

CITY OF HOLLYWOOD, FL

MUNIS SOFTWARE RESPONSE

PROPOSAL FOR ENTERPRISE RESOURCE (ERP)

SYSTEM

SOLICITATION #RFP-4542-17-PB

TECHNICAL PROPOSAL

FEBRUARY 23, 2017

Subject to restrictions on disclosure identified on following page



RESTRICTIONS ON DISCLOSURE

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

- Response to the Functional Requirements, or “Checklist”
- Line-item pricing (total proposed contract amount may be disclosed)
- Screen shots
- Customized Statement of Work/Implementation Plan

Each of these sections, if included, has separately been labeled “Proprietary and Confidential – Subject to Restrictions on Disclosure.”

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

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

TRADEMARKS DISCLAIMER

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

February 23, 2017



One Tyler Drive
Yarmouth, ME 04096

P: 800.772.2260
F: 207.781.2459

www.tylertech.com

City of Hollywood
City Clerk's Office
Room 221
2600 Hollywood Boulevard
Hollywood, FL 33020

RE: Response to RFP

Dear City Clerk's Office:

Tyler Technologies, Inc. (Tyler Technologies) is pleased to respond to City of Hollywood's Request for Proposal for Enterprise Resource (ERP) System. The attached proposal will detail our complete offering, including:

- Munis and ExecuTime software applications
- Necessary consultation to define scope of services
- Implementation of software and services
- Training on, and support of, provided software and services

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

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

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

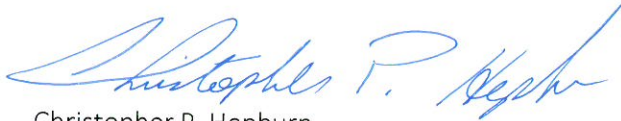
One or more individuals in the Tyler Technologies Contracts Department have read and accepted the terms and conditions of the RFP and any amendments, except as modified by, taken exception to, or otherwise set forth in Tyler Technologies' proposal.

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

Tim Vickers, Sr. Account Executive
800-772-2260 ext. 5777
tim.vickers@tylertech.com

Tyler Technologies, Inc. is a publicly traded corporation (NYSE: TYL)
EIN: 75-2303920

Respectfully submitted,



Christopher P. Hepburn
President, ERP & School Division, Tyler Technologies, Inc.
Corporate address – 5101 Tennyson Parkway, Plano, TX 75024
Incorporated November 13, 1989

Table of Contents

- Section 1 Executive Summary 9
- Section 2 Company Background 12
 - 2.1 Company Background Form / Munis 12
 - 2.2 Company Background / SymPro 16
 - 2.2.1 Company Background Form / SymPro 16
- Section 3 Application Software 20
 - 3.1 Overall Proposed Technology Solution 20
 - 3.2 Munis Financial overview 38
 - 3.2.1 Munis General Ledger 39
 - 3.2.2 Tyler CAFR Statement Builder 40
 - 3.2.3 Munis Fixed Assets 41
 - 3.2.4 Munis Budgeting 42
 - 3.2.5 Munis Performance Based Budgeting 43
 - 3.2.6 Munis Project and Grant Accounting 43
 - 3.2.7 Munis Cash Management 45
 - 3.2.8 Munis Student Activity 45
 - 3.2.9 Munis Work Order, Fleet and Facilities 46
 - 3.2.10 Munis Purchasing 47
 - 3.2.11 Munis Inventory 48
 - 3.2.12 Munis Bid Management 48
 - 3.2.13 Munis Contract Management 49
 - 3.2.14 Munis Procurement 50
 - 3.2.15 Munis Accounts Payable 51
 - 3.3 Munis Human Capital Management 52
 - 3.3.1 Munis Payroll 54
 - 3.3.2 Munis Applicant Tracking 56
 - 3.3.3 Munis Human Resources Management 57
 - 3.3.4 Munis Employee Professional Development 58
 - 3.3.5 Munis Employee Expense Reimbursement 59

3.3.6	Munis Risk Management	59
3.3.7	Munis Employee Self Service	60
3.3.8	Tyler Incident Management.....	61
3.3.9	Munis Accounts Receivable	62
3.3.10	Munis Business Licenses	62
3.3.11	Munis Central Property.....	63
3.3.12	Munis Citizen Self Service	64
3.3.13	Munis General Billing	65
3.3.14	Munis MapLink.....	66
3.3.15	Munis Parking Tickets	66
3.3.16	Munis Animal Licenses.....	67
3.3.17	Munis Slip Reservations	67
3.3.18	Munis IVR Gateway.....	68
3.3.19	Munis Permits and Code Enforcement	68
3.3.20	Tyler Cashiering.....	69
3.4	Munis Utility Billing CIS	70
3.4.1	Munis Utility Billing CIS	70
3.5	Executime.....	71
3.6	Optional Services	72
Section 4	Vendor Hosted / SaaS	77
4.1	Vendor Hosted Form.....	77
Section 5	Implementation Plan	80
5.1	General Implementation Approach	80
5.1.1	Project Schedule Development.....	82
5.1.2	Proposed Project Schedule	82
5.1.3	Project Phases.....	82
5.2	Project Management Approach.....	84
5.2.1	Project management Approach Form.....	84
5.3	Hardware, Software and Storage Design and Installation Consulting.....	86
5.4	Data Conversion Plan	87
5.5	Report Development.....	89

