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***Exhibit "A" – Scope of Services – Requirements***

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Proposers must respond to the ERP requirements included herein. Proposers are to respond to each of these requirements with one of the following response codes:

- Y – Meets Requirement
- N – Does Not Meet Requirement
- F – Planned for future release
- W/C – Workaround Proposed or Customization Needed to Meet Requirement
- T – Third-Party Solution to Meet Requirement

Response Codes “Y” and “N” do not require written responses unless the proposers wish to present additional benefits or opportunities related to their solution and the requirement. However, response codes “F”, “W/C” and “T” do require written responses. For these response codes, proposers must describe how the requirement will be met and when (if applicable).

# 1 General

## 1.1 User Interface

| #     | Requirement   | Response Code | Response/Comments |
|-------|---|---------------|-------------------|
| 1.1.1 | Provides a browser-based user interface   |               |                   |
| 1.1.2 | Supports mobile technologies (e.g. smartphones, tablets)  |               |                   |
| 1.1.3 | Provides the ability to drill-down and drill-across from a transaction view to the supporting source data and documents   |               |                   |
| 1.1.4 | Provides fully integrated functionality such that data is entered only one-time and available throughout the system(s) and available in real time (single-points of data entry) to eliminate re-keying of information |               |                   |
| 1.1.5 | Provides organized screen layouts that are customizable   |               |                   |
| 1.1.6 | Provides consistent use of icons, colors, and menus across all elements   |               |                   |
| 1.1.7 | Provides shortcuts for frequently accessed processes, screens, reports, etc.  |               |                   |
| 1.1.8 | Provides search functions that reach across all applications and attachments  |               |                   |
| 1.1.9 | Provides online help that is context sensitive and content appropriate with manuals also available for download   |               |                   |

## 1.2 Workflow

| #     | Requirement  | Response Code | Response/Comments |
|-------|--|---------------|-------------------|
| 1.2.1 | Provides integrated workflow management including generation, routing, notification and approval of forms, reports, other documents, and processes (e.g. payable processing, purchase orders, GL transactions, HR transactions, payroll processing, budgeting, personnel action forms, business license, etc.) for all modules |               |                   |

| #     | Requirement  | Response Code | Response/Comments |
|-------|--|---------------|-------------------|
| 1.2.2 | Provides ability to establish multiple approval levels based on user-defined criteria (e.g. dollar amounts, types of items purchased, document types, etc.)  |               |                   |
| 1.2.3 | Allows out of office approval delegation   |               |                   |
| 1.2.4 | Provides multiple attributes to define which users participate in which steps of the workflow processes (e.g. GL number segments, unique groupings, project/task codes, object/spend category codes, consideration of roles, etc.) |               |                   |
| 1.2.5 | Integrates with the email system to assist in the notification/request of approvals, reject, corrections, and approval through/from email and mobile devices   |               |                   |
| 1.2.6 | Allows document attachment and allows attached documents to be available for review through all levels of approval for all core modules  |               |                   |

## 1.3 Reporting and Analysis

### General

| #     | Requirement   | Response Code | Response/Comments |
|-------|---|---------------|-------------------|
| 1.3.1 | Provides modeling tools to do 'what if' analysis and forecasting (i.e. analysis of revenue/expenditure trends and the ability to develop forecast projections)  |               |                   |
| 1.3.2 | Processes transactions in real-time that are immediately available for inquiry and reporting  |               |                   |
| 1.3.3 | Allows users to drill down from reports and inquiries to source transaction   |               |                   |
| 1.3.4 | Provides full integration with MS Excel for all modules (e.g. worksheet export to Excel, data imported from Excel, etc.) and allows users to export reports to Excel that include formulas/formatting |               |                   |
| 1.3.5 | Provides the ability to copy and customize standard reports   |               |                   |
| 1.3.6 | Provides the ability for reports to access data across all modules  |               |                   |

**Exhibit "A" – Scope of Services – Requirements**

| #      | Requirement   | Response Code | Response/Comments |
|--------|---|---------------|-------------------|
| 1.3.7  | Provides the ability to create report notification groups and inform/alert groups a new report is available   |               |                   |
| 1.3.8  | Provides the ability to choose a format when exporting a report (e.g. Excel, Adobe, flat file, delimited, etc.)   |               |                   |
| 1.3.9  | Provides the ability for a dashboard/scorecard to include, at a minimum, user defined metrics, key performance indicators (KPIs), reports, charts, etc.                               |               |                   |
| 1.3.10 | Provides the ability for reporting to be based on user security setting   |               |                   |
| 1.3.11 | Provides the ability to save and "publish" ad hoc reports for use by others   |               |                   |
| 1.3.12 | Provides the ability to report/query on any field within an application   |               |                   |
| 1.3.13 | Allows for multiple output options (e.g. display, print, email, etc.)   |               |                   |
| 1.3.14 | Provides the ability to automatically run schedule reports for distribution to a group or individuals   |               |                   |
| 1.3.15 | Provides the ability to define reporting period (e.g. from-to, including those over multiple fiscal years), transaction type (e.g. posted, non-posted, etc.), by fund, by dept., etc. |               |                   |
| 1.3.16 | Provides ability to run reports on all projects, including inactivated projects   |               |                   |

**GL/Accounting**

| #      | Requirement   | Response Code | Response/Comments |
|--------|---|---------------|-------------------|
| 1.3.17 | Provides an automated means to categorize and summarize transactional data in support of the Annual Comprehensive Financial Report (ACFR) |               |                   |
| 1.3.18 | Provides automated, flexible, and efficient month-end reporting   |               |                   |
| 1.3.19 | Provides a report to assist Journal Entry approval/review and includes GL accounts and names, amounts, descriptions, etc.                 |               |                   |

**Exhibit "A" – Scope of Services – Requirements**

| #      | Requirement  | Response Code | Response/Comments |
|--------|--|---------------|-------------------|
| 1.3.20 | Provides the ability to generate printed output of all financial/ accounting reports (e.g., income statement, balance sheet, general ledger, revenue/expenditure comparison report etc.) |               |                   |
| 1.3.21 | Provides functionality for generation of accounting reports required by State and Federal agencies (i.e., quarterly sales tax)   |               |                   |

**Budgeting**

| #      | Requirement  | Response Code | Response/Comments |
|--------|--|---------------|-------------------|
| 1.3.22 | Provides the ability to report on justification comments by budget line item                               |               |                   |
| 1.3.23 | Offers the ability to see budget-to-actuals in real-time with drill-down capabilities                      |               |                   |
| 1.3.24 | Supports publication of the “annual budget document” via direct leveraging of system outputs/forms/reports |               |                   |
| 1.3.25 | Allows users to change key underlying assumptions to impact forecasts                                      |               |                   |
| 1.3.26 | Provides modeling for “what if” scenarios and forecasting tools for “10 Year Cash Flow Projections”        |               |                   |

## 2 Finance

### 2.1 General Ledger

| #     | Requirement  | Response Code | Response/Comments |
|-------|--|---------------|-------------------|
| 2.1.1 | Ability to consolidate funds for reporting purposes  |               |                   |
| 2.1.2 | Ability to identify the originating documents and drill to them from the general ledger      |               |                   |
| 2.1.3 | Use of a common database for items such as addresses, vendors, etc.                          |               |                   |
| 2.1.4 | Ability to easily generate financial statements -- monthly, quarterly, annually or as needed |               |                   |

**Exhibit "A" – Scope of Services – Requirements**

| #      | Requirement   | Response Code | Response/Comments |
|--------|---|---------------|-------------------|
| 2.1.5  | Provide for separate budget, actual and statistical transactions.   |               |                   |
| 2.1.6  | Ability to perform double entry accounting in an online interactive general ledger system.  |               |                   |
| 2.1.7  | Ability to provide for the maintenance of separate funds, each of which is a self-balancing set of accounts, with all funds' records being processed simultaneously by the common system.   |               |                   |
| 2.1.8  | Ability to enter transactions across funds.   |               |                   |
| 2.1.9  | Ability to specify accounting periods on transactions.  |               |                   |
| 2.1.10 | Ability to accommodate organizational hierarchy on transactions.  |               |                   |
| 2.1.11 | Ability to view the chart of accounts on screen.  |               |                   |
| 2.1.12 | Provide ability to maintain the chart of accounts online and prevent deletion of any account having history.  |               |                   |
| 2.1.13 | Provide for classification of each individual fund, as follows:<br>General fund (multiple funds)<br>Special revenue fund (multiple funds)<br>Debt service fund (multiple funds)<br>Capital projects fund (multiple funds)<br>Enterprise fund (multiple funds)<br>Internal service fund (multiple funds)<br>Trust and/or agency fund (multiple funds)<br>Account group - general long-term debt, general fixed assets (multiple funds) |               |                   |
| 2.1.14 | Ability to consolidate accounts for multiple levels of reporting: funds, departments, projects, etc.  |               |                   |
| 2.1.15 | Provide ability to maintain up to 5 years historical financial data, such as actual amounts (not including the current fiscal year) for both budgetary and financial data. This information must be available for both system reports and inquiry functions.  |               |                   |
| 2.1.16 | Ability to automatically rollover chart of accounts at year end.  |               |                   |
| 2.1.17 | Ability to accommodate pre-encumbrance accounting.  |               |                   |
| 2.1.18 | Ability to process manual journal entries.  |               |                   |
| 2.1.19 | Ability to accept general ledger entries directly from a variety of subsystems through user-defined (and modifiable) interface  |               |                   |



**Exhibit "A" – Scope of Services – Requirements**

| #      | Requirement   | Response Code | Response/Comments |
|--------|---|---------------|-------------------|
|        | routine(s). Entries from these subsystems must be subjected to the same edit controls as entries made directly to the system.   |               |                   |
| 2.1.20 | Ability to accept both standard and recurring journal entries.  |               |                   |
| 2.1.21 | Ability to provide for error identification and correction before actual posting occurs and to notify the user of deficiencies.   |               |                   |
| 2.1.22 | Ability to provide for convenient online edit of rejected batches of journal entries.   |               |                   |
| 2.1.23 | Maintain detailed transaction descriptions on the general ledger for both system and manually generated journal entries.  |               |                   |
| 2.1.24 | Ability to allow the user to reverse or cancel a previously posted/updated journal entry within the same open accounting month.   |               |                   |
| 2.1.25 | Conveniently display online and/or print individual journal entry transaction detail both prior to posting the journal entry and after the journal entry is posted/updated to the general ledger. |               |                   |
| 2.1.26 | Provide ability to print or view journal entry detail online regardless of whether the entry is posted.   |               |                   |
| 2.1.27 | Ability to close books and prepare complete financial statements for any month end and/or year end.   |               |                   |
| 2.1.28 | Ability to access full account detail (beginning balance, all posting transactions with complete description) from the beginning of the year, for a specified period.                             |               |                   |
| 2.1.29 | Ability to allow only input of valid account numbers.   |               |                   |
| 2.1.30 | Ability to attach or enter explanatory notes for all transactions.  |               |                   |
| 2.1.31 | Ability to automatically reverse an entry in another period, as defined, such as year-end accruals.   |               |                   |
| 2.1.32 | Ability to post entries to a closed period, with security, and allow for posting to prior open periods.   |               |                   |
| 2.1.33 | Ability to automatically perform the journal entry to close all income and expense items to the retained earnings/fund balance at year end.   |               |                   |
| 2.1.34 | Ability to move the current actual balances to the prior actual balances at year end, for reporting purposes.   |               |                   |
| 2.1.35 | Set up beginning balances for the new year.   |               |                   |

**Exhibit "A" – Scope of Services – Requirements**

| #      | Requirement   | Response Code | Response/Comments |
|--------|---|---------------|-------------------|
| 2.1.36 | Ability to keep the prior year open for adjusting entries.  |               |                   |
| 2.1.37 | Ability to define and annually maintain month-end cut-off dates.  |               |                   |
| 2.1.38 | Provide ability to accommodate consolidated (pooled) cash accounting for transactions of multiple funds that are accounted for in one centralized (pooled) bank account.  |               |                   |
| 2.1.39 | Provide ability to accommodate multiple bank accounts within an individual fund.  |               |                   |
| 2.1.40 | Provide the ability to account for cash in funds where cash is maintained separately from the pooled cash bank account.   |               |                   |
| 2.1.41 | Ability to process transactions for a "prior" fiscal year and a "current" fiscal year simultaneously before the prior year is closed.   |               |                   |
| 2.1.42 | Provide ability to post multiple funds simultaneously.  |               |                   |
| 2.1.43 | In year-end closing, allow the safekeeping of encumbrances by account code so as not to necessitate user to manually re-input encumbered balances to individual account codes (should user decide not to close all year-end encumbrances out to a balance sheet account). |               |                   |
| 2.1.44 | Ability to start the next fiscal year with a roll-over of all balance sheet accounts as well as to leave the previous year open.  |               |                   |
| 2.1.45 | Ability to not allow funds to be out of balance and to have fully automated inter-funds.  |               |                   |
| 2.1.46 | Ability to duplicate hierarchy account structure and associated relationships.  |               |                   |
| 2.1.47 | Ability to prevent the deletion of accounts with balances.  |               |                   |
| 2.1.48 | All modules conform to GAAP, GAAFR, GASB, ACFR and GFOA reporting standards   |               |                   |
| 2.1.49 | Ability to create all necessary standard governmental and other financial reports.  |               |                   |

