benefit collection in arrears, including the employee and arrearage amount.	**Desired**	**S**	
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**	
BA.82	The system shall notify users of minimum and maximum amount for accruals.	**Desired**	**S**	
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**	
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**	
BA.87	The system shall create Form 1095-C for transmittal to IRS.	**Critical**	**S**	
BA.88	The system shall provide a variety of ad hoc query and reporting capabilities when determining eligibility status.	**Critical**	**S**	
BA.89	The system shall provide a variety of ad hoc query and reporting capabilities when determining individuals with qualifying coverage.	**Critical**	**S**	
BA.90	The system shall provide a variety of ad hoc query and reporting capabilities when researching disputes.	**Critical**	**S**	
BA.91	The system shall report benefit trends and costs for employees.	**Desired**	**S**	
BA.92	The system shall report benefit trends and costs for retirees.	**Desired**	**S**	
BA.93	The system shall produce reports reflecting eligible employees not enrolled in benefit plans.	**Desired**	**S**	
BA.94	The system shall produce reports reflecting eligible retirees not enrolled in benefit plans.	**Desired**	**S**	
BA.95	The system shall produce billing notice for employees on leave of absence.	**Critical**	**C**	PDS would need to review the requirements for this notice in order to determine what is needed.
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**	Vista has a built-in process called the Issue Detective that finds and highlights missing information.

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**	
TE.9	File import from Excel spreadsheet; and	**Desired**	**S**	
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**	**S**	

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TE.12	The system shall allow corrections to be made to postings suspended due to validation errors.	**Critical**	**S**	
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**	
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**	
TE.16	The system shall handle schedule/department/job changes retroactive to reported time being entered prior to submission.	**Desired**	**S**	
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**	
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**	
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**	**S**	
TE.25	The system shall provide notifications to employees, supervisors and timekeepers of any duplicate time entered in the system.	**Critical**	**S**	Payroll Policy under Time Card Settings can be configured in minutes
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**	**N**	Cannot upload any documentation but pay adjustments can be submitted/configured to accomodate mileage, expenses, ect.
TE.31	The system shall require online approval of time by managers.	**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.		
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**	
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**	
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**	
TE.37	The system shall provide reminders to employees to complete time entry.	**Critical**	**S**	
TE.38	The system shall notify approvers of timecards pending approval.	**Critical**	**S**	
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**	**S**	Alerts can be sent to Payroll Supervisors for any errors the approvers may have missed.
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**	**S**	
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**	Employees can 'sign off' on their time cards; however, it is not an electronic signature. It is a time stamped check box.
TE.47	The system shall allow approval of extra hours to occur prior to the work being performed.	**Desired**	**S**	
TE.48	The system shall allow approval of extra hours to occur after the work has been performed.	**Desired**	**S**	
TE.49	The system shall enforce requiring preapproval of extra hours to occur prior to when the work has been performed.	**Desired**	**N**	We can enforce employees schedule and they'll receive an error if clocking outside of their schedule so will need approval to work longer and manager would need to make changes to schedule via visual scheduler
TE.50	The system shall allow employees to enter time on demand.	**Critical**	**S**	

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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**	
TE.53	The system shall notify employees of any edits to their reported time.	**Critical**	**S**	
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**	
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**	
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**	Using Vista Time, our goal is to support current compliance requirements and regulations.
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**	
TE.67	The system shall validate labor distribution field values through an integrated link to the source module.	**Critical**	**C**	
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**	
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**	
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**	

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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.75	The system shall provide an alert when the employee is reaching or has reached minimum or maximum banks of accruals.	**Critical**	**S**	
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**	
TE.77	The system shall limit use of time codes by employee status.	**Critical**	**S**	
TE.78	The system shall allow entry for timecards for current plus at least 5 additional (future) pay periods.	**Desired**	**S**	
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**	
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**	
TE.83	The system shall print a range of timecards by employee group, time period, or other user-defined criteria.	**Desired**	**S**	
TE.84	The system shall provide assistance (e.g., FAQ, contextual assistance, etc.) for time entry to aid in the entry process.	**Critical**	**S**	
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	**Critical**	**S**	
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**	
TE.89	The system shall charge time into project accounting on an hours by day basis to each project.	**Critical**	**S**	
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**	
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**	
TE.92	The system has the ability for an employee to select favorites for projects and/or grants against which time was worked.	**Desired**	**S**	

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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**	
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**	This is a configurable setting based on the accrual engine used.
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**	
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**	Unlimited types can be defined.
TE.115	The system shall maintain leave accrual schedules, containing leave type and accrual rates.	**Critical**	**S**	
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**	
TE.118	The system shall configure leave accruals according to employee type and other user-defined groups including limits on time earned.	**Critical**	**S**	
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**	
TE.120	The system shall accommodate partial leave accrual for part-time employees based on actual time worked.	**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.		
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**	
TE.123	The system shall track and maintain shared leave detail including (but not limited to) donating employee, receiving employee, leave balances.	**Critical**	**C**	Vista would need to review requirements needed for donating time for employees. This would be addressed during implementation.
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**	
TE.127	The system shall temporarily suspend leave accrual (e.g., during unpaid leave).	**Critical**	**S**	
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**	**S**	
TE.129	The system shall project future balances based on debits and credits of leave	**Desired**	**S**	
TE.130	The system shall provide daily balances in real-time of available employee comp and leave time.	**Critical**	**S**	
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**	
TE.132	The system shall calculate liability for unused earned leave at regular intervals and on demand.	**Critical**	**S**	
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**	We can end date a particular pay type so that it's no longer active on that date but there wouldn't be a notification sent out regarding it. It would no longer show as an option.
TE.134	The system shall alert managers/supervisors on leave usage exceptions.	**Critical**	**S**	
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**	
	Attendance Tracking			
TE.137	The system shall compare absence time with scheduled work time to detect absence conditions.	**Desired**	**S**	
TE.138	The system shall process mass absences at the City, Department, Division or other user-defined level.	**Critical**	**S**	
TE.139	The system shall track and detect certain absence conditions (undocumented leave or comp time used).	**Critical**	**S**	

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TE.140	The system shall flag various attendance conditions, including in early, in late, out early, out late, and unexcused absences.	**Critical**	**S**	
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**	
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**	
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**	**S**	
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**	
TE.152	The system shall set limits and qualifying conditions on use of leave time.	**Critical**	**S**	
TE.153	The system shall project an employee’s leave balance, considering any future accruals and existing requests.	**Desired**	**S**	
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**	
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**	**S**	
TE.156	The system shall notify user of attempt to submit leave request where accrued time is less than requested time.	**Critical**	**S**	
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**	

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TE.158	The system shall restrict or allow sick and vacation leave to be used only after it is earned.	**Critical**	**S**	
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**	
TE.160	The system shall allow real-time access to accumulated sick and vacation time, based on access level of the user.	**Critical**	**S**	
TE.161	The system shall view leave request in a calendar view format per work group.	**Desired**	**S**	
Scheduling				
TE.162	The system shall provide a scheduling module that is integrated with the time/attendance module.	**Desired**	**S**	
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**	**N**	We can setup a Call Back Policy which could help this scenario. We can also put notes on the schedule/shift saying it's ON CALL/STANDBY but the employee would have to look at details of shift in their dashboard in order to see the note.
TE.169	Demand-based schedules; and	**Desired**	**S**	
TE.170	Other, user-defined.	**Desired**	**S**	
TE.171	The system shall support a minimum of 100 schedules, including user-defined schedules.	**Critical**	**S**	Schedules are unlimited.
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:				

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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.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**	**N**	We can put notes into the shift for this but employees would need to view details in their dashboard in order to see them. It would also show in Schedule Reports if they're printed out.
TE.188	Multiple locations;	**Desired**	**S**	
TE.189	Multiple sub-locations; and	**Desired**	**S**	
TE.190	Multiple skill requirements.	**Desired**	**N**	We can put notes into the shift for this but employees would need to view details in their dashboard in order to see them. It would also show in Schedule Reports if they're printed out.
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**	
TE.193	The system shall override restrictions on employees being scheduled for a particular shift.	**Desired**	**S**	
TE.194	The system shall assign the number of personnel required each day for defined positions.	**Desired**	**S**	
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**	
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**	
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**	
TE.198	The system shall create calendars/rosters of projected absences.	**Desired**	**N**	Future days off can be projected on a calendar and marked as an absence, but future absences cannot be projected as there is no way to know when someone will be absent.
The system shall utilize department roles for automated staffing including the following characteristics and information:				
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**	

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.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**	**N**	
TE.203	The system shall support the shift bid process for certain eligible groups of employees.	**Desired**	**S**	
TE.204	The system shall support the time off bid process for certain eligible groups of employees.	**Desired**	**N**	
TE.205	The system shall support the overtime bid process for certain eligible groups of employees.	**Desired**	**N**	
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**	**N**	
TE.207	The system shall maintain a log of all employees who have been contacted.	**Desired**	**S**	
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:				
TE.209	Telephone (by type such as home, cell, etc.);	**Desired**	**N**	
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**	
TE.213	The system shall allow time to be tracked using either AM/PM or military time.	**Desired**	**S**	
TE.214	The system shall define split shift rotations.	**Desired**	**S**	
TE.215	The system shall identify employee as unavailable for overtime for a given time period and specify reason.	**Desired**	**S**	
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**	
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**	
TE.218	The system shall override workload restrictions.	**Desired**	**S**	
TE.219	The system shall alert when minimum or maximum thresholds are not met.	**Desired**	**S**	
TE.220	The system shall implement alternate schedules (e.g., ad-hoc schedules for circumstances of single occurrence).	**Desired**	**S**	
TE.221	The system shall temporarily assign employees.	**Desired**	**S**	
TE.222	The system shall view multiple schedules at once.	**Desired**	**S**	
TE.223	The system shall publish and print an official/final schedule.	**Desired**	**S**	
TE.224	The system shall preserve the schedule in the event the system is unavailable due to planned or unplanned downtime.	**Desired**	**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.		
TE.225	The system shall identify an assignment that conflicts with a rule.	**Desired**	**N**	The assignments are done manually through either Vista Time or through Vista via the sync and user field so rules wouldn't apply here
TE.226	The system shall define a mandatory-overtime backfill list based on prescribed business rules.	**Desired**	**N**	
TE.227	The system shall alert a shift scheduler when assignment conflicts with a rule.	**Desired**	**N**	No rules can be setup for scheduling, it's all based off availability
TE.228	The system shall schedule meals and breaks, as well as start and end times.	**Desired**	**S**	
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**	
TE.230	The system shall support user-defined flex schedules (e.g., 50/30, 9/80, etc.).	**Desired**	**S**	
TE.231	The system shall calculate overtime based on FLSA regulations.	**Desired**	**S**	
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**	
TE.234	The system shall populate entities for holidays and other closures in the schedule, system-wide.	**Desired**	**S**	
TE.235	The system shall support varying types of scheduled weeks, including 48/60/72 hour weeks for public safety.	**Desired**	**S**	
TE.236	The system shall accommodate department schedules with three shifts, and 24 hours per shift.	**Desired**	**S**	
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**	**C**	
Reporting & Querying				
TE.238	The system shall use a single data source for report generation.	**Critical**	**S**	Vista and Vista Time are integrated so report data can be accessed from one database.
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**	
TE.241	The system shall provide an ad-hoc reporting tool without the use of a third-party report writing tool.	**Critical**	**S**	
TE.242	The system shall provide role-based security on running and viewing reports.	**Critical**	**S**	
TE.243	The system shall import data from reports into standard applications for spreadsheet comparison, graphing, etc.	**Desired**	**S**	
TE.244	The system shall export data from reports into standard applications for spreadsheet comparison, graphing, etc.	**Critical**	**S**	

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The system shall generate reports on time worked by the following:				
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**	
TE.264	The system shall provide a report that details prior periods' adjustments and corrections.	**Desired**	**S**	
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**	**S**	
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**	
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**	
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**	

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**	
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**	Using security, employees can have a limited time frame for accessing this data as well.