5.5.1	Report Development Form	89
5.6	Integrations and Interfaces.....	91
5.7	Training	93
5.7.1	Training Form	93
5.8	Change Management Approach	99
5.9	Testing.....	102
5.10	Operational Redesign.....	105
5.11	System Documentation and Manuals.....	106
5.12	Disaster Recovery Plan.....	108
5.13	Knowledge Transfer	108
Section 6	Staffing Plan	110
6.1	Staffing Plan Form.....	110
6.2	Organizational Chart	110
6.3	Resumes of Key Personnel.....	112
6.4	Project Organizational Chart.....	117
Section 7	Ongoing Support Services	118
7.1	Ongoing Support Services Form.....	118
7.2	Support Channels.....	119
7.3	Support Resources	119
Section 8	Functional System Requirements	124
8.1	Functional System Requirements Checklist.....	125
Section 9	Client References	126
9.1	Client Reference Forms.....	126
Section 10	License and Maintenance Agreements.....	127
10.1	Sample License Agreement / SaaS.....	127
10.2	Master Escrow Agreement	128
10.3	Certificate of Insurance.....	129
10.4	Corporate Resolution	130
10.5	Service Level Agreement.....	131
Section 11	Exceptions and Deviations	132
Section 12	Other Required Forms and Attachments.....	134

Section 13 Addenda.....	136
Section 14 Separate Sealed Cost Proposal	137
Section 15 Technical Requirements.....	139
15.1 Technical Requirements Form	139
15.2 Hardware and Storage Environment	139

Section 1 EXECUTIVE SUMMARY

3.1 Executive Summary (Section 1)

This part of the response to the RFP should be limited to a brief narrative not to exceed two (2) pages describing the proposed solution. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel. The executive summary should not include cost quotations.

Tyler Technologies, Inc. is pleased to offer this response to the City of Hollywood for the requested E.D.G.E. Core ERP RFP. We believe that Tyler is uniquely positioned to offer our industry leading solution that provides a fully integrated system that increases efficiencies. This proposal will provide the City of Hollywood with Tyler's "Core Financial" and "Payroll/HR Management" which is truly the heart of our fully integrated ERP system. This solution will allow the City to take greater advantage of the investment already made with Tyler via your current Tyler Utility Billing and EnerGov Solutions. With our proposed "Extended Analysis" you can feel confident we will understand your needs and have the proven ability to delivery and implement our quality products and services on time and on budget. We pride ourselves on enabling and empowering users to become more efficient, productive and responsive.

Why Munis SaaS?

By selecting Tyler's Munis ERP SaaS solution, the City of Hollywood has a unique opportunity to create a Tyler partnership that successfully meets your ERP functionality objectives, while eliminating the hassle of self-hosting your ERP solution. In doing so, the City will be positioned to enjoy significant ROI and TCO. This will be evident through increased functionality that improves processing, transparency, efficiency and best business practices with Munis ERP; managed hardware and software upgrades that include current technology and disaster recovery via the SaaS deployment; and more time for your IT and other staff to focus on more value-added initiatives and tasks for the City due to the robust combination of Munis functionality and Tyler's hosted solution.

What Will We See for Benefits?

The Tyler SaaS benefits are considerable, from operating costs and hardware expense, to maintaining the latest technology and IT training to keep your staff current. Additionally, you'll benefit from:

- Multi-year, fixed rate contract = no hidden costs.
- Multiple layers of redundancy to ensure no single point of failure.
- Power systems
- Highly available database infrastructure
- Backup replication
- Redundant network layers
- SAN storage

- Multiple cooling systems
- Off-site back up: Full built-in Disaster Recovery Services
- Insulates you from technology changes: DB, hardware, licensing
- No depreciation of hardware; as technology and ERP requirements become more
 - complex with additional features, we maintain your environment.
- Always up to date with the application and technology, no need to worry about
- future hardware purchases and maintenance, no future database upgrades/conversions.
- No need to retrain your staff as technology advances; built-in OSDBA Services.
- We perform all hardware and software maintenance and upgrades but you decide when, based on your schedule. (SaaS frees up your IT resources to focus on other projects, and energy costs are reduced.)
- No repair, upgrade or maintenance responsibilities. SaaS allows users to work from any internet access point with unlimited SSL VPN connections.
- You receive disaster recovery testing to ensure success.
- We help troubleshoot network, communication, or ISP issues.
- The Data Center is audited for compliance and data security.
- The Data Center is maintained to meet 99% uptime as part of contracted Service Level Agreement (SLA) 24 hours a day, 7 days a week, 365 days a year.
- Who best to maintain your financial information than the people who develop and support it? The Munis SaaS operations team collectively has more than 50 dedicated employees with a combined experience level of 100+ years of Munis system administration experience.
- In the event that we need to run your Payroll, print bills, and so forth we also will store your paper stock here at the data center.