## 2.2 Treasury

### General

| #      | Requirement   | Response Code | Response/Comments |
|--------|---|---------------|-------------------|
| 2.2.1  | Single point of entry tied to cash receipts for deposits  |               |                   |
| 2.2.2  | Automated reconciliation of bank accounts and general ledger posting  |               |                   |
| 2.2.3  | Ability to generate accounting statements -- e.g. cash, investments, etc. by fund, at any point in time   |               |                   |
| 2.2.4  | Ability to create a comprehensive trial balance that would contain trial balance, expenditures, and revenue on one report.                          |               |                   |
| 2.2.5  | Ability to account for pooled cash and investments across any or all existing accounting funds.   |               |                   |
| 2.2.6  | Ability to support multiple pooled cash accounts.   |               |                   |
| 2.2.7  | Ability to establish and account for cash and bank accounts separately for entities for which the City acts as fiscal agent.                        |               |                   |
| 2.2.8  | Ability to account for multiple bank/brokerage accounts.  |               |                   |
| 2.2.9  | Ability to download bank account information monthly (and on demand) with information on balances, investment market values and investment ratings. |               |                   |
| 2.2.10 | Ability to establish accounts based upon bank account or investment type and sub-accounts by bank or broker.  |               |                   |
| 2.2.11 | Ability to accommodate script file(s) for bank communications.  |               |                   |
| 2.2.12 | Ability to download bank account transactions for multiple banks and accounts.  |               |                   |
| 2.2.13 | Ability to provide for daily reconciliation of receipts and disbursements against the various funds and accounts.                                   |               |                   |
| 2.2.14 | Ability to automatically reconcile transactions, debt, and investment activities with prior day's account balance.                                  |               |                   |
| 2.2.15 | Ability to identify and track unique deposit slip numbers.  |               |                   |
| 2.2.16 | Transactions generated due to cash management activities are automatically recorded in the appropriate general ledger funds and accounts.           |               |                   |

**Exhibit "A" – Scope of Services – Requirements**

| #      | Requirement   | Response Code | Response/Comments |
|--------|---|---------------|-------------------|
| 2.2.17 | Ability to send, receive and process outgoing and incoming wires transfers and perform related accounting transactions.         |               |                   |
| 2.2.18 | Ability to receive cash for multiple sources (e.g. POS, etc.).  |               |                   |
| 2.2.19 | Ability to support decentralized receipting.  |               |                   |
| 2.2.20 | Ability to use workflow for approvals throughout the module.  |               |                   |
| 2.2.21 | Ability to support effective dating and triggers for automatic payments or disclosure reporting requirements, based upon dates. |               |                   |

**Cash Management**

| #      | Requirement   | Response Code | Response/Comments |
|--------|---|---------------|-------------------|
| 2.2.22 | Ability to reconcile daily actual receipts and disbursements against forecasted balances.         |               |                   |
| 2.2.23 | Ability to record money transfers between funds and accounts and post to respective G/L accounts. |               |                   |
| 2.2.24 | Ability to provide a listing of cash flows for any selected time frame.                           |               |                   |

**Interest Management**

| #      | Requirement  | Response Code | Response/Comments |
|--------|--|---------------|-------------------|
| 2.2.25 | Ability to create journal entries for interest activities.                             |               |                   |
| 2.2.26 | Ability to calculate accrued interest due for a specified period.                      |               |                   |
| 2.2.27 | Ability to calculate weighted average rates for payment and receive interest.          |               |                   |
| 2.2.28 | Ability to calculate periodic average daily balance for pooled cash by fund.           |               |                   |
| 2.2.29 | Ability to apportion periodically the interest by fund based on average daily balance. |               |                   |

**Cash Flow Projections**

| #      | Requirement   | Response Code | Response/Comments |
|--------|---|---------------|-------------------|
| 2.2.30 | Ability to indicate whether account activity is to be included in cash flow reports (i.e., ability to exclude accrual and other non-cash accounts). |               |                   |
| 2.2.31 | Ability to capture and maintain history of transactions impacting cash flow information to use for reporting purposes.                              |               |                   |
| 2.2.32 | Ability to complete cash projections at the account level (e.g. developer deposits).  |               |                   |
| 2.2.33 | Ability to complete cash projections at a summary level.  |               |                   |
| 2.2.34 | Ability to complete cash projections at the fund level.   |               |                   |
| 2.2.35 | Perform tracking of check issuance and clearing to provide "float" reports.   |               |                   |
| 2.2.36 | Ability for project managers to use cash projection capabilities to prepare, monitor and manage cash flow schedules for projects.                   |               |                   |
| 2.2.37 | Allow for drill-down into detail to facilitate investigation of cash flow projection to actual variances.   |               |                   |
| 2.2.38 | Ability to report on cash flow actual results, projections and projections compared to actuals upon demand.   |               |                   |

**Banking**

| #      | Requirement   | Response Code | Response/Comments |
|--------|---|---------------|-------------------|
| 2.2.39 | Ability to record cash transfers between banks and broker/fiscal agent accounts.  |               |                   |
| 2.2.40 | Supports electronic data interchange (EDI).   |               |                   |
| 2.2.41 | Ability to receive and process EFT transmissions.   |               |                   |
| 2.2.42 | Ability to produce and transmit EFT files as payments to vendors.   |               |                   |
| 2.2.43 | Ability to automate EFT bank transactions for cancellation within NACHA rules and timeframes and automatically generates the appropriate accounting transactions. |               |                   |

**Exhibit "A" – Scope of Services – Requirements**

| #      | Requirement  | Response Code | Response/Comments |
|--------|--|---------------|-------------------|
| 2.2.44 | Ability to receive and process credit card transaction files from third party clearinghouse for payment and perform related accounting transactions. |               |                   |
| 2.2.45 | Ability to receive and process ACH files transmitted from on-line banking payment vendors and perform related accounting transactions.               |               |                   |

**Positive Pay**

| #      | Requirement  | Response Code | Response/Comments |
|--------|--|---------------|-------------------|
| 2.2.46 | Ability to transmit check number, dollar amount and issue date of checks to the City's general and payroll bank accounts.                                  |               |                   |
| 2.2.47 | Ability to receive and post-paid check information including check number, dollar amount and status of the check, based upon the bank account number.      |               |                   |
| 2.2.48 | Ability to produce a "flash" report of non-matches between the bank's check file and the City's check file.  |               |                   |
| 2.2.49 | Ability to receive electronic updates from the bank when stop payments are confirmed.  |               |                   |
| 2.2.50 | Ability to receive electronic exception files from the bank and record discrepancies in a reconciliation database without updating financial transactions. |               |                   |
| 2.2.51 | Ability to subsequently repost information to clear the suspense file after corrections are made.  |               |                   |

**Check Processing**

| #      | Requirement   | Response Code | Response/Comments |
|--------|---|---------------|-------------------|
| 2.2.52 | Allows multiple accounting funds to be grouped together for monitoring and checking the availability of cash prior to check issuance. |               |                   |
| 2.2.53 | Generates reports of transactions not processed due to insufficient funds.  |               |                   |

**Exhibit "A" – Scope of Services – Requirements**

| #      | Requirement  | Response Code | Response/Comments |
|--------|--|---------------|-------------------|
| 2.2.54 | Provides for check printing in batch or on demand, with immediate on-line status update.                         |               |                   |
| 2.2.55 | Supports high volume check printing equipment as well as low volume (desktop laser printers).                    |               |                   |
| 2.2.56 | Allows automated approval for checks within specific dollar limits to be issued on demand (within the same day). |               |                   |
| 2.2.57 | Supports inquiry and/or reporting of checks printed using various indices and search criteria.                   |               |                   |
| 2.2.58 | Ability to store cancelled check images in a file folder indexed to the corresponding invoices paid.             |               |                   |
| 2.2.59 | Ability to track outstanding checks, based upon user-defined time periods or criteria.                           |               |                   |
| 2.2.60 | Ability to report on all elements of stale-dated checks.   |               |                   |

**Bank Adjustments**

| #      | Requirement  | Response Code | Response/Comments |
|--------|--|---------------|-------------------|
| 2.2.61 | Ability to import information from multiple banks and accounts.  |               |                   |
| 2.2.62 | Ability to perform on-line reconciliation of and provide routine and on-demand reporting of the following:<br>Issued checks<br>Stopped/voided checks<br>Cancelled (paid) checks<br>Stale-dated checks (with ability to ultimately remit to the state of California)<br>Direct deposit transactions<br>ACH transactions<br>Returned checks<br>Deposits<br>Interest earned<br>Bank adjustments<br>Other credits<br>Bank reclamations |               |                   |
| 2.2.63 | Ability to reconcile multiple bank/brokerage accounts  |               |                   |

**Debt Management**

| #      | Requirement  | Response Code | Response/Comments |
|--------|--|---------------|-------------------|
| 2.2.64 | Ability to track the following types of information:<br>Debt Types<br>Bond Calls<br>Maturity Date<br>CIP Number<br>Insurer<br>Rating<br>Description<br>Broker/Institution<br>Date Issued<br>Term: stated in number of days<br>Amount<br>Interest Rate (including fixed and variable)<br>Step interest rates<br>Interest paid<br>Premium amount<br>Discount amount<br>Interest payment dates<br>Principal payment dates<br>Call dates<br>Effective Yield Rate<br>State Code Authorization Reference (Example: Commercial Paper = 53601g)<br>Current Market Value<br>Gains/Losses<br>Arbitrage yield<br>Refundings<br>Partial Refund before call date or maturity date.<br>Debt Reserve Requirements<br>Fiscal Agent Bank Account Number (Investment Reserves) |               |                   |
| 2.2.65 | For investments made with bond proceeds, the system tracks:<br>Purchase price<br>Purchased interest<br>Yield   |               |                   |



**Exhibit "A" – Scope of Services – Requirements**

| #      | Requirement  | Response Code | Response/Comments |
|--------|--|---------------|-------------------|
|        | Maturity date<br>Bond issue(s) to which it relates<br>And other user defined criteria.   |               |                   |
| 2.2.66 | Ability to support multiple debt portfolios by fund, program, or organization.   |               |                   |
| 2.2.67 | Ability to rank debt in order or type, term, call date(s), interest payment date(s), and maturity date.  |               |                   |
| 2.2.68 | Ability to apportion principal and interest payments against various funds and accounts based on user defined criteria.  |               |                   |
| 2.2.69 | Ability to calculate accrued interest due for a specified period.  |               |                   |
| 2.2.70 | Ability to create journal entries for principal and interest activities which include: security description, CUSIP number, activity period, interest, premium, discount).  |               |                   |
| 2.2.71 | Ability to show the status all outstanding debt at both the bond and project levels and include the following (amounts by fund and debt issue):<br>Principal outstanding<br>Interest<br>Total debt service to maturity<br>Call date and provisions<br>Amount of debt service reserve fund required |               |                   |
| 2.2.72 | Ability to designate user-defined hierarchy of program definitions to facilitate allocation of bond service debt.  |               |                   |
| 2.2.73 | Ability to calculate debt service and debt schedules.  |               |                   |
| 2.2.74 | Ability to integrate with debt service and amortization schedules.   |               |                   |
| 2.2.75 | Ability to maintain debt amortization schedules for the life of the debt.  |               |                   |
| 2.2.76 | Ability to record business terms and comments relating to arbitrage calculations (including original debt issue and all subsequent transactions, refunding, funds transfers, interest rate contracts, swaps, etc.) which links to the original debt.   |               |                   |
| 2.2.77 | Ability to support workflow for debt service journal entry approvals.  |               |                   |