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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**	
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**	
Pay Calendars and Groups				
PR.16	The system shall maintain a payroll calendar.	**Critical**	**S**	
PR.17	The system shall maintain an off-cycle payroll calendar.	**Desired**	**S**	
PR.18	The system shall maintain a holiday payroll calendar.	**Critical**	**S**	
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				
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**	
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**	The Vista platform has a built-in retro pay calculator that allows validating the adjustment prior to paying in the current payroll cycle.
PR.29	The system shall support multiple positions for individual employees.	**Critical**	**S**	
Tax Administration				

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.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**	
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**	
PR.38	The vendor will ensure software is always updated to be compliant with all State taxing requirements.	**Critical**	**S**	
PR.39	The vendor will ensure software is always updated to be compliant with all State taxing requirements.	**Critical**	**S**	
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**	
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**	

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PR.53	Department;	**Critical**	**S**	
PR.54	Garnishments; and	**Critical**	**S**	
PR.55	Other user-defined data.	**Desired**	**S**	
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**	**S**	
PR.61	The system shall automatically calculate and pay out retro pays, with the ability to reference past salary tables.	**Critical**	**S**	
PR.62	The system shall process multiple payroll runs for verification prior to posting for each payroll run type.	**Critical**	**S**	
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**	**S**	
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**	**S**	
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	**Critical**	**S**	
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**	**S**	
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**	
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**	
PR.73	The system shall validate beginning balances against ending balances from last run, prior to payroll processing.	**Critical**	**S**	

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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	**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**	**S**	
The system shall generate the following pre-payroll proof reports:				
PR.77	Hours Proof Report;	**Critical**	**S**	
PR.78	Accrual Exception Report;	**Critical**	**S**	
PR.79	Accrual Audit Report;	**Desired**	**S**	
PR.80	Calculations Error Listing;	**Critical**	**S**	
PR.81	Benefit Errors;	**Critical**	**S**	
PR.82	Time Setup Errors;	**Critical**	**S**	
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**	
PR.87	Preliminary Payroll Register; and	**Critical**	**S**	
PR.88	Other user-defined reports.	**Desired**	**S**	
The system shall generate the following post-payroll proof reports:				
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**	
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**	
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**	
PR.101	The system shall calculate pay based on average weekly hours worked, specifically related to the Fire department.	**Critical**	**C**	

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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	**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**	**S**	
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**	
PR.107	The system shall calculate the appropriate benefit deductions for an employee that transfers positions during a pay period.	**Critical**	**S**	
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**	
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**	
The system shall calculate/verify overtime and shift differential consistent with FLSA rules, including:				
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**	
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**	

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.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	**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	**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	**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**	
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**	
The system shall run initial payroll for review prior to the final pay run, including the following metrics/reporting:				
PR.132	Adjustments;	**Critical**	**S**	
PR.133	Recalculation;	**Critical**	**S**	
PR.134	Exceptions;	**Critical**	**S**	
PR.135	"What if" Forecasting;	**Critical**	**N**	
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**	
PR.145	Other, user-defined.	**Critical**	**S**	
Pay Distribution and Direct Deposit				

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.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**	
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**	
PR.150	The system shall check for minimum check amounts to avoid zero payments.	**Desired**	**S**	
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**	
PR.174	User-defined paycheck message field by employee group/department/other user-defined; and	**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.175	Other user-defined.	**Desired**	**S**	
PR.176	The system shall identify whether any of the items in the list above are employee paid or employer paid.	**Critical**	**S**	
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**	
PR.181	The system shall provide the capability for automated check and direct deposit reconciliation.	**Critical**	**S**	
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**	**S**	
PR.184	The system shall comply with industry standards of service banks.	**Critical**	**S**	
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**	
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**	
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**	
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**	

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.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**	
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**	
PR.199	The system shall provide integrity reports to ensure data and transactions are accurate.	**Critical**	**S**	
PR.200	The system shall comply with Federal and State payroll tax reporting requirements.	**Critical**	**S**	
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**	
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**	**S**	
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**	
PR.213	The system shall reprint W-2s for a minimum of seven years.	**Critical**	**S**	
PR.214	The system shall generate Federal Tax Summary Report by Pay Period.	**Critical**	**S**	
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**	
PR.218	The system shall produce a report showing additional Medicare wages, by individual and in total.	**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.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**	
PR.220	The system shall schedule reports at a user-defined date/time and frequency.	**Desired**	**S**	
The system shall produce earnings and withholdings and Medicare total reports, including associated taxes, for the following periods:				
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:				
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**	
PR.243	Overtime hours;	**Critical**	**S**	
PR.244	Hours not worked;	**Critical**	**S**	
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**	

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.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**	
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**	**S**	
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**	
PR.264	The system shall export salary data to a .csv and .xlsx format for open data	**Critical**	**S**	
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**	

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**	
COM.2	The system shall automate compensation and benefits information updates with automated workflow approvals.	**Critical**	**S**	
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**	
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**	**C**	
COM.9	The system shall calculate multiple longevity/stability payment based upon varying levels of longevity/stability criteria.	**Critical**	**S**	
COM.10	The system shall calculate longevity award amounts based on employee length of service including breaks in service.	**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.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**	
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**	
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**	
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**	**N**	
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**	
COM.19	The system shall provide automatic assignment (in addition to payroll) of earnings at certain scheduled times.	**Critical**	**S**	
COM.20	The system shall identify exceptions-based employees and isolate from mass compensation adjustments.	**Critical**	**S**	
COM.21	The system shall report on salary step schedules.	**Critical**	**S**	
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**	**S**	
COM.25	The system shall provide notification to HR reps about a pay increase.	**Critical**	**S**	
COM.26	The system shall calculate back pay for a minimum of two years.	**Critical**	**S**	
COM.27	The system shall allow users (with appropriate security) to maintain and modify all complex pay rules without vendor intervention.	**Critical**	**S**	
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**	
COM.30	The system shall generate an active positions report that includes positions that are vacant, approved, and active positions.	**Critical**	**S**	
COM.31	The system shall perform ad-hoc reporting on any field or feature per user defined based on security permissions.	**Critical**	**S**	
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**	
COM.37	The system shall define custom garnishment rules including exemption variables and frequency.	**Critical**	**S**	
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**	
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**	
Pay Codes				
COM.51	The system shall support an unlimited number of earnings/pay codes.	**Critical**	**S**	
COM.52	The system has ability to calculate prorated out of class rate based on average hours worked.	**Critical**	**S**	
COM.53	The system has ability to calculate prorated out of class rate based on user defined rules.	**Critical**	**S**	
COM.54	The system shall separately identify pension eligible earnings from non-pension eligible earnings by pay type.	**Critical**	**S**	
The system shall establish various pay codes and special pay codes including but not limited to:				
COM.55	Administrative leave;	**Critical**	**S**	

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COM.56	Allowance - gun allowance;	**Desired**	**S**	
COM.57	Allowance - uniform and clothing allowance;	**Critical**	**S**	
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**	
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**	

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.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**	
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**	
COM.97	The system shall support an unlimited number of earning codes. Any limitations should be noted in the Comments column.	**Critical**	**S**	
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**	
COM.100	Exempt;	**Critical**	**S**	
COM.101	Non-exempt;	**Critical**	**S**	
COM.102	Job classification;	**Critical**	**S**	
COM.103	Leave Donation Eligibility (Sick, Vacation);	**Critical**	**S**	
COM.104	By employee (including multiple jobs); and	**Critical**	**S**	
COM.105	Other user-defined rules and controls.	**Critical**	**S**	
COM.106	The system shall establish multiple pay out rules by department or job class for comp and deferred holiday time.	**Critical**	**S**	
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**	
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**	
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**	
COM.114	The system shall allow employee deductions with a stop date when amount due is paid in full.	**Critical**	**S**	
COM.115	The system shall link an AR account with employee deductions for arrears collection purposes.	**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.		
COM.116	The system shall assign an unlimited number of deduction codes to each employee.	**Critical**	**S**	
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**	
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**	**S**	
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**	

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
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.									
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		Yes	$ 1,000.00
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.	Standard - File Import/Export		Yes	$ 3,000.00
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		Yes	$ 3,000.00
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		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		Yes	$ 2,000.00
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		Yes	$ 2,000.00
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		Yes	$ 2,000.00
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		Yes	$ 2,000.00
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.	Not Applicable (Explain in comments)	Benefits enrollment for new employees is handled within Vista	No	
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.	Custom Integration (Explain in comments)	Flat file integration will be developed based on specification requirements of vendor. Specifications must be provided at project kickoff.	Yes	$ 5,500.00

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.	Custom Integration (Explain in comments)	Flat file integration will be developed based on specification requirements of vendor. Specifications must be provided at project kickoff.	Yes	$ 5,500.00
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.	Custom Integration (Explain in comments)	Flat file integration will be developed based on specification requirements of vendor. Specifications must be provided at project kickoff.	Yes	$ 5,500.00
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.	Existing Interface Developed (Explain in comments)	There is an existing non-base system interface with NeoGov which can be configured based on customer needs.	Yes	$ 6,600.00
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.	Custom Integration (Explain in comments)	Integration sending data to Scheduling Software will be developed based on specification requirements of vendor. Specifications must be provided at project kickoff. There is a standard interface for importing time data into Vista. If the standard interface cannot be used, a change order will be required to create a custom time import	Yes	$ 4,950.00
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.	Custom Integration (Explain in comments)	Integration sending data to Scheduling Software will be developed based on specification requirements of vendor. Specifications must be provided at project kickoff. There is a standard interface for importing time data into Vista. If the standard interface cannot be used, a change order will be required to create a custom time import	Yes	$ 4,950.00
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.	Custom Integration (Explain in comments)	Integration sending data to Scheduling Software will be developed based on specification requirements of vendor. Specifications must be provided at project kickoff. There is a standard interface for importing time data into Vista. If the standard interface cannot be used, a change order will be required to create a custom time import	Yes	$ 4,950.00
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.	Custom Integration (Explain in comments)		Yes	$ 2,000.00
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		Yes	$ 2,000.00
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 - Interface/API		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.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	$ 1,000.00