Where Will Our Data Be Maintained?

Tyler Technologies designed and built the original Munis Data Center in 2000 from the ground up, and our Yarmouth facility is the latest Tyler-owned data center to come online. This state-of-the-art facility incorporates the latest technology, and continues to be maintained 100% by Tyler's in-house team of SaaS experts including analysts, engineers, Webmaster, System Administrator and Database Administrator. These are professionals who work for Tyler, and understand Munis, the technology, SaaS and Disaster Recovery practices and procedures, and our clients' needs and requirements. Our Yarmouth facility is backed up to our state of the art Dallas facility.

And as a member of the Cloud Security Alliance (CSA), a not-for-profit organization with a mission to promote the use of best practices for providing security assurance within cloud computing, Tyler has

invested more than \$25 million in hardware, software and personnel to keep operations running optimally for our SaaS clients.

Who Else is Part of the Munis SaaS Community?

You'll be in good company with more than 100,000 Tyler SaaS users—equating to more than 5,750 individual Tyler SaaS clients. In summary, both large and small clients benefit from SaaS—but our larger sites are in a position to receive enhanced support and service when opting for the SaaS solution. And like them, you will get all the plusses of the Munis Data Center without having to invest large amounts of money purchasing and maintaining hardware, software and other infrastructure. With SaaS you can shift the daily support to us, and free up your IT staff to focus on more value-add tasks—thereby lending increased value to your bottom line.

When securing a new ERP solution, it's important in selecting the vendor who best understands the way the public sector needs to operate. That vendor is Tyler. In fact, helping clients successfully overcome their current issues and meet their future goals is why Tyler is the leader in the public sector ERP market. In summary, it is our goal to make your transition to your new ERP solution a manageable and successful one and take advantage of your current investment with a Tyler Solution!

Section 2 COMPANY BACKGROUND

3.2 Company Background (Section 2)

2.1 COMPANY BACKGROUND FORM / MUNIS

In addition to providing responses to the following items, the Vendor must complete the Company Background Form in section 7.10 of this RFP.

Please reference the Company Background Form in Section 12 of this proposal response.

Vendors must provide information about their company so that the City can evaluate the Vendor's stability and ability to support the commitments set forth in response to the RFP. Information that Vendors should provide in this section are as follows:

1. The vendor's background including a brief description (e.g., past history, present status, future plans, company size, certifications, letters of accommodations, awards) and organization charts.

Tyler Technologies, headquartered in Plano, Texas, is a leading provider of information management solutions and services to local governments. The company provides software and services to more than 15,000 local government offices throughout all fifty United States, the U.S. Virgin Islands, Canada, Puerto Rico, and the United Kingdom. These mission-critical applications provide the public sector with the ability to streamline and automate operations resulting in improved productivity and reduced costs.



With decades of exclusive public sector experience, Tyler Technologies is the market leader that provides integrated software and services; our singular focus, subject matter experts and in-depth products result in a sustainable client partnership that delivers the industry's most comprehensive solution. We provide the industry's broadest line of software products, and offer clients a single source for all their information technology needs, in several major areas: Financial & Human Resources, K-12 School Solutions, Public Safety, Courts & Justice, Property Appraisal & Tax, Pension Management, Citizen Services, Land & Vital Records, and Document Management.

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

Tyler always puts its clients first. We succeed because we take our client's success seriously, and we have a proven record of delivering superior software solutions and services. The overwhelming majority of clients are up and running on time, and within budget. Whether it's developing, enhancing, and implementing our software, or providing excellent service and client support—we succeed because our clients succeed. We want clients for life. In fact, many of Tyler's first clients, across every solution, are still clients today – some with relationships that span decades.

PUBLIC SECTOR FOCUS

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

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

Tyler's expansive offering of professional services is designed to complement its software offerings and produce the optimum working environment for local government customers.

- Consulting
- Conversion
- Customization
- Training
- Live ongoing support
- Network management

FINANCIAL STABILITY

Tyler consistently maintains a solid balance sheet and strong cash flow and low debt, experiencing consistent revenue growth with 56 consecutive quarters of profitability, and a total revenue for 2015 of \$591 million. While experiencing significant growth opportunities from an increase in staff and expanding territories, we anticipate additional product offerings and new technology will accelerate this growth substantially in the future. We believe a debt-free balance sheet, substantial cash

reserves, and a committed customer base put Tyler in a great position in our industry to weather any unexpected turbulence in the economy.