## 2.3 Budget Control and Preparation

| #      | Requirement   | Response Code | Response/Comments |
|--------|---|---------------|-------------------|
| 2.3.1  | Require notes for one-time expenses   |               |                   |
| 2.3.2  | Ability to submit budget code changes electronically (personnel/non-personnel)  |               |                   |
| 2.3.3  | Ease of budget entry and process  |               |                   |
| 2.3.4  | Ability to view multiple year actuals on one report   |               |                   |
| 2.3.5  | Ability to forecast multiple year expenditures (ideally 5 years)  |               |                   |
| 2.3.6  | Ability to preserve an original/adopted budget & an amended budget  |               |                   |
| 2.3.7  | Ability to produce to Budget to Actuals report that includes all 12 months of the fiscal year by month  |               |                   |
| 2.3.8  | Ability to create the final budget document on-line in its finished form (hard copy) and ability to publish to the City's web site.   |               |                   |
| 2.3.9  | Ability for all departments to develop budget on-line in the same format  |               |                   |
| 2.3.10 | Ability to relate programs and fees   |               |                   |
| 2.3.11 | Ability to project personnel services costs with user defined assumptions   |               |                   |
| 2.3.12 | Ability to adjust assumptions and do "What-If" analyses   |               |                   |
| 2.3.13 | Ability to report Budget to Actual comparisons and Budget to Budget comparisons   |               |                   |
| 2.3.14 | Ability to handle budget transfers according to user defined parameters   |               |                   |
| 2.3.15 | Ability to handle multi-year budgeting for projects   |               |                   |
| 2.3.16 | Ability to track and implement various budget versions and changes with the ability to perform "what if" scenarios.   |               |                   |
| 2.3.17 | Ability to load historical data, perform "what if" scenarios, perform projections from historical data at any point in the fiscal year, and move the final budget "what if" scenario to become the proposed budget. |               |                   |

**Exhibit "A" – Scope of Services – Requirements**

| #      | Requirement  | Response Code | Response/Comments |
|--------|--|---------------|-------------------|
| 2.3.18 | Ability to allow the comparison of budget (spending plan) to actual obligations and expenditures, including a variance and percentage variance.  |               |                   |
| 2.3.19 | Ability to set spending controls relating to funds available for expenditures.   |               |                   |
| 2.3.20 | Ability to accommodate, track, and report on budget variances.   |               |                   |
| 2.3.21 | Ability to budget check and ability to group accounts for budget checking  |               |                   |
| 2.3.22 | Ability to automatically transfer the final budget to the general ledger on-line.  |               |                   |
| 2.3.23 | Ability to provide data entry, tracking, reporting and auditing by specific program type.  |               |                   |
| 2.3.24 | Ability to display a warning notice when transactions are proposed for accounts whose budgets have been exceeded and ability to deny such transactions.  |               |                   |
| 2.3.25 | Ability to budget at account and sub object level.   |               |                   |
| 2.3.26 | Ability to keep multiple budget years open at one time.  |               |                   |
| 2.3.27 | Ability to budget by position.   |               |                   |
| 2.3.28 | Ability to view for entity-wide sorting and roll up of all budget information.   |               |                   |
| 2.3.29 | Ability to compute multi-year "what if" scenarios using actual budget data or adjusted budget data compared to actual expenditure data or adjusted expenditure data in any combination.                  |               |                   |
| 2.3.30 | Ability to prepare and maintain a 2-year operating budget by fiscal year and 24 months   |               |                   |
| 2.3.31 | Ability to prepare and maintain a 5-year capital budget  |               |                   |
| 2.3.32 | Ability to track current year and inception-to-date allocation and authorization amounts in the budgetary accounts and must be able to do this for Capital Improvement Projects that span multiple years |               |                   |

**Exhibit "A" – Scope of Services – Requirements**

| #      | Requirement   | Response Code | Response/Comments |
|--------|---|---------------|-------------------|
| 2.3.33 | Ability to perform a variety of revenue, expenditure, and fund balance forecasting including the ability to perform fee analysis.   |               |                   |
| 2.3.34 | Ability to allocate budgets across departments for the same line item as well as roll up to one total cost.   |               |                   |
| 2.3.35 | Ability to maintain as many sub-budgets and program budgets for certain line items and projects as needed.  |               |                   |
| 2.3.36 | Ability to have on-line budget preparation available to all departments.  |               |                   |
| 2.3.37 | Ability to allow the rollover of selected budget lines, or all budget lines into the new fiscal year and adjustment of appropriate spending allocations and encumbrance balances. |               |                   |
| 2.3.38 | Ability to determine sufficiency of funds prior to processing change orders.  |               |                   |
| 2.3.39 | Ability to allow multiple encumbrances per general ledger account.  |               |                   |
| 2.3.40 | Ability to permit the modification of encumbrances (e.g., increase, decrease, or cancel) and produce an audit trail of the transaction.   |               |                   |
| 2.3.41 | Ability to track the original amount, current amount, payments made, and remaining balance for an encumbrance.  |               |                   |
| 2.3.42 | Ability to allow for pre-encumbrance and/or encumbrance before a contract or purchase order is awarded.   |               |                   |
| 2.3.43 | Ability to provide liquidation of encumbrance when final payment is made against an account when specified by project manager.  |               |                   |
| 2.3.44 | Ability to automatically close encumbrances with automated, defined appropriate journal entries for year-end financial reporting.   |               |                   |
| 2.3.45 | Ability to provide a complete encumbrance transaction history report.   |               |                   |
| 2.3.46 | Ability to generate encumbrance transactions via purchase orders/contracts.   |               |                   |
| 2.3.47 | Ability to create, modify, and establish a budget for a specific project and component of a project/program.  |               |                   |

**Exhibit "A" – Scope of Services – Requirements**

| #      | Requirement   | Response Code | Response/Comments |
|--------|---|---------------|-------------------|
| 2.3.48 | Ability to purge programs in the General Ledger   |               |                   |
| 2.3.49 | Ability to exclude any accounts that have a zero budget and actuals   |               |                   |
| 2.3.50 | Ability to track actual project costs and compare with budgeted project costs (adjust if reallocations are made).   |               |                   |
| 2.3.51 | Ability to accommodate project contingency line items in budgets.   |               |                   |
| 2.3.52 | Ability to create an on-line long-term capital budget that is integrated with purchasing, accounts payable, budgeting, project management, fund balances, and fixed assets. |               |                   |
| 2.3.53 | Ability to allocate overhead and administration costs to departments, cost centers, programs, and sub-program levels automatically by user defined criteria.                |               |                   |
| 2.3.54 | Ability to restrict funds by project, fund, and/or entity.  |               |                   |
| 2.3.55 | Ability to build and track transfers between projects, funds, and entities.   |               |                   |
| 2.3.56 | Ability to forecast personnel costs from actual payroll, position control, or a combination; with user defined assumptions  |               |                   |
| 2.3.57 | Ability to add notes to any budget entry field  |               |                   |

**2.4 Procurement/Purchasing**

| #     | Requirement  | Response Code | Response/Comments |
|-------|--|---------------|-------------------|
| 2.4.1 | An automated Bid/Quote System  |               |                   |
| 2.4.2 | Automated Change Order entry/approval process  |               |                   |
| 2.4.3 | Ability for system to flag/provide a warning for any requisitions or invoices entered as "goods" with no tax added                         |               |                   |
| 2.4.4 | Ability to re-generate a system copy of a Purchase Order if an original copy was not generated during processing                           |               |                   |
| 2.4.5 | Ability for system to flag/provide a warning if a Change Order in one Fiscal Year is entered against Purchase Order in another Fiscal Year |               |                   |

**Exhibit "A" – Scope of Services – Requirements**

| #      | Requirement  | Response Code | Response/Comments |
|--------|--|---------------|-------------------|
| 2.4.6  | Integration of a centralized PO system with Asset Management and Fixed Assets  |               |                   |
| 2.4.7  | Automated workflow and approvals and imaging to reduce the use and storage of paper  |               |                   |
| 2.4.8  | Generate bid tabulations and store bid price and quantify bid data for historic comparison purpose.  |               |                   |
| 2.4.9  | Ability to track items which are out for bid, during the bidding process.  |               |                   |
| 2.4.10 | Ability to provide a tracking system that will identify vendors who have won bids and the activity for those bids.   |               |                   |
| 2.4.11 | Ability to maintain master vendor files, including vendor information and types of commodity/service they can bid on.  |               |                   |
| 2.4.12 | Ability to check fund balance, account balance and term agreements at time of requisition entry and generate an error message with reason code.  |               |                   |
| 2.4.13 | Automatically flag user if vendor has a pre-established contract and show contract number for user approval.   |               |                   |
| 2.4.14 | Ability to provide for automatic assignment of requisitions to buyers.   |               |                   |
| 2.4.15 | Ability for multiple budgetary accounts to be applied to purchase order line item by dollar amount, or percentage allocation.  |               |                   |
| 2.4.16 | Ability to provide on-line access to City bids, preferred vendors, state contracts and contract terms so the user knows what options are available.  |               |                   |
| 2.4.17 | Ability to track and manage contracts from initiation to completion (e.g., update progress of bids/RFPs, bid process, track start date and completion date of projects, 1st and 2nd year of a maintenance contract, contractor compliance. |               |                   |
| 2.4.18 | Ability to define and modify future procurement steps and definitions.   |               |                   |
| 2.4.19 | Ability to record the status of workflow and approvals as they relate to project management contractual documents.   |               |                   |

## 2.5 Contract Management

| #     | Requirement   | Response Code | Response/Comments |
|-------|---|---------------|-------------------|
| 2.5.1 | Provides the ability to support bid request, negotiation, and management of vendor contracts.   |               |                   |
| 2.5.2 | Supports tracking and managing contract status (e.g., milestone payment schedule, payment terms, payments, incentives, amendments, renewal status, expiration dates, insurance certificates, etc.) via automated alerts |               |                   |
| 2.5.3 | Associates contracts to projects, requisitions, purchase orders, and invoices.  |               |                   |
| 2.5.4 | Supports multi-year contracts   |               |                   |
| 2.5.5 | Supports ability to create contracts and assign contract numbers to each in the system.   |               |                   |

## 2.6 Project/Grant Management

| #      | Requirement   | Response Code | Response/Comments |
|--------|---|---------------|-------------------|
| 2.6.1  | Ability to have projects and grants cross funds and departments and cover multiple fiscal years |               |                   |
| 2.6.2  | Ability to report and forecast by year, fund, department and other user defined categories      |               |                   |
| 2.6.3  | Ability to retain data on closed projects   |               |                   |
| 2.6.4  | Full integration with budget development and forecasting  |               |                   |
| 2.6.5  | The ability to report City matches -- labor, dollars and fund raising                           |               |                   |
| 2.6.6  | Ability to look-up and modify grant funding information.  |               |                   |
| 2.6.7  | Ability to maintain payment history and fund line status through project life-cycle.            |               |                   |
| 2.6.8  | Ability to incorporate an audit trail of all project transactions.                              |               |                   |
| 2.6.9  | Ability to link funding sources to a specific bill and bill amounts.                            |               |                   |
| 2.6.10 | Ability to denote if grants are for multiple years.   |               |                   |
| 2.6.11 | Ability to view transactions and their dates over life of project.                              |               |                   |

**Exhibit "A" – Scope of Services – Requirements**

| #      | Requirement   | Response Code | Response/Comments |
|--------|---|---------------|-------------------|
| 2.6.12 | Ability to enable tracking of multiple fund sources per project.  |               |                   |
| 2.6.13 | Ability to tie-in project information on construction activities to Capital Improvement Plan (CIP) (status on construction contracts).  |               |                   |
| 2.6.14 | Ability to record and keep an original budget, budget changes, and a revised budget for each project cost account at each level in the hierarchy                                |               |                   |
| 2.6.15 | Ability to maintain various labor data items/formats (e.g., salary, fringe, other direct, premium time, bill rate, billable time, non-billable time, multipliers, etc.)         |               |                   |
| 2.6.16 | Ability to calculate and report financial status of the project including all direct costs and provide for indirect cost allocations.   |               |                   |
| 2.6.17 | Ability to accommodate the transfer of funds between projects.  |               |                   |
| 2.6.18 | Ability to prevent closure of a project account for which funds are encumbered until the encumbrance is liquidated.   |               |                   |
| 2.6.19 | Ability to track documents submitted for approval and review.   |               |                   |
| 2.6.20 | Ability to track and execute the transfer of funds within categories of a grant.  |               |                   |
| 2.6.21 | Ability to rollover funds allocated for a specific grant for multiple years.  |               |                   |
| 2.6.22 | Ability to electronically transmit grant progress reports.  |               |                   |
| 2.6.23 | Ability to track contract amount and revised contract amount by project, contractor, consultant and fund.   |               |                   |
| 2.6.24 | Ability to track percent completion from revised contract amounts.  |               |                   |
| 2.6.25 | Ability to set-up project start and operational close date (project unavailable for accepting new costs) at line item, contractor, and project levels by authorized individual. |               |                   |
| 2.6.26 | Ability to assess a percentage completion at each level in the project cost hierarchy using actual physical progress, etc., and compute rolled-up percent complete.             |               |                   |