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	$ 3,000.00		
DC.2	GL Account Transaction Data	Naviline	26 years	2 years	Critical	Proposed In-Scope	$ 3,000.00		
DC.3	GL Account Summary Data	Naviline	26 years	5 years	Critical	Proposed In-Scope	$ 3,000.00		
DC.4	Budget History	Naviline	26 years	3 years	Critical	Proposed In-Scope	$ 3,000.00		
DC.5	AP History	Naviline	26 years	5 years	Critical	Proposed In-Scope	$ 2,000.00		
DC.6	AP Detail	Naviline	26 years	2 years	Critical	Proposed In-Scope	$ 2,000.00		
DC.7	Open AP Invoices	Naviline	26 years	1 year	Critical	Proposed In-Scope	$ 2,000.00		
DC.8	Vendor File (Active)	Naviline	2,367 vendors	2,367 vendors	Critical	Proposed In-Scope	$ 2,000.00		
DC.9	Vendor File (Historic)	Naviline	26 years	Non-active within 2 years	Critical	Proposed In-Scope	$ 2,000.00		
DC.10	AR Customer File	Naviline	200 customers	200 customers	Critical	Proposed In-Scope	$ 2,000.00		
DC.11	AR Invoice History	Naviline	26 years	2 years	Critical	Proposed In-Scope	$ 2,000.00		
DC.12	Cash Receipts History	Naviline	26 years	3 years	Critical	Proposed In-Scope	$ 2,000.00		
DC.13	Open AR Invoices	Naviline	26 years	1 year	Desired	Proposed In-Scope	$ 2,000.00		
DC.16	Fixed Assets	Naviline	~1,450 active assets	~1,450 active assets	Critical	Proposed In-Scope	$ 2,000.00		
DC.17	Project Accounting Detail (Open Projects)	Naviline	26 years	5 years active	Critical	Proposed In-Scope	$ 2,000.00		
DC.18	Employee Master File (Active)	Naviline	~500 active employees	~500 active employees	Critical	Proposed In-Scope	$ 2,000.00		
DC.19	Summary Historic Employee Master File (Name, SSN, Hire/Term Dates)	Naviline	~2600 historic employees	~2600 historic employees	Critical	Proposed In-Scope	$ 2,000.00		
DC.20	Time and Attendance Accrual and Leave Data (Active)	Naviline	26 years	3 years	Critical	Proposed In-Scope	$ 2,000.00		
DC.21	Public Safety Time and Attendance Data	Naviline	26 years	3 years	Critical	Proposed In-Scope	$ 2,000.00		
DC.22	Benefit Enrollment and ACA History	Naviline	26 years	2 years	Critical	Proposed In-Scope	$ 2,000.00		

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.24	Employee Personnel Action Data	Naviline	26 years	2 years	Critical	Other (State Reasons in Vendor Comments)	$ 5,100.00	Historical personnel actions are not part of our standard data conversion and would require custom data conversion	
DC.25	Employee Payroll History	Naviline	26 years	3 years	Critical	Proposed In-Scope	$ 2,520.00		
DC.26	Compensation Data	Naviline	26 years	3 years	Critical	Proposed In-Scope	$ 2,000.00		

UNIVERUS MASTER SERVICES AGREEMENT

This **Univerus Inc**. Master Services Agreement (this "**Agreement**") is entered into as of XXXXXX (the "**Effective Date**") between **Univerus Inc. ("UNIVERUS")**, and its wholly owned subsidiary **Blue Ocean Systems LLC ("BOS"),** both incorporated under the laws of the State of Delaware with their registered offices located at 514 Kennett Pike, Ste#1, Chadds Ford, PA 19317, and **XXXXXXXXXX** ("**Client**"), with its principal office located at XXXXXXXXXXXXXXXX

Background

UNITY is part of a family of technology solutions from Univerus Inc. and Personnel Data Systems Inc. (**"PDS"**), both of which are collectively referred to hereafter as the ("**SOFTWARE**") and provides consulting, development, and support services related to **SOFTWARE**.

BOS is an SAP partner and value-added reseller of SAP Business ByDesign (the "SAP Software"), offering consulting, development and support services related to the use of SAP Business ByDesign.

UNIVERUS, PDS and **BOS**, collectively and in coordination with each other, provide technology solutions to their clients that incorporate SOFTWARE and SAP Software.

Client wishes to access SOFTWARE and SAP Software, and contract with **UNIVERUS** and **BOS** for consulting, development, and support services related to the use of the SOFTWARE and SAP Software, respectively and **UNIVERUS** and **BOS** wish to provide the requested access and services to the **Client**, all on the terms of this Agreement.

- In consideration of the foregoing and of the mutual promises and covenants contained in this Agreement, **Univerus, PDS, BOS,** and **Client** mutually agree as follows:

1 COMMENCEMENT DATE AND TERM

This Agreement shall commence on the Effective Date and remain in effect during the terms of the **SAP EULA** and **UNIVERUS** Agreements (as those terms are defined below), and thereafter until this **Agreement** is terminated in writing by any party hereto in accordance with this **Agreement** (the "**Term**").

References in this Agreement to **UNIVERUS** include **BOS** or **PDS** where the context requires.

2 SCOPE OF SERVICES

1. **Services Description UNIVERUS** shall provide to the **Client** the specific services listed in an applicable Statement of Work and related Change Order accepted by the **Client**, during the time period listed for such services in the applicable **SOW** (all such services are "**Services**"). All Services relate only to **Client's** use of the **SAP Software** and / or the **SOFTWARE** licensed to **Client,** including updates, upgrades, enhancements, and corrections as upgraded by the respective Vendor ("**Upgrades**").
2. **Licenses**.

a. **SAP**. In connection with the Services rendered hereunder and the **Client**'s license of the **SAP Software**, **Client** is required to accept the terms of **SAP's** non-exclusive license to use the **SAP Software** pursuant to a Cloud EULA Acceptance Form entered into between **SAP** and **Client** ("**SAP EULA**"). **BOS** may withhold performance of Services until the **SAP EULA** is executed and in effect between **SAP** and **Client**. **Client** agrees that use of **SAP Software** is subject to the **SAP EULA** and agrees to be bound by the **SAP EULA**.

b. **UNIVERUS. Client** agrees to be bound by the terms of **UNIVERUS'S End User License Agreement** (the "**Software EULA**") in effect as of **Effective Date** in connection with **Client**'s use of **SOFTWARE** (as defined in the **Software EULA**). **Client** acknowledges that the **Software EULA** terms are attached hereto as **Exhibit A**. **Client** agrees to be bound by the attached version of **Software EULA, as** the **Software EULA** may be updated from time to time, in a manner that does not impose any new material obligations on **Client**, or materially enlarge any obligations of **Client** under the attached version or increase any payment obligations of **Client** under the attached version.

c. **PDS. Client** agrees to be bound by the terms of **PDS' End User License Agreement** (the "**Software EULA**") in effect as of **Effective Date** in connection with **Client**'s use of **SOFTWARE** (as defined in the **Software EULA**). **Client** acknowledges that the **Software EULA** terms are attached hereto as **Exhibit E**. **Client** agrees to be bound by the attached version of **Software EULA, as** the **Software EULA** may be updated from time to time, in a manner that does not impose any new material obligations on **Client**, or materially enlarge any obligations of **Client** under the attached version or increase any payment obligations of **Client** under the attached version.

3. **Technical Support Services**. Services that support **Client**'s use of **SAP Software** and **Univerus Software** as defined in **Exhibit B**, including the response support services described therein, ("Technical Support") shall be provided by **UNIVERUS** to **Client** in accordance with **Exhibit B**.

4. **SOW and Change Orders**.

a. **Generally**. Any Statement of Work ("**SOW**") between **UNIVERUS** and the **Client** is considered part of this Agreement and will only have an effect if the **SOW** is signed by a representative of both **Client** and **UNIVERUS**. An **SOW** may describe limitations on the specific Deliverables referred to therein (**"Deliverables")**, or the scope of specific Development and Consulting Services described or contingencies that must be met so that **UNIVERUS** may deliver the specific Deliverables or Consulting and Development Services. "Customization" for purposes of a **SOW** includes all acts related to changes or modifications to the software, including time that **UNIVERUS** must spend evaluating whether or how such changes may be made, modifications of screens, calculations, forms and tables, and the evaluation of partial and final implementation of the changes in the software.

b. **Change Orders**. Any change in an **SOW** is incorporated into this Agreement upon execution by the parties; provided, that minor changes (changes that require 8 hours or less of time expenditure by **UNIVERUS** (estimated)) to an **SOW** may be agreed to via e-mail approval by the parties. All other Change Order Documents must be submitted by

UNIVERUS and approved by **Client** prior to work starting. Any change in the scope of or hours of work covered by an **SOW** may be referred to by the parties as a **Change Order** ("**CO**"). To the extent of a conflict between (a) this Agreement and any **SOW** (including any **CO**), the terms of the SOW shall govern, and (b) any two or more **SOW**s (including any **CO**), the latest **SOW** shall govern.

3 FEES

1. **Fees and Rate Schedule**. Except for Included Technical Support, all Services are provided by **UNIVERUS** to **Client** on a milestone basis as defined in the SOW.
2. **Subscription Fees.** The fees for **SOFTWARE** where there is no sale of license of software.
3. **Reimbursable Expenses**. The hourly rates do not include **UNIVERUS'S** expenses incurred while performing Services of the type listed in **Exhibit D and the Statement of Work (SOW)** ("**Reimbursable Expenses**"). **Client** will reimburse **UNIVERUS** for Reimbursable Expenses in accordance with **Exhibit C** within thirty (30) days of **UNIVERUS** providing **Client** with an invoice for Reimbursable Expenses, accompanied by supporting documentation.
4. **Included Technical and Functional Support Fees.** So long as **Client** is paying the subscription fees, there are no separate fees for Included Technical and Functional Support.
5. **Taxes**. **Client** is a governmental agency exempt from the payment of sales and use taxes. **UNIVERUS** is responsible for any taxes based upon **UNIVERUS'S** income. **UNIVERUS** shall not invoice the **Client** for any sales, use and other taxes (or taxes based on **UNIVERUS'S** net income) arising from the transactions contemplated by this Agreement.

4 CONFIDENTIAL INFORMATION

1. **Definition**. "**Confidential Information**" means all information that is not generally known to the public and in which either party, or its suppliers, clients or other person (to the extent such party owes a duty of confidentiality to any such person) has rights, including, without limitation, personal information of prospective, current or former employees, financial statements, customer lists and information, information regarding business planning, operations, organization, administrative, financial or marketing activities, management know-how and techniques, series of instructions or statements comprising computer programs, system designs, modular program structures, system logic flows, file contents, video and report formats, coding techniques and routines, and file handling and special routines, to which **UNIVERUS, PDS** or the **Client** has rights, and all copies and tangible embodiments thereof (in whatever form or medium), that are not generally known to the public. Notwithstanding the foregoing, Confidential Information does not include information that:
    i. is, as of the time of its disclosure, or thereafter becomes, part of the public domain through a source other than the receiving party; was known to the receiving party as of the time of its disclosure.
    ii. is independently developed by the receiving party without reference to the Confidential Information; or

iii. is subsequently learned from a third party (i.e., neither **UNIVERUS**, **PDS, BOS**, the **Client** or any of their respective employees or agents) not subject to an obligation of confidentiality with respect to the information disclosed.

2. **Restrictions**. Each party agrees that, with respect to any Confidential Information that is disclosed by one party (the "**Disclosing Party**") to the other party (the "*Receiving Party*"), except as expressly specified in this Agreement, the Receiving Party shall:
   i. maintain the confidentiality of Confidential Information.
   ii. use such Confidential Information only in the performance by the Receiving Party of its obligations under this Agreement.
   iii. limit dissemination of such Confidential Information to its employees or agents who have a need to use such Confidential Information for the purpose of performing the Receiving Party's obligations under this Agreement; and
   iv. return such Confidential Information and any copies, extracts, or summaries thereof (whether prepared by the receiving party or otherwise, and regardless of whether in hard copy, computer memory, electronic media or otherwise) to the Disclosing Party upon the Disclosing Party's request or the expiration or **Termination** of this Agreement, or, upon the Disclosing Party's request, destroy the same and provide the Disclosing Party with a written certification of such destruction.
3. **Exceptions**. Nothing in this Agreement shall limit the ability of a party in possession of the Confidential Information of the other to disclose such Confidential Information, and such party shall have no liability for such disclosure, if such disclosure is
   i. required to be made pursuant to law or regulation, government authority, duly authorized subpoena, or court order.
   ii. required to be made to a court or other tribunal in connection with the enforcement of such party's rights under this Agreement; or
   iii. is approved by the prior written consent of the Disclosing Party.
4. **Breach**. Each party recognizes and acknowledges that in the event of any breach of Section 4.2 (either actual or threatened) by a Receiving Party, the Disclosing Party's remedies at law shall be inadequate. Each party agrees that in such event, the Disclosing Party shall have the right to seek injunctive relief without the need to prove damages or post a bond, or specific performance or both, in addition to any and all other remedies and rights at law or in equity, and such rights and remedies shall be cumulative.
5. **Survival of Restrictions**. The terms of this Section 4 shall survive the expiration or earlier termination of this Agreement and will continue in full force and effect.

5 INTELLECTUAL PROPERTY

1. **Ownership**. **UNIVERUS and PDS** do not assign any right, title, or interest in **SOFTWARE** and **Deliverables** to **Client**, nor do its licensees retain any right, title, or interest in and to the **Deliverables**. If **Deliverables** include or contain any materials that **Client** either provided to **UNIVERUS or PDS** for modification or inclusion as part of the **Deliverables** (such materials are "**Client Materials**"), **Client** hereby assigns to **UNIVERUS or PDS** a non-exclusive, non-transferable license in **Client Materials** necessary to allow **UNIVERUS or PDS** to incorporate same for such limited purpose. Notwithstanding the foregoing, the **Client Data** (as defined in **Software**

EULA(S)) shall continue to be owned by the **Client** and licensed to **UNIVERUS or PDS,** if applicable**,** under the terms of the Software **EULA(S)**. Following termination of the **SOFTWARE EULA(S)** or this Agreement, whichever is earlier, **Client** will have thirty (30) days to export the **Client Data** from the database from **UNIVERUS'S** or **PDS'** FTP site or other provided resource. Any work performed by **UNIVERUS or PDS** after the thirty (30) days' period to facilitate data export will be billed on time and materials basis at the then-current rates.

2. **Licenses to Client**. **UNIVERUS** grants to **Client**, subject to the restrictions, terms and conditions contained herein, a non-exclusive, non-transferable (except as set forth in Section 12.10), non-sublicensable license to install the SOFTWARE and use **Deliverables** to conduct its business. **Client** agrees not to distribute or display any **Deliverables** except as part of operating the **SAP Software** or **PDS Software** and to not use the **Services** to offer consulting, or software development services.
3. **Background Knowledge**. **UNIVERUS and PDS** shall retain the right to use its knowledge, experience, and know-how, including processes, ideas, concepts, and techniques, developed in the course of performing all Services under this Agreement. Nothing herein shall be construed to prevent **UNIVERUS or PDS** from developing or marketing its knowledge, experience, and know-how, including processes, ideas, concepts, and techniques, developed in the course of performing all Services under this Agreement, either alone or with others, provided that such use does not involve any unauthorized use of the Confidential Information of the **Client** under this Agreement.

6 STAFFING

1. **Staff Composition**. **UNIVERUS and PDS** have complete discretion in determining the personnel used by them to provide Services, and such personnel may be employees, contractors, or consultants.
2. **Non-solicitation**. During the term of this Agreement, and for a period of one (1) year following the expiration or termination of this Agreement, **Client** agrees not to disrupt or interfere, or attempt to disrupt or attempt to interfere, with the business of either by directly or indirectly soliciting, recruiting, or attempting to recruit any of **UNIVERUS'S or PDS'** employees, contractors or consultants or otherwise inducing or attempting to induce the termination of any employee, contractor, or consultant of **UNIVERUS or PDS.**

7 CLIENT RESPONSIBILITIES

1. **Materials and Information from Client**. **Client** shall provide **UNIVERUS and PDS,** in a timely fashion, with **Client** systems, data, networks, facilities, requirements, resources ("**Client Systems**"), **Client Materials** (if any), **Client** business practices and any other information reasonably required for the performance of the Services by **UNIVERUS and PDS** hereunder including by way of example only, information about any errors in operation of **Client** Systems.
2. **General Assistance and Access from Client**. **Client** shall provide **UNIVERUS and PDS** with reasonable access to the **Client** premises and **Client** Systems (including digital access) and will make **Client** employees and contractors who are knowledgeable in the Client's operations

available to answer questions as necessary for the performance of the Services and will generally cooperate fully with **UNIVERUS and PDS** in **the** provision of the Services. **Client** will

i. set up, maintain, and operate in good repair all environmental conditions and components at the **Client** site, including all networks, systems, and hardware, in or through which **SAP Software** and the **SOFTWARE** operates and/or **Client** accesses or uses any of the **Services** and
ii. will take all actions and obtain all necessary authorizations and consents, whether from third parties or otherwise, reasonably necessary for **UNIVERUS and PDS** to perform the Services.

3. **Liability and Extensions**. **UNIVERUS** will not be in breach of this Agreement or liable for any failure to perform the Services due to any failure by the **Client** to provide the information or perform the tasks described in this Section 7. Any performance deadlines of **UNIVERUS** under this Agreement are extended by the time period of delay caused by any failure of the **Client** to provide the information or perform the tasks described in this Section 7.

8 CLIENT COMMUNICATIONS AND PROJECT MANAGEMENT

1. **Client Contact**. **Client** will designate a person to act as **Client**'s primary contact with **UNIVERUS** (the "**Client Contact**"). The **Client Contact** shall have overall responsibility for coordinating the performance of the **Services** with **UNIVERUS,** for acting as a day-to-day contact with the **UNIVERUS Contact** (as defined below) and for making available to **UNIVERUS Client** Systems and other support services from the **Client** required for **UNIVERUS** to be able to perform the **Services** in a timely and accurate manner.
2. **UNIVERUS Contact**. **UNIVERUS** will designate a person as **UNIVERUS'S** primary contact with **Client** (the "**UNIVERUS Contact**"). **UNIVERUS Contact** will have primary operational responsibility for **UNIVERUS'S** performance of the **Services**, including supervising all **UNIVERUS** personnel and other technical resources used in performing the **Services**, and will serve as day-to-day contact with the **Client Contact**.

9 WARRANTIES, INDEMNITIES AND LIMITED LIABILITY

1. **Limited Warranties by UNIVERUS and PDS**. **UNIVERUS and PDS** represent and warrant the following: (i) that both will use personnel trained to perform the Services and such Services will be performed in a workmanlike manner; and (ii). that **UNIVERUS** and **PDS** have all necessary rights legally required in order for both to provide the Services contemplated hereunder, including, without limitation, all intellectual property rights, including those owned by both and those owned by third parties and licensed to both, and that **Client** will not violate, infringe or misappropriate any intellectual property rights, registered or otherwise, of any third party, through its receipt and use of the Services as contemplated hereunder.
2. **Limited Warranties by Client**. **Client** represents and warrants the following:
   i. **Client** has all necessary rights legally required in order for **Client** to provide and grant the rights in all **Client Materials** as contemplated hereunder.

ii. **The Client** will obtain all necessary licenses to **Client Systems** necessary for **UNIVERUS** to provide **Services** regarding **Client Systems**.

iii. **Client** will at all times comply with **Software EULA(S);** and

3. **Indemnities**. **UNIVERUS and PDS** will defend, indemnify and hold harmless **Client**, its contractors, employees, licensors and officials against all actions, claims, damages and suits, costs and expenses, including legal fees (collectively, "Claims") brought against **Client** by any third party arising out of any breach the representation under Section 9.2 hereof.
4. **Limited Liability and Limited Remedies**. EXCEPT WITH RESPECT TO A PARTY'S INDEMNITY OBLIGATIONS HEREUNDER AND AS REQUIRED BY APPLICABLE LAW, THE ENTIRE LIABILITY OF EACH PARTY HEREUNDER TO THE OTHER PARTY FOR OR UNDER ANY ACTIONS, CLAIMS OR SUITS RELATED TO THIS AGREEMENT, WHETHER BASED UPON CONTRACT, TORT, OR ANY OTHER CAUSE OF ACTION, WILL NOT EXCEED THE AMOUNTS PAID BY **CLIENT** TO **UNIVERUS** UNDER THIS AGREEMENT IN THE TWELVE MONTHS IMMEDIATELY PRECEDING THE EVENT CAUSING SUCH LIABILITY. **CLIENT** AGREES THAT **CLIENT**'S EXCLUSIVE AND SOLE REMEDY FOR ANY FAILURE TO PERFORM ANY SERVICES AS REQUIRED UNDER THIS AGREEMENT IS LIMITED TO RE-PERFORMANCE OF SUCH SERVICES.
5. **Exclusion of Consequential Damages and Limited Recourse**. EXCEPT WITH RESPECT TO A PARTY'S INDEMNITY OBLIGATIONS HEREUNDER OR FOR ANY BREACHES OF SECTION 4 AND EXCEPT FOR OBLIGATIONS UNDER SECTION 9.3, NEITHER PARTY SHALL BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, INDIRECT, PUNITIVE OR SPECIAL DAMAGES (INCLUDING LOSS OF PROFITS, DATA, BUSINESS OR GOODWILL), EVEN IF ADVISED OF THE LIKELIHOOD OF SUCH DAMAGES OCCURRING.
6. **No Other Warranties**. EXCEPT FOR THE LIMITED WARRANTIES MADE IN THIS SECTION 9, **UNIVERUS** AND **PDS** MAKE NO WARRANTIES OF ANY KIND OR NATURE, WHETHER EXPRESS OR IMPLIED INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR USE. **CLIENT** ACKNOWLEDGES THAT NO STATEMENTS THAT MAY HAVE BEEN MADE BY **UNIVERUS** OR **PDS** PERSONNEL TO **CLIENT** PRIOR TO EXECUTION OF THIS AGREEMENT OR OUTSIDE OF THIS AGREEMENT INCLUDING ANY STATEMENTS IN AN SOW WILL BE CONSIDERED A WARRANTY OR OTHER STATEMENT ABOUT THE OUTCOMES OR QUALITY OF SERVICES PROVIDED.