**Exhibit "A" – Scope of Services – Requirements**

| #      | Requirement  | Response Code | Response/Comments |
|--------|--|---------------|-------------------|
| 2.6.27 | Ability to provide approval and status fields (e.g., responsible parties, approval and pending dates, etc.). |               |                   |
| 2.6.28 | The ability to bill charges to multiple owners/grants  |               |                   |
| 2.6.29 | Ability to differentiate between matching/regular funds within grants  |               |                   |
| 2.6.30 | Ability to show budget categories within a project number of a grant   |               |                   |
| 2.6.31 | Ability to notify grant manager when new expenditure is added on a grant                                     |               |                   |
| 2.6.32 | A place to scan in award documentation to be linked with project number                                      |               |                   |
| 2.6.33 | Ability to track the following on projects:<br>Insurance certificates  |               |                   |

**2.7 Accounts Payable**

| #     | Requirement   | Response Code | Response/Comments |
|-------|---|---------------|-------------------|
| 2.7.1 | An easy to use three part match process (Request-PO; Receiving; Invoice)  |               |                   |
| 2.7.2 | Integration with the City's P-Card system   |               |                   |
| 2.7.3 | Electronic transfer of information between departments  |               |                   |
| 2.7.4 | Electronic approvals of invoices using workflow   |               |                   |
| 2.7.5 | Integration with the Fixed Asset system   |               |                   |
| 2.7.6 | Ability to maintain open invoice records until paid in full (for unpaid and partially paid vouchers).                             |               |                   |
| 2.7.7 | Ability to partially pay invoices.  |               |                   |
| 2.7.8 | Ability to indicate possible duplicate vendor entries even if entry is not exact match (e.g. Ace Plumbing vs. Ace Plumbing Inc.). |               |                   |
| 2.7.9 | Retain vendor history including current period, year to date and all prior history.   |               |                   |

**Exhibit "A" – Scope of Services – Requirements**

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| #      | Requirement   | Response Code | Response/Comments |
|--------|---|---------------|-------------------|
| 2.7.10 | Ability to suspend and restart payment for specified vendors, parent vendor groups, contracts or work orders for user defined duration.   |               |                   |
| 2.7.11 | The ability to accumulate multiple invoices from one vendor on a single voucher for remittance based on a predefined criteria and the ability to individually override for unique criteria.                   |               |                   |
| 2.7.12 | The ability to automatically calculate payment due date from receipt of goods/services or invoice, and allow for user override.   |               |                   |
| 2.7.13 | The ability to flag and report duplicate purchase orders and invoices.  |               |                   |
| 2.7.14 | The ability to generate multiple vouchers from a single invoice or request for payment (i.e. invoices for service that need department approval.)   |               |                   |
| 2.7.15 | The system must include provisions to allow multiple invoice processing on a single contract or purchase order without the potential for overpayment.   |               |                   |
| 2.7.16 | Ability to make progress payment indicating: item number, description of material or services, quantities, unit price, line item total for the voucher and total-to-date for the given contractor or project. |               |                   |
| 2.7.17 | Ability to record an invoice for partially received material or for over shipments of material.   |               |                   |
| 2.7.18 | The ability to perform electronic matching of purchase orders, receiving reports, and vendor invoices three (3) ways.   |               |                   |
| 2.7.19 | The ability to quickly select line items on purchase orders for receiving.  |               |                   |
| 2.7.20 | The ability to force a decision to keep a purchase order open or close it out.  |               |                   |
| 2.7.21 | Ability to allow for virtually unlimited multiple addresses for each vendor.  |               |                   |
| 2.7.22 | Ability to provide multiple designation codes for each vendor, including 1099, minority, or other special status.   |               |                   |

**Exhibit "A" – Scope of Services – Requirements**

| #      | Requirement  | Response Code | Response/Comments |
|--------|--|---------------|-------------------|
| 2.7.23 | Ability to provide for the establishment of discount and payment terms for each vendor.  |               |                   |
| 2.7.24 | Ability to allow for invoice data to be processed on-line.   |               |                   |
| 2.7.25 | Ability to automatically retrieve vendor name and address, goods ordered and received, and unit prices based on purchase order number. |               |                   |
| 2.7.26 | Ability to automatically calculate applicable discounts and payment date in order to take advantage of available discounts.            |               |                   |
| 2.7.27 | Ability to allow for the addition of freight and bulk charges.   |               |                   |
| 2.7.28 | Ability to provide automatic on-line budget account validation, as well as funds availability.   |               |                   |
| 2.7.29 | Ability to automatically assign a temporary asset tag number in the Fixed Assets module for previously designated items.               |               |                   |
| 2.7.30 | Ability to prevent entry of previously used voucher #.   |               |                   |
| 2.7.31 | Ability to identify overpayment situations with contractors and provide billing information to the Accounts Receivable system.         |               |                   |
| 2.7.32 | Ability to automatically handle recurring payments.  |               |                   |
| 2.7.33 | Ability to establish "one-time" vendors.   |               |                   |
| 2.7.34 | Ability to provide for the recording of voided checks on-line with automatic generation of the appropriate accounting entry.           |               |                   |
| 2.7.35 | Ability to provide a complete bank reconciliation process including the matching of outstanding and cleared checks with issued checks. |               |                   |
| 2.7.36 | 1099 reporting capability including magnetic media or electronically.  |               |                   |
| 2.7.37 | Ability to perform EDI and accept and process internet transactions  |               |                   |
| 2.7.38 | Ability to accept electronic invoices  |               |                   |
| 2.7.39 | Ability to track retainage on contracts  |               |                   |

## 2.8 Accounts Receivable/Miscellaneous Billing

### General

| #      | Requirement  | Response Code | Response/Comments |
|--------|--|---------------|-------------------|
| 2.8.1  | Ability to track billed and collected amounts for each Accounts Receivable subsidiary account and its related source.                            |               |                   |
| 2.8.2  | Ability to produce periodic reminder letters and aging reports for all invoices.   |               |                   |
| 2.8.3  | Ability to explain differences between amount billed and amount realized.  |               |                   |
| 2.8.4  | Ability to track billings to obligations and track collections against current billings (installment billing).                                   |               |                   |
| 2.8.5  | Ability to mark a billing as the final billing for a specific project by agency (grants after audit).  |               |                   |
| 2.8.6  | Ability to provide for user-defined entity types to classify customers.  |               |                   |
| 2.8.7  | Ability to establish customer credit limits.   |               |                   |
| 2.8.8  | Ability to provide unlimited user-defined accounting distributions (multiple lines invoice).   |               |                   |
| 2.8.9  | Ability to provide for invoice and/or statement generation.  |               |                   |
| 2.8.10 | Ability to provide for on-line entry for requesting billing.   |               |                   |
| 2.8.11 | Ability to perform recurring invoices.   |               |                   |
| 2.8.12 | Ability to invoice based on events (ie False Alarms)   |               |                   |
| 2.8.13 | Ability to reprint individual invoices.  |               |                   |
| 2.8.14 | Ability to create a second invoice showing partial payments if cannot pay off statement.   |               |                   |
| 2.8.15 | Ability to assess late charges and penalties.  |               |                   |
| 2.8.16 | Ability to provide for refund checks from Accounts Receivable to Accounts Payable, Accounts Payable to Accounts Receivable, and across agencies. |               |                   |
| 2.8.17 | Ability to provide for cashiering functions with multiple locations.   |               |                   |

**Exhibit "A" – Scope of Services – Requirements**

| #      | Requirement  | Response Code | Response/Comments |
|--------|--|---------------|-------------------|
| 2.8.18 | Ability to define multiple addresses, including the ability to determine which address prints on receipts, statements, invoices, refund checks and late charge/penalty charge notifications. |               |                   |
| 2.8.19 | Ability for invoicing electronically or hard copy.   |               |                   |
| 2.8.20 | Ability to input NSF check and match to original document that was paid, restating the invoice.  |               |                   |
| 2.8.21 | Ability to accommodate City share of funding for billing purposes.   |               |                   |
| 2.8.22 | Ability to accommodate state project numbers/grant numbers.  |               |                   |
| 2.8.23 | Ability to generate aging reports which query for payments 30, 60, 90 and 120 days late.   |               |                   |

**2.9 Fixed Assets**

| #     | Requirement   | Response Code | Response/Comments |
|-------|---|---------------|-------------------|
| 2.9.1 | Full integration with purchasing.   |               |                   |
| 2.9.2 | Ability to maintain insurance records.  |               |                   |
| 2.9.3 | The ability to calculate depreciation and report by fund.   |               |                   |
| 2.9.4 | Simple tracking of transfers, retirements and additions.  |               |                   |
| 2.9.5 | Ability to add a fixed asset and charge to multiple funds, projects and/or grants.  |               |                   |
| 2.9.6 | Ability to integrate the Fixed Assets module with the General Ledger, Purchasing/Receiving, and Accounts Payable modules.   |               |                   |
| 2.9.7 | Ability to maintain detailed property records for all fixed assets, including infrastructure, identification codes, commodity classification, acquisition data, supplier information, make, model, serial number, location, date purchased, amount paid for asset, disposition data, and asset useful life. |               |                   |
| 2.9.8 | Ability to provide for the definition of funds, asset accounts, depreciation, and funding sources for accounting entries.   |               |                   |

**Exhibit "A" – Scope of Services – Requirements**

| #      | Requirement  | Response Code | Response/Comments |
|--------|--|---------------|-------------------|
| 2.9.9  | Ability to allow for the definition of user-defined categories of fixed assets.  |               |                   |
| 2.9.10 | Ability to track transfer or retirement of assets.   |               |                   |
| 2.9.11 | Ability to maintain detailed property records for insurance purposes.  |               |                   |
| 2.9.12 | Ability to track fixed assets from date of receipt by dollar value at time of purchase, by annual updating to include depreciation, showing replacement value, current value and salvage value.  |               |                   |
| 2.9.13 | Ability of fixed asset system to identify the location of each asset, the age and current condition of the asset, and projected replacement date.  |               |                   |
| 2.9.14 | Ability to track leased equipment and include date equipment was leased, term of the lease, annual cost shown in monthly and annual increments, and value. Also maintenance contract of leased equipment should be shown with terms and costs. |               |                   |
| 2.9.15 | Ability of fixed asset system to have the capability for updating location of each asset as annual inventories are conducted. With a bar code system this should be an automatic feature.  |               |                   |
| 2.9.16 | Ability to allow depreciation to be calculated on either a monthly, quarterly, or annual basis.  |               |                   |
| 2.9.17 | Ability to provide the option of having depreciation data updating the General Ledger or being stored in fixed Assets for information purposes only.   |               |                   |
| 2.9.18 | Ability to add assets not acquired thru purchasing process (grants, gifts, developer contributions, etc.).   |               |                   |
| 2.9.19 | Ability to track assets that are not capitalized or depreciated  |               |                   |
| 2.9.20 | Ability to charge a fixed asset to multiple funds and report depreciation accordingly.   |               |                   |

## 2.10 Point of Sale (Cashiering)

| #      | Requirement   | Response Code | Response/Comments |
|--------|---|---------------|-------------------|
| 2.10.1 | Provides a centralized cashiering model to collect and manage transactions (e.g. cash, checks, credit cards, electronic payments, etc.) from multiple locations daily |               |                   |
| 2.10.2 | Integrates with all modules to take payments ( e.g. AR, Business Licensing, Permits, Code Enforcement, Utility Billing, etc.)   |               |                   |
| 2.10.3 | Provides ability to access transaction detail in subaccounts  |               |                   |
| 2.10.4 | Provides system generated receipt numbers   |               |                   |
| 2.10.5 | Provides for verification of cash   |               |                   |
| 2.10.6 | Supports the ability for staff to scan checks for deposit   |               |                   |
| 2.10.7 | Supports the ability for staff to scan supporting documentation and attach it to receipts   |               |                   |