10 TERMINATION

1. **Termination for Convenience**. Either party may, at any time, upon sixty (60) days' advance written notice terminate this Agreement for convenience.
2. **Termination for Breach**. **UNIVERUS** may terminate this Agreement upon breach of this Agreement by **Client** (including for breaches related to payment obligations of **Client** (that are not being disputed by **Client** in good faith) after thirty (30) days from the time **UNIVERUS** provides notice to **Client** of such breach, and such breach is not cured; or (ii) if **Client** files for bankruptcy, becomes insolvent, or makes an assignment for the benefit of creditors. **Client** may terminate this Agreement immediately upon notice to **UNIVERUS** if **UNIVERUS** files for bankruptcy, becomes insolvent, or makes an assignment for the benefit of creditors.
3. **Effects of Termination**. Termination or expiration of this Agreement for any reason shall not affect any amounts due and payable for any Services or Deliverables completed up to and

including the date of such termination or expiration. **CLIENT** ACKNOWLEDGES AND AGREES ALL AMOUNTS PAID FOR SERVICES ARE NONREFUNDABLE IN THE EVENT OF ANY TERMINATION.

4. **Survival**. All payment obligations as well as Sections 4 (Confidential Information), Section 5 (Intellectual Property), Section 6.2 (Non-Solicitation), Section 9 (Warranties, Indemnities and Limited Liability), and Section 12.12 (Arbitration) shall survive any termination of this Agreement.

11 FORCE MAJEURE AND DELAY

1. **Force Majeure**. Each party to this Agreement shall be excused from default or delay in the performance of its obligations hereunder if and to the extent that such default or delay is caused by an act of God, or the failure of any third party to provide software, materials or support that is needed to carry out the obligations hereunder, or other cause beyond its reasonable control, including but not limited to, work stoppages, fires, riots, accident, explosion, flood, storm, or failures or fluctuations in electrical power, heat light, air conditioning or telecommunications equipment. In such an event, the non-performing party shall be excused from performance for as long as such circumstances prevail and shall as soon as practicable notify the other of any actual or anticipated delay.
2. **Other Permitted Delays**. **UNIVERUS'S** performance under this Agreement is contingent upon the cooperation of the **Client**, including, without limitation, the supply to **UNIVERUS** and **PDS** of adequate resources and information as mutually agreed upon under this Agreement. If **UNIVERUS** or **PDS** are required to perform any Services by a certain time period, any delays in performance occurring as a result of failure or untimely performance by the **Client**, the time requirement shall be extended to the extent of any such delay, and neither **UNIVERUS** nor **PDS** shall incur any liability to the **Client** as a result of such delay. The **Client** will use reasonable efforts to cure or otherwise resolve identified delay as soon as possible. In the event that the identified delay cannot be cured or otherwise resolved with thirty (30) days from receipt of such notice, **UNIVERUS** shall be entitled to terminate this Agreement and any **SOW** then in effect under Section 10.2 by giving written notice to the **Client**, such termination to be effective on the date indicated in said notice.

12 FURTHER UNDERSTANDINGS

1. **Notices**. All notices and other communications given or made pursuant to this Agreement (except for direct communications between **Client** Contact and the **UNIVERUS** Contact as contemplated in Section 8 and as otherwise specified in in this paragraph) shall be in writing and shall be deemed effectively given upon the earlier of actual receipt or
   i. personal delivery to the party to be notified.
   ii. when received, if sent by electronic mail during the recipient's normal business hours, and if not sent during normal business hours, then on the recipient's next business day.
   iii. five (5) days after having been sent by registered or certified mail, return receipt requested, postage prepaid; or

iv. one (1) business day after the business day of deposit with a nationally recognized overnight courier, freight prepaid, specifying next-day delivery, with written verification of receipt. Notwithstanding the foregoing, all notices in connection with actual, attempted, suspected, or threatened terminations, expirations and breaches of this Agreement shall be in writing and shall only be deemed effectively given upon the earlier of actual receipt or
   a. personal delivery to the party to be notified.
   b. five (5) days after having been sent by registered or certified mail, return receipt requested, postage prepaid; or
   c. one (1) business day after the business day of deposit with a nationally recognized overnight courier, freight prepaid, specifying next-day delivery, with written verification of receipt. All communications will be sent to the receiving party's address as set forth in the introductory paragraph of this Agreement or to such other address as the receiving party may have provided for purposes of receiving notices as provided in this Section 12.

2. **Binding Nature**. This Agreement shall be binding on and inure to the benefit of the parties and their respective successors and permitted assigns.
3. **Right to Perform Services for Others**. The **Client** acknowledges and agrees that **UNIVERUS**, and its affiliates may perform for third parties' services that are comparable or similar to the **Services** and **UNIVERUS** and such affiliates shall be free to provide such services.
4. **Severability**. If any provision of this Agreement, or the application thereof, shall for any reason and to any extent be determined by a court of competent jurisdiction to be invalid or unenforceable, the remaining provisions of this Agreement shall be interpreted so as best to reasonably effect the intent of the parties. The parties further agree to replace any such invalid or unenforceable provisions with valid and enforceable provisions designed to achieve, to the extent possible, the business purposes and intent of such invalid and unenforceable provisions.
5. **Publicity**. All media releases, public announcements and public disclosures by either party relating to this Agreement or the subject matter of this Agreement, including, without limitation, promotional or marketing material, but not including any announcement intended solely for internal distribution or any disclosure required by legal, accounting or regulatory requirements, shall be coordinated with and shall be approved in writing by the parties prior to such release, which approval shall not be unreasonably withheld or delayed.
6. **Entire Agreement**. This Agreement, all Exhibits and Schedules hereto and any **SOW** which specifically references itself as a description of Consulting and Development Services under this Agreement that has been executed by the parties constitute the entire agreement between the parties with respect to the subject matter hereof and supersede all agreements and understandings (including any sales quotes) between the **Client** and **UNIVERUS** with respect to the subject matter hereof made prior to the Execution Date. There are no representations, warranties, understandings, or agreements relating to the subject matter hereof which are not fully expressed in this Agreement. No amendment, modification, waiver, or discharge of this Agreement shall be valid unless in writing and signed by an authorized representative of the party against whom such amendment, modification, waiver, or discharge is sought to be enforced. To the extent there is any conflict between the terms and conditions of this

Agreement and the **Software EULA(S)**, the terms of the **Software EULA(S)** shall prevail only as they apply to **SOFTWARE**.

7. **Governing Law**. This Agreement shall be governed by the laws of the State of Delaware, without giving effect to its conflict of law provisions.
8. **No Waiver**. No waiver or failure to exercise any option, right or privilege under the terms of this Agreement by either of the parties hereto on any occasion or occasions shall be construed to be a waiver of the same on any other occasion or of any other option, right or privilege. Any consent by any party to, or waiver of, a breach of the other party, whether express or implied, shall not constitute a consent to, waiver of, or excuse for any different or subsequent breach.
9. **Headings and References**. The headings and captions used in this Agreement are used for convenience only and are not to be considered in construing or interpreting this Agreement. All references in this Agreement to "Sections", "Exhibits" or "Schedules" shall, unless otherwise provided, refer to Sections hereof or Exhibits and Schedules attached hereto, all of which Exhibits, and Schedules are incorporated herein by this reference.
10. **Assignment**. This Agreement may not be assigned by either party without the prior written approval of the other party, which shall not be unreasonably withheld.
11. **Independent Contractor**. Nothing contained in this Agreement shall be construed to imply a joint-venture, partnership or principal-agent relationship between **UNIVERUS** and the **Client**. **UNIVERUS** shall provide all **Services** as an independent contractor. **UNIVERUS** does not undertake by this Agreement or otherwise to perform any obligation of the **Client**, whether regulatory or contractual, or to assume any responsibility for the **Client**'s business or operations.
12. **Arbitration**. IN CONSIDERATION OF THE PROMISES IN THIS AGREEMENT, **CLIENT, UNIVERUS** AND ANY OTHER PARTIES TO THIS AGREEMENT AND OR EULA(S) AGREE THAT ANY AND ALL CONTROVERSIES, CLAIMS, OR DISPUTES RELATED TO A CLAIM OR CAUSE OF ACTION (WHETHER IN CONTRACT OR TORT) THAT MAY BE BASED UPON, OR RELATE TO THIS AGREEMENT, OR THE NEGOTIATION, VALIDITY, EXECUTION, INTERPRETATION OR PERFORMANCE, SHALL BE SUBJECT TO BINDING ARBITRATION UNDER THE ARBITRATION RULES SET FORTH IN DELAWARE RULES OF CIVIL PROCEDURE (THE "RULES") AND PURSUANT TO DELAWARE LAW.
    i. **Procedure**. THE **CLIENT** AGREES THAT ANY ARBITRATION WILL BE ADMINISTERED BY THE AMERICAN ARBITRATION ASSOCIATION ("**AAA**") AND THAT THE NEUTRAL ARBITRATOR WILL BE SELECTED IN A MANNER CONSISTENT WITH ITS NATIONAL RULES FOR THE RESOLUTION OF COMMERCIAL DISPUTES. THE **CLIENT** AGREES THAT THE ARBITRATOR SHALL HAVE THE POWER TO DECIDE ANY MOTIONS BROUGHT BY ANY PARTY TO THE ARBITRATION, INCLUDING MOTIONS FOR SUMMARY JUDGMENT AND/OR ADJUDICATION AND MOTIONS TO DISMISS AND DEMURRERS, PRIOR TO ANY ARBITRATION HEARING. THE **CLIENT** ALSO AGREES THAT THE ARBITRATOR SHALL HAVE THE POWER TO AWARD ANY REMEDIES, INCLUDING ATTORNEYS' FEES AND COSTS, AVAILABLE UNDER APPLICABLE LAW. THE **CLIENT** AGREES THAT THE DECISION OF THE ARBITRATOR SHALL BE IN WRITING.
    ii. **Remedy**. EXCEPT AS PROVIDED BY THE RULES AND THIS AGREEMENT, ARBITRATION SHALL BE THE SOLE, EXCLUSIVE AND FINAL REMEDY FOR ANY DISPUTE BETWEEN THE **CLIENT** AND **UNIVERUS** AND ANY OTHER PARTIES TO THIS AGREEMENT AND OR EULA(S).

iii. **Limitation on Actions.** Any action or claim, regardless of form, whether in contract or tort, including negligence or otherwise, arising out of or in connection with this Agreement, must be brought by either party by December 31 of the year following the year in which the cause of action did arise or is alleged to have arisen.