Cash Receipts

| #       | Requirement  | Response Code | Response/Comments |
|---------|--|---------------|-------------------|
| 2.10.8  | Provide for cash receipting and printing of receipts that include:<br>Amount due, tendered and change.<br>Customer Name (optional)<br>Customer ID (optional)<br>customer number<br>Customer address (optional)<br>Default accounts (multiple), with the ability to override if necessary<br>Date of service<br>Type(s) of service or product (code)<br>Current date<br>Individual who received the payment<br>Location of Receipt (e.g., Receipt Center, Parks, etc.)<br>Form of payment (check, cash, credit, debit, money order)<br>Description of service (text)<br>Check number<br>Other fields as defined by user<br>Invoice number if applicable<br>Print greeting and/or message on receipt/reverse |               |                   |
| 2.10.9  | Ability to pull up an existing cash receipt entry and reverse it, with the appropriate accounting effect automatically, with the appropriate approval.   |               |                   |
| 2.10.10 | Ability to void a receipt before or after processing, with the appropriate accounting effect automatically, with the appropriate approval.   |               |                   |
| 2.10.11 | Ability to populate certain fields and/or identify required fields according to the type of payment entered, as defined by the user.   |               |                   |
| 2.10.12 | Print and endorse check with routing and account numbers.  |               |                   |



**Exhibit "A" – Scope of Services – Requirements**

| #       | Requirement  | Response Code | Response/Comments |
|---------|--|---------------|-------------------|
| 2.10.13 | Prepare a daily cash receipts journal broken down by date, clerk, department, type of payment, in summary and detail both on the screen, on paper or to a file for the following:<br>Cash<br>Check<br>Credit Card<br>MasterCard/Visa<br>Discover<br>American Express<br>Debit card<br>On-line Payments<br>Credit card<br>MasterCard/Visa<br>Discover<br>American Express<br>EFT/ACH payments<br>Debit card |               |                   |
| 2.10.14 | Ability to handle web payment transactions   |               |                   |
| 2.10.15 | Ability to handle credit card, debit, ACH/EFT, e-check, and other similar payment transactions.  |               |                   |
| 2.10.16 | Option to run through Cash register or computer terminal for recording cash receipts and issue computer generated customer receipt.  |               |                   |
| 2.10.17 | Optional ability to connect to cash drawer, remotely and update to revenue and to GL.  |               |                   |
| 2.10.18 | Ability for electronic payments to automatically generate entry.   |               |                   |
| 2.10.19 | Ability to provide supervisor oversight into daily cash proof, voids, reverses.  |               |                   |
| 2.10.20 | Provide for Bill or product code (UPC,sku or other) scanning capabilities  |               |                   |

## 2.11 Utility Billing

### General

| #      | Requirement  | Response Code | Response/Comments |
|--------|--|---------------|-------------------|
| 2.11.1 | Compatible with CityWorks work orders – ability to import work orders                    |               |                   |
| 2.11.2 | Ability to process receipts using OCR or Bar Codes                                       |               |                   |
| 2.11.3 | The ability to bill for multiple utilities on the same or different schedules            |               |                   |
| 2.11.4 | User definable customer service screens  |               |                   |
| 2.11.5 | Ability to generate service requests from multiple locations, including customer service |               |                   |
| 2.11.6 | Ability to manage payment accounts   |               |                   |

### Accounts

| #       | Requirement  | Response Code | Response/Comments |
|---------|--|---------------|-------------------|
| 2.11.7  | Account identifiers compatible with electronic payments.   |               |                   |
| 2.11.8  | Ability to have an account that does not have a site or meter associated with it in order to bill a miscellaneous charge or service to a customer.   |               |                   |
| 2.11.9  | Unlimited user-defined account types that are easily identified. Account types include but are not limited to:<br>Single Family Residential<br>Multi-Family Residential<br>Industrial<br>Commercial<br>Irrigation<br>Public Entities<br>Nonprofits<br>Private Fire Protection<br>Wholesale |               |                   |
| 2.11.10 | Ability to maintain various status levels for multiple accounts at a given site (collections, current, final, bankruptcy, historic, etc.).   |               |                   |

**Exhibit "A" – Scope of Services – Requirements**

| #       | Requirement  | Response Code | Response/Comments |
|---------|--|---------------|-------------------|
| 2.11.11 | Ability to detach and move accounts from site to site while still retaining history.   |               |                   |
| 2.11.12 | Ability, when establishing a new account, to carry over user-defined information from an existing account for the same site.   |               |                   |
| 2.11.13 | Customer information on at least four entities associated with the account. Owner, property manager, tenant, relative, etc.<br>This information includes but is not limited to:<br>Names (minimum 3 per entity)<br>Association with the property (owner, property manager, tenant, other)<br>Addresses (Billing, Home, Business, etc.)<br>Phones Numbers (home, business, mobile, fax)<br>Email Addresses  |               |                   |
| 2.11.14 | Account data necessary for the calculation of metered charges. Including but not limited to:<br>Service Dates<br>Multiple Meters (deduct, adduct, compound)<br>Meter Identification Numbers<br>Meter Serial Numbers<br>Meter Brand<br>Meter Size<br>Type of Reading Device<br>Reading Source (electronic, manual, estimated, final, etc.)<br>Meter Reading<br>Consumption<br>Type of Service<br>Rates<br>Minimum Charges<br>Electronic Reading Transmitter |               |                   |

**Exhibit "A" – Scope of Services – Requirements**

| #       | Requirement  | Response Code | Response/Comments |
|---------|--|---------------|-------------------|
| 2.11.15 | Unlimited account data necessary to bill flat rate service.<br>Including but not limited to:<br>Basic Charge (Service Connection Charge)<br>Storm Drainage Charge (based on a user defined formula)<br>Hydrants<br>Rebates/Credits<br>Temporary Meters |               |                   |
| 2.11.16 | Account data necessary to process payments by ACH.<br>Including but not limited to:<br>Routing Number<br>Bank Account Number<br>Account Type (checking, savings, general ledger)<br>Status (pre-note, active, cancelled)<br>Other                      |               |                   |
| 2.11.17 | Account data necessary for recurring credit card payments.<br>Including but not limited to:<br>Credit Card Number<br>Name of Card (MasterCard, Visa, Discover, etc.)<br>Expiration Date<br>Confirmation number<br>Customer Name<br>Customer Address    |               |                   |
| 2.11.18 | Automatic population of any user-chosen fields in account set-up. User may choose different fields for automatic population depending on the type of account.  |               |                   |
| 2.11.19 | The ability to apply user-defined flags to an account to explain variations in consumption, e.g. Vacant, Low Consumption Normal, etc. and exclude from receiving a low consumption letter.   |               |                   |
| 2.11.20 | Supports a wide array of account views to account transactions: consumption, payments, billing, adjustments, account specific notes, etc.  |               |                   |
| 2.11.21 | Ability to import customer number from old system  |               |                   |
| 2.11.22 | Unlimited number of customer addresses per account (billing, forwarding, etc.) and ability to view them simultaneously.  |               |                   |

**Exhibit "A" – Scope of Services – Requirements**

| #       | Requirement  | Response Code | Response/Comments |
|---------|--|---------------|-------------------|
| 2.11.23 | Extensive contact information for customers and other parties related to the account. Including but not limited to:<br>Last Names<br>First Names<br>Middle Names<br>Billing Names<br>Business Name<br>Billing Address<br>Home Address<br>Business Address<br>Other Address<br>Home Phone<br>Business Phone<br>Mobile Phone<br>Fax Number(s)<br>E-mail Address(s)<br>Driver's License or State ID Number<br>Emergency Contact Information |               |                   |
| 2.11.24 | A history of the accounts a customer has been associated with and includes move-in/move-out dates, readings, consumption, meters, bills, payments, notes, credit rating, unpaid balances.  |               |                   |
| 2.11.25 | Automatically update all accounts with the same billing name and address when address change information is entered in one of the associated accounts. Avoids duplicate data entry.  |               |                   |
| 2.11.26 | Notes attached at the customer level and moved with the customer from property to property.  |               |                   |
| 2.11.27 | Ability to query by any customer data field and view all accounts associated with that customer.   |               |                   |
| 2.11.28 | User defined fields can be added for additional customer attributes. Information not pertinent to the notes field.   |               |                   |

**Rates and Services**

| #       | Requirement   | Response Code | Response/Comments |
|---------|---|---------------|-------------------|
| 2.11.29 | Ability to bill for an unlimited number of user-defined services, including but not limited to:<br>Water<br>Wholesale water<br>Connection/Disconnection fee<br>After hours labor fee<br>Water Test Fee<br>Temporary Water<br>Street maintenance fee |               |                   |
| 2.11.30 | Ability to add new services without modifying computer programs.  |               |                   |
| 2.11.31 | User-configurable rates, including but not limited to:<br>Metered Water Rate (by gallons or cubic feet)<br>Water Minimums (based on meter size)<br>Other Flat Rate Services   |               |                   |
| 2.11.32 | Ability to bill complex types of user-defined services and rates  |               |                   |
| 2.11.33 | Ability to add mid-cycle rate changes.  |               |                   |
| 2.11.34 | Ability to store rate history (beyond standard audit trail info) background for rate change, hearing dates, council agenda item numbers, etc.   |               |                   |
| 2.11.35 | Ability to do "what if" scenarios involving rate changes without affecting actual system operations and charges.  |               |                   |
| 2.11.36 | Ability to roll "test" rate changes into actual production.   |               |                   |
| 2.11.37 | Ability to add additional services at any time after initial configuration without detrimental effect to system.  |               |                   |
| 2.11.38 | Ability to apply rebates.   |               |                   |

**Billing**

| #       | Requirement  | Response Code | Response/Comments |
|---------|--|---------------|-------------------|
| 2.11.39 | Ability to generate bills on any user selected schedule, monthly, bi-monthly, quarterly, annual, cycle, and on demand. |               |                   |

**Exhibit "A" – Scope of Services – Requirements**

| #       | Requirement   | Response Code | Response/Comments |
|---------|---|---------------|-------------------|
| 2.11.40 | Automatic notification to the responsible employee when an event is pending or completed.   |               |                   |
| 2.11.41 | Ability to schedule tasks from within the system by and for any user of the system. Users are notified of all pending tasks until they are completed.   |               |                   |
| 2.11.42 | User-defined billing status that can be applied to an account for a minimum of the following conditions:<br>New<br>Current<br>Final   |               |                   |
| 2.11.43 | Multiple options for prorating both flat and consumption-based charges.   |               |                   |
| 2.11.44 | Ability to easily estimate on demand an estimated final amount for a customer, realtor, title company, etc., based on service dates and previous history, before a reading is obtained and the actual bill generates.                                 |               |                   |
| 2.11.45 | Automatic estimation of consumption based on user-defined criteria and various methods including but not limited to:<br>Based on average (of user defined period of time)<br>Based on same period last year<br>Average of same period, multiple years |               |                   |
| 2.11.46 | Ability to apply consumption estimating to one account or groups of accounts.   |               |                   |
| 2.11.47 | Ability to block estimated consumption billing for certain accounts during a user-defined period of time (vacant, gone for winter, etc.). Automatic notification of the billing staff when the time has elapsed and the block is removed.             |               |                   |
| 2.11.48 | Ability to recalculate an estimated bill when an actual reading is received, cancel the estimated bill, and re-bill the customer.   |               |                   |
| 2.11.49 | Clear identification of estimated consumption by billing staff and the customer.  |               |                   |
| 2.11.50 | Bill cancellation and rebilling of an account or multiple accounts and automatic updating of the transaction history.   |               |                   |

**Exhibit "A" – Scope of Services – Requirements**

| #       | Requirement  | Response Code | Response/Comments |
|---------|--|---------------|-------------------|
| 2.11.51 | Ability to reverse a single charge or credit and update the account balance automatically, with appropriate auditing.                                |               |                   |
| 2.11.52 | Ability to print an updated bill whenever a change is made.  |               |                   |
| 2.11.53 | Ability to maintain a deposit on an account and show it separately from account balance.   |               |                   |
| 2.11.54 | Ability to generate a "check request form" directly from the application to refund a deposit.  |               |                   |
| 2.11.55 | Ability to calculate water charges based on metered consumption (Units multiplied by Rate)   |               |                   |
| 2.11.56 | Ability to measure water units by gallons or cubic feet.   |               |                   |
| 2.11.57 | Ability to calculate late fees based on any user-defined criteria.   |               |                   |
| 2.11.58 | Late fees are added to the next bill as a clearly defined line-item.   |               |                   |
| 2.11.59 | Ability to block late fees on a one-time-only or recurring basis.  |               |                   |
| 2.11.60 | Ability to create a customizable aging report.   |               |                   |
| 2.11.61 | Ability to print on a bill of the City's design.   |               |                   |
| 2.11.62 | Ability to send billing file to an outside vendor for printing and mailing purposes and another file of selected bills to an in-house laser printer. |               |                   |
| 2.11.63 | Ability to add both system stored and customized messages to an individual bill, a user-selected group of bills, or all bills                        |               |                   |
| 2.11.64 | Ability to run on-demand a "trial" or "pre-billing" with all associated reports, prior to the actual billing.  |               |                   |
| 2.11.65 | Ability to print, email, or fax directly from the system, a copy of the current or any previous bills.   |               |                   |
| 2.11.66 | Ability to print, email, or fax directly from the system, an account transaction history.  |               |                   |
| 2.11.67 | Ability to archive bills and recall exact images of bills issued.  |               |                   |
| 2.11.68 | Ability to establish and track payment arrangements by account   |               |                   |