13. This Agreement may be executed in writing or by electronic signature in any number of counterparts and all such counterparts shall be deemed to constitute a single Agreement notwithstanding that all parties are not signatories to the same counterpart. A facsimile transmission or PDF between **CLIENT** and **UNIVERUS** shall constitute a substitute original and thus a counterpart and shall be valid and binding for all purposes. This Agreement shall be effective as of the date of the last party to execute this Agreement.

[Signature Page Follows]

IN WITNESS WHEREOF, the parties hereto, intending to be bound, have executed this Agreement as of the day and year first above written.

Client: ___________________________________

By: ___________________________________

Name: ___________________________________

Title: ___________________________________

Date: ___________________________________

Univerus Inc.

By: ___________________________________

Name: ___________________________________

Title: ___________________________________

Date: ___________________________________

13 EXHIBIT A SOFTWARE EULA TERMS

13.1 SOFTWARE END USER LICENSE AGREEMENT

IMPORTANT - PLEASE READ CAREFULLY: This **Software End User License Agreement** (the "**Software EULA**") is a legal agreement between **Univerus Inc**., a Delaware company ("**UNIVERUS**," "**we**," "**our**," or "**us**") and the **Client** agreeing to these terms ("**Client**," "**you**," or "**your**"). This **Software EULA** governs **Client's** use of the services and software offered by **UNIVERUS and PDS,** along with the SAP® ByDesign Software and certain proprietary software offered by **UNIVERUS** as specifically identified in a statement of work executed by the **Client** with **UNIVERUS** (the "**SOW**").

BY AGREEING TO THE MASTER SERVICES AGREEMENT BETWEEN YOU AND **UNIVERUS** (the "AGREEMENT") OR USING **SOFTWARE**, YOU CONSENT TO BE LEGALLY BOUND BY ALL THE TERMS AND CONDITIONS OF THIS **Software EULA**. IF YOU DO NOT AGREE TO ANY OF THE TERMS OF THIS **Software EULA**, YOU MAY NOT USE THE **SOFTWARE**.

UNIVERUS AND PDS RESERVE THE RIGHT, AT OUR DISCRETION, TO CHANGE, MODIFY, ADD OR REMOVE PORTIONS OF THIS **SOFTWARE EULA** AT ANY TIME BY GIVING A WRITTEN NOTICE VIA AN EMAIL MESSAGE TO THE CONTACT EMAIL THAT WE HAVE IN OUR RECORDS. YOU WILL BE DEEMED TO HAVE ACCEPTED SUCH CHANGES BY CONTINUING TO USE **SOFTWARE** SIXTY (60) DAYS FROM THE TIME OF SUCH EMAIL (SUCH SIXTY (60) DAY PERIOD IS "**REVIEW PERIOD**"). WE MAY ALSO REVISE OTHER POLICIES, CODES OR RULES AT ANY TIME AND THE NEW VERSIONS WILL BE AVAILABLE ON THE **UNIVERUS** WEBSITE. NO AMENDMENT TO THIS **SOFTWARE EULA** SHALL APPLY TO ANY DISPUTE OF WHICH WE HAD ACTUAL NOTICE BEFORE THE DATE OF THE AMENDMENT. IF YOU DO NOT WISH TO ACCEPT THE UPDATED **SOFTWARE EULA** TERMS, YOU MAY TERMINATE THE **SOFTWARE EULA** BY PROVIDING A SIXTY DAYS' WRITTEN NOTICE PRIOR TO THE END OF THE REVIEW PERIOD, WHICH WILL TERMINATE YOUR RIGHTS TO USE **SOFTWARE**. IF WE REVISE THIS **SOFTWARE EULA** AND SEEK YOUR CONSENT TO BE BOUND BY SUCH REVISED **SOFTWARE EULA** AND YOU DO NOT AGREE TO BE BOUND BY SUCH REVISED **SOFTWARE EULA** BEFORE USING THE **SOFTWARE** AGAIN, THEN NOTWITHSTANDING ANYTHING TO THE CONTRARY, WE RESERVE THE RIGHT TO TERMINATE YOUR ACCOUNT AND USE OF **SOFTWARE**.

13.1.1 SOFTWARE.

i. <u>**License Grant**</u>. Subject to the terms and conditions of this **Software EULA**, including the payment of the applicable subscription fees, **UNIVERUS** grants you a personal, limited, non-exclusive, non-transferable license (except as expressly set forth in the **UNIVERUS** Master Services Agreement) to electronically access and use the **SOFTWARE**, for your internal business purposes. For the avoidance of doubt, the term **SOFTWARE** includes the **UNIVERUS, PDS VISTA and PDS VISTA TIME** (if licensed) proprietary software identified on the Statement of Work and includes any other programs, tools, internet-based services, components, and any updates (for example, **SOFTWARE** upgrades, service information, help content, bug fixes, or maintenance releases etc.) of the **SOFTWARE** that is provided or made available to Client.

ii. **Limitations**. **SOFTWARE** is licensed solely to be used by your authorized users for your internal business purposes and any other use including for third parties is expressly prohibited. **UNIVERUS** reserves all rights not expressly granted to you in this **Software EULA**. Without limiting the generality of the foregoing, you shall not, nor shall you permit any other party to:

   a. make copies of the **SOFTWARE** except as expressly set forth in this **Software EULA**; or
   b. disassemble, decompile, reverse engineer, or translate any part of the **SOFTWARE**, or otherwise attempt to reconstruct or discover the source code of the **SOFTWARE**, except and only to the extent that such activity is expressly permitted by applicable law notwithstanding this limitation; or
   c. modify or create derivative works based upon the **SOFTWARE**; or
   d. externally distribute, sublicense, resell, encumber, or otherwise transfer the **SOFTWARE**; or
   e. rent, lease, lend, or use the **SOFTWARE**, or any part thereof, for timesharing or bureau use; or
   f. allow a third party to copy, access, or use the **SOFTWARE** (except as expressly provided in this **Software EULA**); or
   g. alter or remove any copyright, trademark or other proprietary notice which may appear on the **SOFTWARE**; or
   h. take any action that would cause the **SOFTWARE** to be placed in the public domain or become subject to an open-source license agreement.

iii. **SAP® ByDesign License**. **Client** is required to accept the terms of SAP's non-exclusive license to use the **SAP Software** ("**SAP EULA**"). **Client** agrees that use of **SAP Software** is subject to **SAP EULA** and agrees to be bound by **SAP EULA**.

iv. The initial term of the Univerus and PDS EULAs shall be twelve (12) months from the date of Project Kick-off and shall run concurrently with each other.

13.1.2 OWNERSHIP.

i. **Ownership**. All right, title and interest in and **SOFTWARE** and all workflow processes, user interface, designs, know-how, and other technologies used by **UNIVERUS** and **PDS** as part thereof and any intellectual property rights embodied therein, together with any enhancements, improvements or modifications made thereto, is and shall remain the sole and exclusive property of **UNIVERUS** and/or SAP®, whether created alone or in conjunction with any third party. Except for the rights specifically granted within this Agreement, **Client** is granted no other rights in or to the **SOFTWARE** licensed hereunder. **Client** shall not obtain any rights, title, or interests to **SOFTWARE** or any intellectual property rights embodied therein, including any modifications, enhancements, improvements, or other alterations made thereto, by virtue of this **Software EULA**, operation of law or otherwise. This **Software EULA** is a license and not an agreement for sale.

ii. **Client Ownership**. Subject only to the limited license expressly granted hereunder, as between **Client** and **UNIVERUS**, **UNIVERUS** acquires no right, title, or interest from **Client** in or to **Client Data**, including any intellectual property rights therein.

13.1.3 SUBSCRIPTION PERIOD.

i. **Termination**. Either party may terminate this **Software EULA** for cause upon sixty (60) days' prior written notice to the other party. If there is any material default or breach of this **Software EULA** by the other party, unless the defaulting party has cured the material default or breach within thirty (30) days of notice of default or breach, this **Software EULA** may be terminated**.** **UNIVERUS** may terminate this **Software EULA** immediately following written notice if: (i) SAP terminates the **Client**'s license to use the **SAP Software** for any reasons; (ii) **Client**'s actions expose or threaten to expose **UNIVERUS** to any liability, obligation, or violation of law; (iii) **Client** breaches the **Cloud Provider Agreement**; (iv) upon failure of **Client** to pay amounts owed to **UNIVERUS** if such amounts are not paid within thirty (30) days of **UNIVERUS** providing written notice of such failure to pay; or (v) **Client** has ceased to operate in the ordinary course of business, made an assignment for the benefit of creditors, or similar disposition of **Client**'s assets, or has become the subject of any bankruptcy or dissolution proceeding.

ii. **Effect of Termination**. Upon termination of this **Software EULA** for any reason other than by **Client** for **UNIVERUS'S** uncured material breach, such fees shall become due and payable within ten (10) business days of the termination. **UNIVERUS** will reasonably cooperate in the transition of **Client**'s services by providing a backup copy of **Client Data**, on a time-and-materials basis at **UNIVERUS'S** then-current rates.