**Meters**

| #       | Requirement  | Response Code | Response/Comments |
|---------|--|---------------|-------------------|
| 2.11.69 | Support for an unlimited number of meters on an account.   |               |                   |
| 2.11.70 | Unlimited address history may be maintained and accessed for one meter.  |               |                   |
| 2.11.71 | Data fields for a meter including at least the following:<br>Meter number (alphanumeric)<br>Meter identification number or secondary ID<br>Manufacturer name<br>Model number<br>Meter size<br>Meter read type (touch, radio, direct, etc.)<br>Chip/transponder number<br>Face count<br>Number of dials<br>MXU number<br>Reading source (manual, touch, radio, estimated)<br>Meter sequence field (e.g., the fifth meter in a row of 10 meters)<br>Truncation factor<br>Date installed<br>Date removed<br>Installed reading<br>Removed reading<br>Meter status (active, warehoused, repair, scrapped)<br>Meter test results |               |                   |
| 2.11.72 | Maintain a maintenance history for each meter.   |               |                   |
| 2.11.73 | Ability to record consumption in varying units of measure (e.g. thousand gallons) and bill in another unit of measure.   |               |                   |
| 2.11.74 | Automatic alerts preventing duplicate data entry of meter numbers and secondary ID numbers when adding new meters to inventory or to an account.   |               |                   |
| 2.11.75 | Ability to access imagery or documents associated with a meter.  |               |                   |
| 2.11.76 | Ability to add user defined meter attribute fields.  |               |                   |

**Exhibit "A" – Scope of Services – Requirements**

| #       | Requirement  | Response Code | Response/Comments |
|---------|--|---------------|-------------------|
| 2.11.77 | Ability to track tampering incidents.  |               |                   |
| 2.11.78 | Ability to maintain an associated reading history. Including coding that indicates the source of the readings (touchpad, radio, manual, etc.)  |               |                   |
| 2.11.79 | Ability to enter meter readings manually.  |               |                   |
| 2.11.80 | Data entry for manual readings is sequenced and prompted by site number, then by meter number.   |               |                   |
| 2.11.81 | Integration with automated meter reading devices.  |               |                   |
| 2.11.82 | <p>Pre-billing meter reading edit/exceptions report (printable on site—interactively) including the following. Report should compare current consumption to consumption in a history date range or to a high/low consumption amount.</p> <ul style="list-style-type: none"> <li>Account number.</li> <li>Customer name.</li> <li>Site address.</li> <li>Account status.</li> <li>Read by.</li> <li>Meter number.</li> <li>Primary/secondary meter functions.</li> <li>Service type.</li> <li>Current and previous readings.</li> <li>Current consumption.</li> <li>Previous eleven consumptions.</li> <li>Route and sequence numbers.</li> </ul> |               |                   |
| 2.11.83 | <p>Ability to change unbilled meter readings (e.g., negatives, abnormal consumption, rollover readings, estimated readings, etc.).</p> <p>System-generated estimates using the following options:</p> <ul style="list-style-type: none"> <li>Average</li> <li>Prior period</li> <li>One year ago</li> <li>Minimum</li> <li>Specified period of history</li> </ul>  |               |                   |
| 2.11.84 | Ability to apply penalty after a user-defined number of estimates have been applied  |               |                   |

**Exhibit "A" – Scope of Services – Requirements**

| #       | Requirement  | Response Code | Response/Comments |
|---------|--|---------------|-------------------|
| 2.11.85 | Ability to provide pre-billing report listing all estimated readings.  |               |                   |
| 2.11.86 | Fields for storing the date read, reading, consumption, read by, and billed date.  |               |                   |
| 2.11.87 | Fields for billing group, cycle, and cycle sequence (associated with the site).  |               |                   |
| 2.11.88 | Field indicating whether a reading is billed, unbilled, an opening read, a closing read, a final read, or initial read.                            |               |                   |
| 2.11.89 | Ability to view handheld files that have been uploaded from the automated meter reading device.  |               |                   |
| 2.11.90 | Ability to reset readings. For example, changing a misread or estimated reading to an actual reading or an actual reading to an estimated reading. |               |                   |
| 2.11.91 | Ability to handle meter rollover.  |               |                   |
| 2.11.92 | Ability to maintain routing and sequencing information   |               |                   |
| 2.11.93 | Ability to track backflow devices on meters and able to generate notices   |               |                   |

**Work Orders**

| #       | Requirement  | Response Code | Response/Comments |
|---------|--|---------------|-------------------|
| 2.11.94 | Provides the ability to define, add, change, and delete an unlimited number of service order types   |               |                   |
| 2.11.95 | Service order system provides automated updates to the utility system upon completion of service order   |               |                   |
| 2.11.96 | Provides a history of all service orders related to a service address and should remain with the services address record. Service orders should provide drill down functionality for details of actual service order |               |                   |
| 2.11.97 | Provides the ability to define a workflow for each service order type with automatic email notifications to City staff   |               |                   |
| 2.11.98 | Provides the ability to automatically update customer, location, meter, and account information upon completion of service order actions   |               |                   |

| #        | Requirement   | Response Code | Response/Comments |
|----------|---|---------------|-------------------|
| 2.11.99  | Provides the ability to print or email service orders based on user defined selection criteria                                      |               |                   |
| 2.11.100 | Provides the ability to dispatch and receive completed service orders via email   |               |                   |
| 2.11.101 | Provides the ability to schedule open/close services orders within a defined workday and to integrate with field services calendars |               |                   |

### 3 Community Development

#### 3.1 Land Management

##### General

| #     | Requirement   | Response Code | Vendor Response/Comments |
|-------|---|---------------|--------------------------|
| 3.1.1 | Provides a configurable, database-driven tracking and management system for development agency records and processes, including applications, reviews, permits, approvals, forms, cases, and activities |               |                          |
| 3.1.2 | Provides a system interface with the City's GIS platform  |               |                          |
| 3.1.3 | Provides table-driven application lookups (drop-down box), text libraries, data fields, screen layouts, application dependencies and business rules that are available for update by the City           |               |                          |
| 3.1.4 | Provides the ability to create an unlimited number of City-defined data fields (i.e. Maintenance District)  |               |                          |
| 3.1.5 | Provides the ability to define default values for data fields   |               |                          |
| 3.1.6 | Provides the ability to place warnings, flags, holds and restrictions on a record, case, parcel, or person with a comment/notes field, and the ability for authorized user(s) to override, if needed    |               |                          |
| 3.1.7 | Provides the ability to track and display the history of a parcel number  |               |                          |
| 3.1.8 | Provides the ability to prevent the update to records against which a prior hold has been established   |               |                          |

**Exhibit "A" – Scope of Services – Requirements**

| #      | Requirement   | Response Code | Vendor Response/Comments |
|--------|---|---------------|--------------------------|
| 3.1.9  | Provides a library for standard comments/condition tracking and reporting, including ordinances and regulations, grouped/filtered by category (e.g. plan review, zoning, inspections)     |               |                          |
| 3.1.10 | Provides the ability to store and access standard/typical user comments with codes/text in a table for use by staff   |               |                          |
| 3.1.11 | Provides the ability to track actual staff time spent on activities (e.g. inspections, plan reviews, etc.)  |               |                          |
| 3.1.12 | Provides an interface with the State licensing database to determine if contractor licenses are active. Auto Validate? At a minimum, an ability to have a URL that goes to state website. |               |                          |
| 3.1.13 | Provides the ability to interface with the City's business license system to validate license   |               |                          |
| 3.1.14 | Provides project application and related forms that can be completed and submitted electronically   |               |                          |
| 3.1.15 | Provides the ability to establish and maintain multiple fee schedules with effective dates  |               |                          |
| 3.1.16 | Provides the ability to track total time in days for process and workflow steps   |               |                          |
| 3.1.17 | Provides the ability to automatically generate a unique identifier for any activity, application, permit, etc. initiated in the system with flexibility to reset at the calendar year.    |               |                          |
| 3.1.18 | Provides the ability to issue refunds or adjustments to fees  |               |                          |
| 3.1.19 | Provides the ability to utilize the City's accounting codes associated with fees  |               |                          |
| 3.1.20 | Provides the ability to assign unique, alpha-numeric identifiers for projects   |               |                          |
| 3.1.21 | Provides the ability to select multiple items. (e.g. complaints, violations, inspections, and comments) to add to a case or activity at one time  |               |                          |
| 3.1.22 | Provides the ability to track and modify status of individual items associated to a case or activity. (e.g. complaints, violations, inspections, and comments)                            |               |                          |

**Exhibit "A" – Scope of Services – Requirements**

| #      | Requirement  | Response Code | Vendor Response/Comments |
|--------|--|---------------|--------------------------|
| 3.1.23 | Provides the ability to associate an address on a permit/case with an occupant/tenant in a structure   |               |                          |
| 3.1.24 | Provides the ability to clone an existing record (case, permit or project) and all associated information to a new record, edit as necessary and identify record from which it was cloned                          |               |                          |
| 3.1.25 | Provides the ability to track and alert users to special fees attached to a parcel   |               |                          |
| 3.1.26 | Provides the ability to capture and track project appeals, extensions, revocations, and/or modifications that may occur after the initial approval   |               |                          |
| 3.1.27 | Provides a configurable, flexible workflow management system to support the automation of business processes   |               |                          |
| 3.1.28 | Provides the ability to complete workflow tasks in sequential order, or in parallel where no dependencies remain incomplete  |               |                          |
| 3.1.29 | Provides a dashboard viewer to notify assigned task owners of assignments, including ability to drill into the dashboard to view tasks, view/update related records, and access linked documents                   |               |                          |
| 3.1.30 | Provides for automated escalation/notification of overdue tasks according to a City-defined reporting hierarchy  |               |                          |
| 3.1.31 | Provides the ability to reschedule or re-order workflow steps based on City-defined rules and proper authorization   |               |                          |
| 3.1.32 | Provides the ability to alert internal and external task owners about assigned task(s)   |               |                          |
| 3.1.33 | Provides the ability to track (i.e. generate a log record) and report on actions based upon action type, user, time, and date in order to provide for accountability and review tracking, including response times |               |                          |
| 3.1.34 | Provides automated notices and triggers for required conditions (e.g. notifications when site plans have been revised, including square footage, driveway changes)   |               |                          |

**Exhibit "A" – Scope of Services – Requirements**

| #      | Requirement   | Response Code | Vendor Response/Comments |
|--------|---|---------------|--------------------------|
| 3.1.35 | Provides the ability to automatically verify all required fields and conditions (e.g. fees, approvals, requirements, no holds) are met prior to proceeding to next step or allowing certain activities to happen. Applies to online applications as well. |               |                          |
| 3.1.36 | Provides the ability to automatically calculate permit/plan expiration date based on user parameters, and extend expiration date automatically based on inspection or other activity and manually based on written request.                               |               |                          |
| 3.1.37 | Provides the ability to manually assign project applications to specific staff for review   |               |                          |
| 3.1.38 | Provides a real-time, configurable task (to-do) list for each user with the ability to drill down, filter and sort  |               |                          |
| 3.1.39 | Provides customizable screens based on user role and case types   |               |                          |
| 3.1.40 | Provides the ability to define data field requirement dependencies (e.g. based on a field selection or a case type or activity that was added, fields become mandatory and/or display as needed)  |               |                          |
| 3.1.41 | Provides the ability to auto-populate fields based on previous information captured, stage of workflow, and related cases, including information entered by the customer  |               |                          |
| 3.1.42 | Provides easy method to view information on associated or linked records from within a specific case, permit, plan, or project  |               |                          |
| 3.1.43 | Provides the ability to search on fields including City-defined (custom) fields, notes, and comments  |               |                          |
| 3.1.44 | Provides an intuitive, simple to use, and flexible search interface (e.g. not case sensitive, smart search, accommodates wildcards or keywords)   |               |                          |
| 3.1.45 | Provides the ability to export search results into common Microsoft formats (i.e. Excel spreadsheet)  |               |                          |
| 3.1.46 | Provides the ability to attach and/or link to electronic documents and media to permits, inspections, plans, activities, cases, parcels, violations etc.  |               |                          |