13.1.4 SUBSCRIPTION FEES.

i. **Fees**. The subscription fees for **SOFTWARE** are set forth in Section 16 – Exhibit D. Except as otherwise specified in the **Software EULA(S)** (i) fees are fully earned upon receipt, and (ii) payment obligations are non-cancelable and not subject to set-off or deduction and fees paid are non-refundable.

ii. **Vista and Vista Time Fees.** Both Vista and Vista Time initial annual advanced fees are based on the count listed on Exhibit D. Active Employees are defined as persons receiving a check, advice of deposit or otherwise compensated using Vista Payroll or in the absence of Vista Payroll are HR Active in Vista. Active Employees for Vista Time are defined as employees that create a work or non-work entry within a time sheet; employees that are assigned as a manager or are assigned to an accrual policy. At the end of each month for the initial annual period and each subsequent twelve (12) month period, a count of Active Employees in both Vista and Vista Time will be taken and then averaged for the 12-month period to determine the new count for the annual advanced fees for the next annual period which shall be said average, but not less than the initial count listed in Exhibit D.

iii. **Payment Terms**. **UNIVERUS** will invoice **Client** for any advanced fees and expenses and the advanced subscription fees in Section 16 – Exhibit D and are payable as per that Exhibit and as memorialized in the final Purchase Order. **Client** will pay each such invoice upon receipt by way of ACH (Automated Clearing House). Any such amounts not paid within thirty (30) days of the date of invoice shall bear interest at the rate of 1.5% per month calculated daily and compounded monthly or, if lower, the highest rate permitted under applicable law. You must have sufficient funds in a U.S. checking or savings account to cover an electronic debit of the subscription fee to obtain access to **the SOFTWARE**. The payment information you provide must be accurate and complete, and you agree to notify us promptly of any change in the payment information. When you subscribe and provide payment information, your bank account will be debited, and will be automatically re-debited by way of ACH (Automated

Clearing House) at the beginning of each applicable payment period at the then-current subscription rate to maintain access to **SOFTWARE**.

iv. **Taxes**. **Client** is a tax-exempt governmental agency.

13.1.5 DISCLAIMER OF WARRANTIES.

i. EXCEPT AS EXPRESSLY PROVIDED HEREIN, THE **SOFTWARE** IS PROVIDED "AS-IS" AND, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, **UNIVERUS**, ITS AFFILIATES, LICENSORS, THIRD-PARTY CONTENT OR SERVICE PROVIDERS, DEALERS AND SUPPLIERS (COLLECTIVELY, "SUPPLIERS") DISCLAIM ALL GUARANTEES AND WARRANTIES, WHETHER EXPRESS, IMPLIED OR STATUTORY, REGARDING THE **SOFTWARE**, INCLUDING ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, TITLE, MERCHANTABILITY, AND NON-INFRINGEMENT. NEITHER **UNIVERUS** NOR **PDS** (IF APPLICABLE) WARRANT THAT THE **SOFTWARE** IS SECURE OR FREE FROM BUGS, VIRUSES, INTERRUPTION, OR ERRORS, OR THAT THE **SOFTWARE** WILL MEET YOUR REQUIREMENTS. TO THE EXTENT THAT EXCLUSION OF IMPLIED WARRANTIES ARE NOT PERMITTED BY LAW, ANY IMPLIED WARRANTIES ARE LIMITED IN DURATION TO SIXTY (60) DAYS FROM THE COMMENCEMENT DATE, AS APPLICABLE, TO THE EXTENT PERMITTED BY APPLICABLE LAW. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

13.1.6 LIMITATION OF LIABILITY AND DAMAGES.

i. THE ENTIRE CUMULATIVE LIABILITY OF **UNIVERUS, PDS** AND ITS SUPPLIERS FOR ANY REASON ARISING FROM OR RELATING TO THIS **SOFTWARE EULA** SHALL BE LIMITED TO THE AMOUNT PAID BY YOU FOR SUBSCRIPTION FEES IN THE TWELVE MONTHS IMMEDIATELY PRECEDING THE EVENT CAUSING LIABILITY. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, **UNIVERUS, PDS** AND ITS SUPPLIERS SHALL NOT BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES OR FOR ANY DAMAGES RELATING TO LOSS OF BUSINESS, TELECOMMUNICATION FAILURES, THE LOSS, CORRUPTION OR THEFT OF DATA, VIRUSES, SPYWARE, LOSS OF PROFITS OR INVESTMENT, USE OF THE **SOFTWARE** WITH HARDWARE OR OTHER SOFTWARE THAT DOES NOT MEET **UNIVERUS'S** OR **PDS'** SYSTEMS REQUIREMENTS OR THE LIKE, WHETHER BASED IN CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY OR OTHERWISE, EVEN IF **UNIVERUS, PDS** OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND EVEN IF A REMEDY SET FORTH HEREIN IS FOUND TO HAVE FAILED OF ITS ESSENTIAL PURPOSE. SOME STATES DO NOT ALLOW THE LIMITATION AND/OR EXCLUSION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. FURTHER, THE **CLIENT** IS FOREVER BARRED FROM BRINGING ANY CLAIMS, SUITS OR ACTIONS AGAINST **UNIVERUS OR PDS** RELATED TO ANY **SERVICES** OR **SOFTWARE** PROVIDED UNDER THIS **SOFTWARE EULA** MORE THAN TWO (2) YEARS AFTER THE DATE ON WHICH **UNIVERUS OR PDS** RENDERED THE APPLICABLE **SERVICES** OR **SOFTWARE**.

13.1.7 INDEMNIFICATION.

i. **Client** will defend, indemnity, and hold harmless **UNIVERUS** and PDS, its Suppliers of licensed SOFTWARE pursuant to these EULAS, including their respective agents, employees, officers, directors, and representatives, from and against any liabilities, damages, losses, costs, attorney fees arising out of or relating to any third party claim (including, without limitation, **Cloud**

Provider) as a result of any acts or omissions of **Client** in violation of, or arising out of, these **Software EULAS** (including any breach of any representation or warranty contained herein), the **Cloud Provider Agreement** or **SAP Software** license agreement.

13.1.8 BASIS OF BARGAIN.

i. THE PARTIES ACKNOWLEDGE AND AGREE THAT THE FOREGOING SECTIONS ON WARRANTY DISCLAIMER, LIMITATION OF LIABILITY AND INDEMNIFICATION FAIRLY ALLOCATE THE RISKS BETWEEN THE PARTIES, WHICH IS REFLECTED IN THE PRICING OFFERED BY **UNIVERUS** TO **CLIENT** IS AN ESSENTIAL ELEMENT OF THE BASIS OF THE BARGAIN BETWEEN THE PARTIES.

13.1.9 CONSENT TO CONDUCT BUSINESS ELECTRONICALLY (CONSENT).

i. **Consent to Electronic Communications**. **UNIVERUS** may be required by law to send communications to you that may pertain to **SOFTWARE** or the use of information you may submit to **UNIVERUS**. Additionally, certain of the third-party services you choose may require communications with the third parties who administer these programs. You agree that **UNIVERUS**, on behalf of itself, and others who administer such services (as applicable), may send communications to you by email and/or may make communications available to you by posting them at one or more websites. You consent to receive these communications electronically. The term "communications" means any notice, record, agreement, or other type of information that is made available to you or received from you in connection with **SOFTWARE** and the third-party services.

ii. **Consent to Do Business Electronically**. The decision whether to do business electronically is yours, and you should consider whether you have the required hardware and software capabilities described below. Your consent to do business electronically and our agreement to do so covers all transactions you conduct through **SOFTWARE** for as long as you remain a subscriber to **the SOFTWARE**.

iii. **Hardware and Software Requirements**. In order to access and retain an electronic record of communications, you will need: a computer, a monitor, a connection to an Internet service provider, Internet browser software that supports 128-bit encryption, and an e-mail address. By agreeing to this **Software EULA**, you are confirming to us that you have the means to access, and to print or download, communications. We do not provide ISP services. You must have your own Internet service provider.

iv. **Withdrawal of Consent**. If you later decide that you do not want to receive future communications electronically, please inform the **UNIVERUS** support team.

v. **Changes to Your Email Address**. You agree to notify us promptly of any change in your email address.

14 Exhibit B Services that support Client's use of Software

Services provided are categorized into two groups:

1. **Implementation Services** – defined as the services provided for the implementation of the **Software** to include all activities defined in the associated **SOW** and tasks from the detailed Project Plan. These Services will fall into the following categories:
    a. **Project Management Services** – defined as the coordination and administration services related to the planning and execution of a particular project.
    b. **Functional Consulting Services** – defined as the services provided to the **Client** related to interaction and understanding of requirements, providing training, configuring the system in accordance with **Client** needs, defining functional specifications for requested customizations.
    c. **Technical Consulting Services** – defined as development and customization related services for the **Client**. **Technical Consulting Services** includes understanding the functional requirement from the functional specs, translating functional specifications into technical specifications, providing development effort as per the technical specifications.
2. **Support Services** – defined as the on-going services provided to the **Client** for the management of **Software** issues/bugs and enhancements (the "**Support Services**"). These **Support Services** will fall into the following categories and are subject to the terms defined in Exhibit C.
    a. **Technical Support** – defined as support provided to the **Client** for issues related to computer network infrastructure. **Technical support** helps provide support for analysis, implementation, and translation of a computer network infrastructure, as they translate the functional specifications into technical specifications. **Technical Support** does not include addressing non-**UNIVERUS** controlled issues.
    b. **Functional Support** – defined as support provided to guide the specific use of business applications. **Functional Support** helps to configure systems according to **Client** needs and works to understand the **Client**'s processes to manage the day-to-day functioning of a program or system.

15 EXHIBIT C – SUPPORT TERMS AND CONDITIONS

15.1 TECHNICAL AND FUNCTIONAL SUPPORT SERVICES

15.1.1 Definitions:

- **Technical Support**: is usually non-billable as it is covered under the Subscription Fees paid by the customer annually. If Software Maintenance is not paid, then all Technical Support will be billable as the software provider will no longer provide support time to **UNIVERUS** for this 1st level of support for software bugs or system faults. This is support provided to the **Client** for issues related to software bugs, system faults, and computer network infrastructure should the system be hosted in a **UNIVERUS** provided environment. **Technical Support** helps provide support for analysis, implementation, and translation of software bugs, systems faults, and computer network infrastructure, as they translate the functional specifications into technical specifications. **Technical Support** does not include addressing non-**UNIVERUS** controlled issues or systems.
    - **Technical Support** includes, but is not limited to, the following:
        - Bugs or technical issues in **SAP Software**, **SOFTWARE** or mutually agreed Add-Ons provided as part of the **Client** solution including license, login, and general software errors.
        - Adding or removing cloud users if hosted on the **UNIVERUS** provided environment.
        - Troubleshooting cloud login issues if hosted on the **UNIVERUS** provided environment.
        - Handling requests for links to information or resources that **Client** can use to research items on their own.
        - Direct access to e-learning materials for **Client**’s staff. **UNIVERUS** will provide access to the SAP published Application e-learning and related materials at no cost.
- **Functional Support**: This is support provided to guide the specific use of business applications rather than resolve a software bug or other fault in the system. **Functional Support** helps to configure systems according to **Client** needs and works to understand the **Client**’s processes to manage the day-to-day functioning of a program or system.
    - **Functional Support** includes, but is not limited to, the following:
        - New/custom queries, reports, functions, UDFs, UDTs, UDOs, Stored Procedures. Software customization requests will be estimated and are subject to written approval prior to work starting.
        - One Annual business Assessment - **UNIVERUS** will conduct a one day onsite proactive business assessment to further enhance business processes with **Client** as part of Functional Support.