**Exhibit "A" – Scope of Services – Requirements**

| #      | Requirement  | Response Code | Vendor Response/Comments |
|--------|--|---------------|--------------------------|
| 3.1.47 | Provides the ability to select and attach multiple documents at once   |               |                          |
| 3.1.48 | Provides the ability for applications, permits and property-based documents to be linked or associated to a parcel, specific address, people, or case number |               |                          |
| 3.1.49 | Provides the ability for assigned staff to access documents and provide ability for customers to have restricted access for their projects                   |               |                          |
| 3.1.50 | Provides the ability to track revisions on attached edited documents   |               |                          |

**Planning/Building/Engineering**

| #      | Requirement   | Response Code | Vendor Response/Comments |
|--------|---|---------------|--------------------------|
| 3.1.51 | Provides a customer portal to allow online submission of applications across multiple application types (e.g. street closures, site plan reviews, minor use permits, simple water heater replacement, etc.) |               |                          |
| 3.1.52 | Provides the ability to include required attachments to an online application   |               |                          |
| 3.1.53 | Provides the ability to calculate and pay application-related fees online   |               |                          |
| 3.1.54 | Provides the ability to prevent issuance of a permit if a related construction professional is not licensed by the state and/or if the construction professional lacks a Business License                   |               |                          |
| 3.1.55 | Provides the ability to automatically validate a property owner on an application   |               |                          |
| 3.1.56 | Provides the ability to automatically populate setbacks on permits from GIS   |               |                          |
| 3.1.57 | Provides the ability for building permits to inherit conditions of approval from a development application that covers the related area/parcel for the building permit                                      |               |                          |



**Exhibit "A" – Scope of Services – Requirements**

| #      | Requirement   | Response Code | Vendor Response/Comments |
|--------|---|---------------|--------------------------|
| 3.1.58 | Provides the ability for the applicant to view online the current status of an application  |               |                          |
| 3.1.59 | Provides the ability to generate an email from the system to the applicant, as well as to other project stakeholders  |               |                          |
| 3.1.60 | Provides the ability to collect, bill to, and track applicant deposits, including automated notification of deposit amount available, the need to provide additional deposit amounts, and the ability to refund remaining deposit once project is complete. |               |                          |
| 3.1.61 | Provides the ability to generate reports listing plan checks pending, plan checks returned, revisions, deferred submittals  |               |                          |
| 3.1.62 | Provides the ability to create and tie revisions and deferred submittals to a plan check  |               |                          |
| 3.1.63 | Provides automated notification and reporting for pending permit expiration, along with automatic generation of notification to applicant via the applicant's preferred notification method   |               |                          |
| 3.1.64 | Provides the ability to automatically generate a report to identify applicants with issued permits that have not requested an inspection after a specified number of days   |               |                          |
| 3.1.65 | Provides the ability for parcel- or address-related Code Enforcement actions to alert user when entering a new permit   |               |                          |
| 3.1.66 | Provides the ability to flag a parcel or address with an alert, including notes and related information, to be displayed to the user when entering a new permit   |               |                          |
| 3.1.67 | Provides the ability to assess permit fees, impact fees and engineering fees  |               |                          |
| 3.1.68 | Provides the ability to generate an invoice including all fees (permit, impact, and engineering), either for a single permit or in permit multiples   |               |                          |
| 3.1.69 | Provides the ability to create a customized application based on the customer's project requirements  |               |                          |
| 3.1.70 | Provides the ability for the applicant to submit electronic copies of plans associated with the application as well as Planning application fees for each application submitted   |               |                          |

**Exhibit "A" – Scope of Services – Requirements**

| #      | Requirement  | Response Code | Vendor Response/Comments |
|--------|--|---------------|--------------------------|
| 3.1.71 | Provides the ability to automatically populate system with information from fillable forms   |               |                          |
| 3.1.72 | Provides the ability for automatic time and date stamp of submittal  |               |                          |
| 3.1.73 | Provides the ability for project file numbers to be system generated according to the City's preferred numbering sequence or for City staff to enter project numbers manually  |               |                          |
| 3.1.74 | Provides the ability to track grant projects and budgets for Planning projects, including "match" hours or tasks   |               |                          |
| 3.1.75 | Provides the ability to track consultant contracts (i.e., budgets, invoices, task completion, etc.) for Planning services, such as for environmental reviews, specific plans, etc.   |               |                          |
| 3.1.76 | Provides the ability to link multiple permits, cases, plans, licenses, and other processes to a single master project  |               |                          |
| 3.1.77 | Provides the ability to create multiple levels of parent/child relationships between permits, cases, and other records   |               |                          |
| 3.1.78 | Provides the ability to generate application/project status reports which identify key project details, planned milestone dates, task completion dates, and planned vs. actual task durations                                  |               |                          |
| 3.1.79 | Provides the ability to track the location of plans  |               |                          |
| 3.1.80 | Provides the ability to track status of corrections by a reviewer, which may activate approval or redistribution e-routing to applicable departments   |               |                          |
| 3.1.81 | Provides the ability to automatically generate a report to identify applicants that have not responded to correction notices after a specified number of days  |               |                          |
| 3.1.82 | Provides the ability to define configurable system-generated "form letter" Public Hearing notices utilizing Microsoft Word document templates; public hearing notices should include case/project number, applicant, locations |               |                          |
| 3.1.83 | Provides the ability to track a variety of user-defined dates for noticing of meetings for specific Boards, Committees, and Commissions  |               |                          |

**Exhibit "A" – Scope of Services – Requirements**

| #      | Requirement   | Response Code | Vendor Response/Comments |
|--------|---|---------------|--------------------------|
| 3.1.84 | Provides the ability to associate applications with the scheduled Planning Commission and/or City Council meeting schedules and view the items associated with specific meeting dates |               |                          |
| 3.1.85 | Provides the ability to record the actions taken by the Planning Commission, the City Council, and/or other Boards or Commissions   |               |                          |
| 3.1.86 | Provides the ability to store internal communication threads stored within the project to promote staff collaboration   |               |                          |
| 3.1.87 | Provides the ability for simultaneous access by multiple users to input plan review conditions and comments on a single project record  |               |                          |
| 3.1.88 | Provides for easy access/retrieval of historical data (e.g. parcel, bond, submission, occupancy, and transaction history)   |               |                          |
| 3.1.89 | Provides the ability to inherit or refer to data captured on linked permits, cases, and processes, eliminating duplicate data entry   |               |                          |
| 3.1.90 | System maintains historical data, (e.g. address), even when information in GIS is changed or updated  |               |                          |
| 3.1.91 | Take payment from anyone for a permit, not just someone listed on the permit.   |               |                          |
| 3.1.92 | Provides a customer portal to allow online submission of applications (including for encroachments, grading, transportation, etc.)  |               |                          |
| 3.1.93 | Provides the ability for engineering permits to inherit conditions of approval from a development application that covers the related area/parcel for the permit                      |               |                          |

**Plan Check**

| #      | Requirement  | Response Code | Vendor Response/Comments |
|--------|--|---------------|--------------------------|
| 3.1.94 | Provides the ability to upload revised and subsequent plan submissions to original plan submission |               |                          |
| 3.1.95 | Provides the ability to support single and multi-phased plan review                                |               |                          |

**Exhibit "A" – Scope of Services – Requirements**

| #       | Requirement  | Response Code | Vendor Response/Comments |
|---------|--|---------------|--------------------------|
| 3.1.96  | Provides the ability to assign plan reviews on a geographic basis (i.e. to assigned reviewers) but allow for supervisors to override assignments   |               |                          |
| 3.1.97  | Provides the ability for plan review by multiple departments or divisions, including "routing" features that allow users to determine which reviewers are required   |               |                          |
| 3.1.98  | Provides the ability to collect and assemble multiple reviewer comments, either by selectable pulldown or check off menu, into one or more consolidated reports or letters   |               |                          |
| 3.1.99  | Provides the ability to track specific review deficiencies from each review cycle, bringing forward unresolved deficiencies to subsequent review cycles  |               |                          |
| 3.1.100 | Provides the ability to automatically identify special conditions or calculate fees based on a property's location (e.g. water and sewer district, fire protection district) based on City-created GIS boundary data |               |                          |
| 3.1.101 | Provides the ability to capture and display conditions of approval/mitigations (including those from Planning applications) that will inherit/apply to all building permits issued within a development area         |               |                          |
| 3.1.102 | Provides the ability to alert/display when there are multiple zoning/conditions on an individual parcel (i.e. single parcel with residential and commercial zones)   |               |                          |
| 3.1.103 | Provides the ability for assignment and assignment override of specific documents for review   |               |                          |
| 3.1.104 | Provides the ability to capture and measure performance metrics of staff (i.e. number of projects assigned, number of hours reported)  |               |                          |
| 3.1.105 | Provides the ability to notify the reviewer of upcoming due dates and items pending  |               |                          |
| 3.1.106 | Provides the ability to present processing/review status and updates via the Customer Portal   |               |                          |

**Exhibit "A" – Scope of Services – Requirements**

| #       | Requirement   | Response Code | Vendor Response/Comments |
|---------|---|---------------|--------------------------|
| 3.1.107 | Provides the ability to add bar codes and labels to hard copies of plans  |               |                          |
| 3.1.108 | Electronic plan review, including electronic approvals  |               |                          |
| 3.1.109 | Provides the ability to receive electronic plans from customers   |               |                          |
| 3.1.110 | Provides the ability to cite specific code language when reviewing and commenting on proposed plans                 |               |                          |
| 3.1.111 | Provides the ability to capture standard comments that may be utilized in the plan review process                   |               |                          |
| 3.1.112 | Provides the ability to associate annotations with written comments   |               |                          |
| 3.1.113 | Ability for multiple reviewers to review the same plan simultaneously and separately track each reviewer's comments |               |                          |
| 3.1.114 | Identify if the submittal is an original or a modification through a drop-down menu                                 |               |                          |
| 3.1.115 | Provides notification of City staff upon receipt of documents   |               |                          |
| 3.1.116 | Provides confirmation to customer upon successful uploading of individual documents                                 |               |                          |
| 3.1.117 | Provides the ability to accept electronic signatures and stamps on plans/drawings                                   |               |                          |

**Permits**

| #       | Requirement   | Response Code | Vendor Response/Comments |
|---------|---|---------------|--------------------------|
| 3.1.118 | Provides the ability to do batch permitting (i.e. a project with multiple units)  |               |                          |
| 3.1.119 | Provides the ability to issue standalone permits (i.e. building, mechanical, electrical, plumbing, roof replacement, etc.), not just permits in combination with multiple disciplines |               |                          |
| 3.1.120 | Provides the ability to identify when a permit type requires a licensed contractor or owner   |               |                          |
| 3.1.121 | Provides the ability for building permits to inherit conditions of approval from a development application that covers the related area/parcel for the building permit                |               |                          |

**Exhibit "A" – Scope of Services – Requirements**

| #       | Requirement  | Response Code | Vendor Response/Comments |
|---------|--|---------------|--------------------------|
| 3.1.122 | Provides the ability to generate an email from the system to the applicant, as well as to other project stakeholders   |               |                          |
| 3.1.123 | Provides the ability to collect, bill to, and track applicant deposits, including automated notification of deposit amount available, the need to provide additional deposit amounts, and the ability to refund remaining deposit once project is complete |               |                          |
| 3.1.124 | Provides automated notification and reporting for pending permit expiration, along with automatic generation of notification to applicant via the applicant's preferred notification method  |               |                          |
| 3.1.125 | Provides the ability for parcel- or address-related Fire Department actions (such as report of a structural fire or operational permit violation) to alert user when entering a new permit   |               |                          |
| 3.1.126 | Provides the ability for parcel- or address-related Code Enforcement actions to alert user when entering a new permit  |               |                          |
| 3.1.127 | Provides the ability to flag a parcel or address with an alert, including notes and related information, to be displayed to the user when entering a new permit  |               |                          |
| 3.1.128 | Provides the ability to assess permit fees, impact fees and engineering fees with ability to use user defined formulas that can use variables from GIS, Custom Fields, or other datasets within the module/system.   |               |                          |
| 3.1.129 | Provides the ability to generate an invoice including all fees (permit, impact, and engineering), either for a single permit or in permit multiples  |               |                          |
| 3.1.130 | Ability to change permit type after created. When done, the correct Fields/Fees are inserted.  |               |                          |

**Inspections**

| #       | Requirement   | Response Code | Vendor Response/Comments |
|---------|---|---------------|--------------------------|
| 3.1.131 | Provides the ability to select from a common list of comments when completing an inspection |               |                          |