    - Software upgrade support – including database backup, test environment preparation.
    - Onsite Support for any issue.
    - Training and/or review of existing system functions.
    - Support of Non-**UNIVERUS** controlled systems or issues.
- **Normal Business Hours** are from 8:00 AM to 5:00 PM EST and do not include weekends or pre-defined holidays.
- **Non-UNIVERUS Controlled Issues** - any issue arising due to**:**
    - modifications to **Client SAP Software** not made by **UNIVERUS** as part of providing **Consulting and Development Services**.
    - operation of **Client SAP Software** in an operating environment not approved by UNIVERUS: and/or
    - circumstances not reasonably anticipated by **UNIVERUS** or not under **UNIVERUS'S** control.
    - All non-**UNIVERUS** Controlled Issues are deemed a billable service.
- **On-site Support** is support provided by **UNIVERUS** at the **Client**'s place of business. All Onsite Support shall be deemed billable service.
- **Support Requests Requirements**. To receive **Technical Support** or **Functional Support**, the **Client** submits a request to:
    - **UNIVERUS** by telephone at **1-866-355-5989**, via email to **support@univerusEW.com** or through the Web-based ticketing system at **unityprod.net/support/dashboard**.
      and indicates their level of severity for such inquiry (based upon the criteria listed in chart below). **UNIVERUS** determines, in its sole discretion, what level of severity the request will be treated as such in **UNIVERUS'S** response back to **Client**. All Support Requests are reviewed, and Support notifies **Client** which classification the ticket falls into, whether "Technical Support" or "Functional Support," before any hours are allocated to included or pre-purchased hours or billed.
- **Response Time**. Upon receiving a **Client**'s Support Request, **UNIVERUS** will use reasonable best efforts to return at least a preliminary response within the time frames outlined in the chart below. The time to solve each of the applicable problems will depend on **UNIVERUS'S** diagnosis and will be addressed within the defined response times.

Client Support Prioritization and Response Time

Priority	Severity	Description	Initial Response Time	Targeted Solving Period
1	Critical	Issue within the **UNIVERUS** Application Environment renders **Client** production system at complete standstill and causes severe impairment of vital functions in the **UNIVERUS** Application Environment.	2 hours	Based on **UNIVERUS** Diagnosis
2	High	Issue within the **UNIVERUS** Application Environment affects **Client** production system, with serious interruptions to central functions, or leading to a serious interruption of business.	4 hours	Based on **UNIVERUS** Diagnosis
3	Medium	Issue within the **UNIVERUS** Application Environment leading to interruptions in normal operations caused by a malfunctioning or unavailable function.	8 hours	Based on **UNIVERUS** Diagnosis
4	Low	Case within the **UNIVERUS** Application Environment with no or only minor interruptions in normal operations, including but not limited to malfunctioning or unavailable functions that are not required daily or not used regularly.	16 hours	Based on **UNIVERUS** Diagnosis

16 EXHIBIT D – SUBSCRIPTION AND FEE STRUCTURE

A. Subscription Fees:

Subscriptions Fees are due annually in advance and are invoiced at the time of provision. Annual Subscription fees are subject to annual increases not to exceed five percent 5%.

Subscription Fee Schedule

[insert subscription schedule] [Note for Vista and Vista Time the initial employee count for each needs to be listed with individual PEPM fees applied to those counts]

B. Consulting and Training Fees **$xxx,xxx,xxx**

Consulting and Training Fees are invoiced based on the Milestones outlined in the payment schedule and in the Statement of Work. For further details on the associated fees please refer to the project schedule as outlined in section 7.1 in the SOW.

C. Travel Expenses

Estimated travel cost for this project is **$xxx.00**. All travel required to implement this project will be paid as incurred. GSA guidelines for Per Diems will be incorporated where applicable.

Onsite Travel details

17 EXHIBIT E – VISTA AND VISTA TIME EULA TERMS

17.1 VISTA® SERVICES/RESPONSILITIES/SERVICE LEVEL AGREEMENT

17.1.1 EULA: This Vista and Vista Time EULA governs **Client's** use of the Vista solution and the Vista Time solution (as powered by nettime solutions, llc) in connection with the Univerus software as described in the Master Services Agreement and the SOW as they relate to Vista and Vista Time.

17.1.2 CLOUD SUBSCRIPTION SERVICES: Client will be provided with a Cloud Subscription Services facility including the necessary network infrastructure, computer hardware, third party software and database administrative services to allow **Client** access to the Service consisting of the Vista Components noted on Exhibit E accessed in the Cloud. As part of the Service, three (3) environments – Production, Test and Training will be installed, using the Training database, to demonstrate that the environment is operating successfully with supplied test data. From time to time and on a scheduled basis, with advanced notice, updates and enhancements to components in the environment will be installed, including but not limited to the operating system(s), the DBMS, or to the Vista software. This may warrant a brief suspension of the Service to the **Client**. Except for tax compliance updates and one-time emergency updates that have universal application among all **Clients**, updates will be applied to the Test environment with notice to **Client**. Upon completion of that process, **Client** will be notified that it should begin testing as it sees fit with an expected deployment to the production environment thirty (30) days thereafter. All commercially reasonable efforts to provide the Service on a 24 hours per day by 365 days per year basis. **Client** understands and agrees that, nonetheless, the Service may be unavailable or inoperable from time to time for reasons such as software, database and operating system updates; equipment malfunctions; periodic maintenance procedures and causes beyond its control.

17.1.3 RESPONSIBILITIES: Client shall provide sufficient computer infrastructure, equipment, network bandwidth and security within the environment to access Vista. **Client** shall be provided Operating System Management for all servers provided for use by **Client**. In the event of a Service Impacting Event as described in Section 16.1.4) below, **Client** will have restored and replicated, as nearly as possible, **Client's** system, environment, and data, subject to the last available backup. If an event occurs necessitating restoration and replication, **Client** will be provided a Recovery Point Objective (RPO) of four (4) hours and Recovery Time Objective of twelve (12) hours. Backups will be maintained in accordance with a standard retention policy, but in no event less than daily and including cumulative backups. All services shall be provided in accordance with generally accepted industry standard practices that include reasonable administrative, technical, and physical safeguards to protect **Client's** data from loss, misuse, unauthorized access, disclosure, alteration, and destruction.

17.1.4 SERVICE LEVEL COMMITMENT (SLA):

(a) The Service and data centers are vulnerable to interruption from, among other things, fire, natural disaster, power loss, telecommunications failure, connectivity failure, terrorist acts, war, unauthorized entry or access, human error, and computer viruses or other defects. They may also be subject to sabotage, intentional acts of vandalism, ransomware, and similar misconduct.

(b) If any such event noted in Sub-Section (a) occurs, **Client** will be notified within two (2) hours or in accordance with applicable law. Thereafter, recovery procedures will proceed in accordance with Section 16.1.3, above to restore the Service.

(c) A Service Availability of 99.75% is guaranteed, which is defined as the time the Service can receive, process, and respond to requests during a rolling thirty (30) day period, excluding system maintenance (scheduled or unscheduled) and upgrades, infrastructure and network infrastructure maintenance, **Client** caused error incidents, loss of Service and Force Majeure. Service Availability is calculated as a percentage by dividing the number of minutes the Service is available during the applicable month by the total minutes in the applicable month minus Scheduled Maintenance, excluding, in all cases, the exclusions above.

17.1.5 Client Responsibilities: Client understands that the Vista Software can be configured and used in ways that may or may not comply with specific laws, rules or regulations governing the use of or storage of employee, ex-employee, or candidate data. **Client** shall have sole responsibility and liability for the accuracy, quality, use of, and legality of all **Client** data. **Client** understands that it has the duty to comply with all laws applicable to it.

17.1.6 TERMS OF USAGE. Client shall have a nontransferable and non-exclusive right to use the Vista System and Service only to process its own data and the data of its subsidiaries and affiliates. **Client** shall not permit access to the System, Service or Documentation by agents, consultants or independent contractors to **Client** who have not been authorized or who have not executed a non-disclosure agreement with **Client**. **Client** shall notify **PDS** that it has so engaged a third party and that said third party is authorized to act on behalf of Client.

17.1.7 Optional Vista Services/Components - not included and subject to separate fees:

- **ACA and W-2 Services:** PDS provides the option of Affordable Care Act (ACA) printing and filing services, along with W-2 printing. Those services are subject to a separate annual agreement detailing the fees for the services offered.
- **Tax Filing Services**: If **Client** elects to outsource its payroll tax filing obligations, **Client** shall contract with a PDS' Tax Filing Partner. All such fees for services will be paid directly to such Partner.
- **aPersona Connector -** aPersona Connector and aPersona's Adaptive Security Manager (ASM) allow you to implement a multi-factor, layered security framework for protecting HR, Payroll, Benefits, and other HR Portals. A separate Agreement and fees are required with the Partner.
- **Absorb LMS –** a proprietary Internet-based software application for the administration, documentation, tracking, and reporting of training programs, classroom and online events, e-learning programs, and training content.

17.1.8 Vista Time: Client is granted a limited, personal, non-commercial, non-exclusive, non-sublicensable, non-transferable, non-assignable license to access and use Vista Time®, a Web-based time and attendance application (the "Application") hosted and operated by nettime solutions, llc ("nettime"), solely for its own internal business purposes to track the time and attendance of its employees and to utilize the other functionality provided by the Application via the designated Website (the "Licensed Rights"). **Client** shall ensure that passwords associated with Website user accounts remain confidential and secure and will report any compromise of passwords as soon as possible. nettime will monitor and maintain the host servers of the Website to ensure connectivity, availability and operation of the Application, and will use commercially reasonable efforts to minimize any disruption, inaccessibility or inoperability of the Application.

17.1.9 Vista Time Client Data: All data input via the Application by **Client** and generated via the Application (collectively, "Client Data") shall remain, as between **PDS, Client** and nettime, the exclusive property of **Client. Client** may obtain **Client** Data solely by the use of the data export functionality provided on the Website. **PDS** and nettime may retain an archival copy of all **Client** Data for the purposes of (i) defending any claim that it did not perform any of its obligations under this Agreement, (ii) defending any claim that it violated any applicable law, (iii) complying with any applicable law, and (iv) for any reason not prohibited by applicable law. nettime shall own any deidentified aggregated data generated by or for nettime from the **Client** Data and may use such data in any manner not prohibited by law. nettime does not receive the employee's social security number. **PDS** and nettime expressly disclaim any representation or warranty that **Client's** use of and access to the Website or use of the Application, including without limitation the transfer and storage of **Client** Data, will comply with any laws, rules or regulations applicable to **Client** or ensure **Client's** compliance with any laws, rules or regulations.

Client: ______________________________

By: ______________________________

Name: ______________________________

Title: ______________________________

Date: ______________________________

PDS

By: ______________________________

Name: ______________________________

Title: ______________________________

Date: ______________________________