**Exhibit "A" – Scope of Services – Requirements**

| #       | Requirement   | Response Code | Vendor Response/Comments |
|---------|---|---------------|--------------------------|
| 3.1.132 | Provides the ability to automatically assign inspections and other tasks by geographical area (i.e. zone, GIS layers, map page & grid)  |               |                          |
| 3.1.133 | Provides the ability to override automated assignments if authorized (e.g. supervisors)   |               |                          |
| 3.1.134 | Provides the ability to limit/control the number of inspections assigned to an inspector  |               |                          |
| 3.1.135 | Provides the ability to set daily inspection request limits based on type of inspection, or groups of types, and day of the week, excluding holidays.                               |               |                          |
| 3.1.136 | Ability to limit the hours per day that are available   |               |                          |
| 3.1.137 | Provides the ability to record the customer’s preferred inspection time (AM or PM)  |               |                          |
| 3.1.138 | Provides the ability to set a limit on the number of business days out that an inspection may be scheduled  |               |                          |
| 3.1.139 | Provides the ability to generate an inspection checklist based on inspection type. Ability to see this in real-time on a mobile device and ability to send email with the checklist |               |                          |
| 3.1.140 | Provides the ability for inspectors to enter extensive, detailed results of inspections (should have unlimited field case & field notes)  |               |                          |
| 3.1.141 | Provides the ability to view the permit via the application   |               |                          |
| 3.1.142 | Provides the ability to view past / prior inspections in field, including from a mobile device  |               |                          |
| 3.1.143 | Provides the ability to print or email correction notices, including from a mobile device.  |               |                          |
| 3.1.144 | Provides the ability to track digital signoffs of inspections   |               |                          |
| 3.1.145 | Provides the ability for supervisors and field inspectors to view the real-time status of the day’s inspections in order to reassign inspectors as needed                           |               |                          |
| 3.1.146 | Provides the ability to display ‘hold’ data on the customer portal including the details of the hold  |               |                          |
| 3.1.147 | Provides the ability to display all inspections on a permit   |               |                          |

**Exhibit "A" – Scope of Services – Requirements**

| #       | Requirement  | Response Code | Vendor Response/Comments |
|---------|--|---------------|--------------------------|
| 3.1.148 | Provides the ability to easily send code violation information to Code Enforcement |               |                          |

**Customer/Citizen Access**

| #       | Requirement   | Response Code | Vendor Response/Comments |
|---------|---|---------------|--------------------------|
| 3.1.149 | Provides the ability to enter and submit online project and/or permit applications  |               |                          |
| 3.1.150 | Provides the ability to accept electronic documents by customers and contractors to their respective projects/applications via secure web portal  |               |                          |
| 3.1.151 | Provides the ability for citizens and development customers to access development services online via the internet via multiple, common internet browsers and versions, and mobile devices  |               |                          |
| 3.1.152 | Provides the ability for customers to request the scheduling, rescheduling, or cancelation of inspections and to view status of completed inspections   |               |                          |
| 3.1.153 | Provides the ability for customers to search for and view defined electronic documents attached to cases or activities  |               |                          |
| 3.1.154 | Provides a City-definable decision tree that enables customers to enter information based on question and answer paths which result in lists of requirements (e.g. permits, plans, documents, applications) based customer's project or potential project |               |                          |
| 3.1.155 | Provides the ability to generate project fee estimates during the application process   |               |                          |
| 3.1.156 | Provides the ability for integrated, electronic submission of applications and related forms/documents (application data populates application automatically and does not need to be manually entered later)  |               |                          |
| 3.1.157 | Provides the ability to attach and submit plans, images, or other electronic documents with online applications   |               |                          |



**Exhibit "A" – Scope of Services – Requirements**

| #       | Requirement   | Response Code | Vendor Response/Comments |
|---------|---|---------------|--------------------------|
| 3.1.158 | Provides the ability for submittal of code enforcement and other complaints online, with option for submitter to remain confidential/anonymous  |               |                          |
| 3.1.159 | Provides the ability for payment of fees online, including generation of a receipt for payment as well as the allocation of fees paid according to City-defined accounting distribution                                   |               |                          |
| 3.1.160 | Provides the ability to control information visibility, and limit public access to internal information   |               |                          |
| 3.1.161 | Provides the ability to provide shopping cart option so customers can apply for and receive multiple permits during one user session (i.e. different permits for different addresses)                                     |               |                          |
| 3.1.162 | Provides integration with underlying application database, including real-time data read/write access with encryption   |               |                          |
| 3.1.163 | Provides the ability to support "internationalization", such as Spanish language  |               |                          |
| 3.1.164 | Provides the ability for customers to create secure accounts/logins to access their projects and applications   |               |                          |
| 3.1.165 | Provides the ability for an individual to have multiple profiles (e.g. owner, architect, engineer, planner, developer, builder, expediter, inspector, tenant) and to associate multiple profiles to a project application |               |                          |
| 3.1.166 | Provides the ability for online password resets for user accounts (allow staff to reset password for customer in case customer locked out)  |               |                          |
| 3.1.167 | Provides the ability to associate additional contractor licenses and disassociate existing licenses as applicable   |               |                          |

**3.2 Business License**

| #     | Requirement   | Response Code | Response/Comments |
|-------|---|---------------|-------------------|
| 3.2.1 | Provides the capability for City-defined business classifications and types |               |                   |

**Exhibit "A" – Scope of Services – Requirements**

| #      | Requirement  | Response Code | Response/Comments |
|--------|--|---------------|-------------------|
| 3.2.2  | Provides full integration with a Point of Sale system with ability to take check, cash, credit card.   |               |                   |
| 3.2.3  | Provides full integration with Code Enforcement module, including generation of an automatic notification when a business license has expired  |               |                   |
| 3.2.4  | Provides the ability for the business address to come from various sources (e.g. an integrated land management system, interface, direct entry, etc.)  |               |                   |
| 3.2.5  | Business Type validation against zoning code that is maintained in GIS   |               |                   |
| 3.2.6  | Ability to display Business Lic data in GIS  |               |                   |
| 3.2.7  | Provides ability to apply for a license and submit a renewal request online, including payment of fees and printing of certificate from a secure portal  |               |                   |
| 3.2.8  | Provides electronic workflow approval routing and/or notification distribution to multiple departments based on license type and related City-defined rules                                    |               |                   |
| 3.2.9  | Provides automated, electronic (via email) notification for annual license renewals, including automated linking of notification to associated business license record                         |               |                   |
| 3.2.10 | Provides ability to flag licenses requiring background checks, fingerprinting, drug and alcohol tests, inspections, contractor's license, etc. before issuance                                 |               |                   |
| 3.2.11 | Provides ability to calculate multiple license fees and/or prorate license fees utilizing a user-defined fee structure based on factors including gross receipts, or flat dollar amount, etc.  |               |                   |
| 3.2.12 | Supports additional user defined fees (i.e. fees based on license type)  |               |                   |
| 3.2.13 | Provides barcode functionality to capture customer billing information (including amount due), with bar code appearing on bills, and ability to scan and retrieve customer billing information |               |                   |
| 3.2.14 | Provides ability to calculate late penalties after prescribed time period.   |               |                   |

| #      | Requirement   | Response Code | Response/Comments |
|--------|---|---------------|-------------------|
| 3.2.15 | Provides the ability to generate late and final notices including labels for mailing (mail merge)                 |               |                   |
| 3.2.16 | Provides the ability to print licenses and/or send electronically via email from the module                       |               |                   |
| 3.2.17 | One Time License  |               |                   |
| 3.2.18 | Want ability to query data and export, including mailing address and contact data that can be used in mail merge. |               |                   |
| 3.2.19 | Field Security for Users and Reports  |               |                   |
| 3.2.20 | Ability to create relationship between businesses.  |               |                   |
| 3.2.21 | Have ability to attach documentation to a BL or customer  |               |                   |

### 3.3 Code Enforcement

| #     | Requirement  | Response Code | Vendor Response/Comments |
|-------|--|---------------|--------------------------|
| 3.3.1 | System facilitates and tracks Code Enforcement activities  |               |                          |
| 3.3.2 | The system should create a reminder or “tickler” so the user is alerted to the next required action for a particular Code Enforcement complaint  |               |                          |
| 3.3.3 | The system must provide users with the capability to record unlimited comments on a Code Enforcement case to be attached to the permanent record |               |                          |

## 4 Technical

### 4.1 General

| #     | Requirement  | Response Code | Response/Comments |
|-------|--|---------------|-------------------|
| 4.1.1 | Provides a production, training, test, and development environment |               |                   |

| #     | Requirement   | Response Code | Response/Comments |
|-------|---|---------------|-------------------|
| 4.1.2 | Provides the ability to configure workflows, codes, report parameters, and other elements to meet specific business needs using configuration and operating parameters provided by City and without the assistance of the software vendor |               |                   |
| 4.1.3 | Provides for upgrades to accommodate changes in laws, regulations, best practices, and new technology   |               |                   |
| 4.1.4 | Integrates with Active Directory  |               |                   |

## 4.2 Regulatory Compliance

| #     | Requirement                               | Response Code | Response/Comments |
|-------|---|---------------|-------------------|
| 4.2.1 | Provides solution that is PCI compliant   |               |                   |
| 4.2.2 | Provides solution that is HIPPA compliant |               |                   |

## 4.3 System Security

| #     | Requirement   | Response Code | Response/Comments |
|-------|---|---------------|-------------------|
| 4.3.1 | Allows the system administrator to: <ul style="list-style-type: none"> <li>Define a minimum length password</li> <li>Define a password expiration timeframe</li> <li>Prohibit reusing of passwords</li> </ul>   |               |                   |
| 4.3.2 | Allows the system administrator to: <ul style="list-style-type: none"> <li>Configure control access to the application, modules, transactions, data, and reports</li> <li>Define access rights (e.g. create, read, update, delete) by user ID or functional role</li> <li>Define functional access rights (e.g. processes, screens, fields, and reports) by user ID or functional role</li> <li>Restrict access to sensitive data elements (e.g. social security numbers, banking data, etc.) by user ID, user groups or functional role</li> </ul> |               |                   |

#### 4.4 Hosted or SaaS System Requirements

| #     | Requirement  | Response Code | Response/Comments |
|-------|--|---------------|-------------------|
| 4.4.1 | Provides system availability 24 hours a day, 365 days a year (not including scheduled downtime)  |               |                   |
| 4.4.2 | Ensures scheduled downtime is pre-approved by the City one week in advance   |               |                   |
| 4.4.3 | Provides system uptime of 99.99%   |               |                   |
| 4.4.4 | Provides hosting facility that is SSAE 16 certified  |               |                   |
| 4.4.5 | Stores data in the Continental U.S.  |               |                   |
| 4.4.6 | Provides for continuous backup of data and transactions such that the City will not suffer data loss in the event of a disaster or catastrophic failure  |               |                   |
| 4.4.7 | Provides for scheduled, periodic backup of live data to the test/training environment  |               |                   |
| 4.4.8 | In the event of a disaster or catastrophic failure, informs the City: <ul style="list-style-type: none"> <li>• Within one hour</li> <li>• The scale and quantity of the data loss</li> <li>• What Proposer has done to recover the data and mitigate any effect of the data loss</li> <li>• What corrective action Proposer has taken to prevent future data loss</li> </ul> |               |                   |

#### 4.5 Data Access Security and Breaches

| #     | Requirement   | Response Code | Response/Comments |
|-------|---|---------------|-------------------|
| 4.5.1 | Maintains audit logging to record access activity: <ul style="list-style-type: none"> <li>• Login/logout attempts by user and workstation</li> <li>• User submitted transactions</li> <li>• Initiated processes</li> <li>• System overrides</li> <li>• Additions, changes, or deletes to application-maintained data</li> </ul> |               |                   |

**Exhibit "A" – Scope of Services – Requirements**

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| #     | Requirement   | Response Code | Response/Comments |
|-------|---|---------------|-------------------|
| 4.5.2 | Upon discovery or reasonable belief of any data breach, notifies the City by the fastest means available, and in writing within 24 hours. Notification should include: <ul style="list-style-type: none"><li>• The nature of the breach</li><li>• The data accessed, used, or disclosed</li><li>• The person(s) who accessed, used, disclosed, and/or received data (if known)</li><li>• What has been done to quarantine and mitigate the breach</li><li>• What corrective actions has been taken to prevent future breaches</li></ul> |               |                   |
| 4.5.3 | Provides daily updates regarding findings and actions performed until the breach has been effectively resolved to the City's satisfaction   |               |                   |
| 4.5.4 | Provides a report containing the results of the investigation of the breach   |               |                   |