For additional revenue information please visit www.tylertech.com

INDUSTRY LEADERSHIP

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

Our commitment at Tyler is to ensure the highest level of client satisfaction through the efforts of Tyler's most valued resource: its people. We challenge our employees to pursue new initiatives aggressively and become industry leaders in their respective fields. Tyler employs more than 3,600 individuals, many of whom are seasoned professionals with unique and proprietary skills and years of industry experience. In fact, our employee turnover rate is very low—in recent years, about half of the industry average.

COMPANY RECOGNITION

Tyler has again been included on **Software Magazine's Software 500 ranking of the world's largest software and service providers for 2015**. "We are honored to be recognized for the seventh straight year by *Software Magazine*," said John S. Marr Jr., president and chief executive officer of Tyler Technologies. "We have served the public sector with proven software and services for many decades and we are pleased to continue partnering with a growing portfolio of local government and school clients who rely on Tyler to help meet operational goals."



The ranking is based on total worldwide software and services revenue from the 2014 fiscal year. This includes revenue from software licenses, maintenance and support, training, and software-related services, and consulting. Suppliers are not ranked on total corporate revenue, since many have other lines of business, such as hardware. Financial information is gathered by a survey prepared by Rockport Custom Publishing, LLC. Using public documents and company input. It is published in print as well as posted online at www.softwaremag.com as both a digital edition and searchable database.

Tyler Technologies, Inc. has been named to **Forbes** list of **Best Small Companies in America**. Company rankings are based on earnings growth, sales growth and return on equity in the past twelve months and over five years, and a comparison of a company's stock performance with that of its peers. This is the eighth time Tyler has been selected. Tyler has also been included on **Forbes** 2015 list of **Most Innovative Growth Companies**.



Beginning in 2007, Tyler, which has three offices in Maine, was recognized eight times as one of the top employers in the state through the annual **Best Places to Work in Maine** program. Likewise, a "Best in DFW: Top Workplaces" listing published by the *Dallas Morning News* has four times listed Tyler as one of the **top places to work in the Dallas-Fort Worth area**.

These achievements point to our position at the **top of the public sector software industry** and **our commitment to our clients**. And because we are **committed to delivering the best products and services** to our clients, we are **dedicated to continually evolving** to help our valued clients meet the challenges they face every day.

2. Audited financial information for the past TWO (2) completed fiscal years that includes income statements, balance sheets, and statement of cash flows.

Please reference the Annual Report Booklet provided with this proposal response.

3. Privately-held companies wishing to maintain confidential financial information must provide information detailing the company's long-term stability. Please provide a current Dunn & Bradstreet report (D&B) as part of the Vendor proposal response.

Tyler is a publicly traded corporation listed as TYL on the NYSE. Tyler's Dun & Bradstreet number is 04-108-9283.

4. A copy of vendor's W-9.

Please reference a copy of Tyler's W-9 on the following pages.

Request for Taxpayer Identification Number and Certification

**Give Form to the
 requester. Do not
 send to the IRS.**

Print or type See Specific Instructions on page 2.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. Tyler Technologies, Inc	
	2 Business name/disregarded entity name, if different from above	
	3 Check appropriate box for federal tax classification; check only one of the following seven boxes: <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input checked="" type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____ Note. For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner. <input type="checkbox"/> Other (see instructions) ▶ _____	
	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <i>(Applies to accounts maintained outside the U.S.)</i>	
	5 Address (number, street, and apt. or suite no.)	
	Requester's name and address (optional)	
	6 City, state, and ZIP code	
7 List account number(s) here (optional)		
REMITTANCE ADDRESS>>>>Tyler Technologies, Inc. PO Box 203556 Dallas, TX 75320-3556<<<<<		

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

Social security number									

or

Employer identification number									
7	5	-	2	3	0	3	9	2	0

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

Sign Here Signature of U.S. person ▶ *[Handwritten Signature]* Director of Revenue Date ▶ 01/01/2017

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at www.irs.gov/fw9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)

- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
 - Form 1099-C (canceled debt)
 - Form 1099-A (acquisition or abandonment of secured property)
- Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding? on page 2.

By signing the filled-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.

2.2 COMPANY BACKGROUND / SYMPRO

5. If the Vendor is proposing to use subcontractors on this project, please provide a response to the Company Background Form for each subcontractor, Vendor relationship with that firm and the specific services and/or products that the subcontractor will be providing on the project. A complete list of subcontractors is required. The City has the right to approve all sub-contractors of the Vendor at any time.

SymPro has been providing treasury solutions to public entities for over 25 years. With this depth of experience and knowledge, SymPro has become the industry leader in providing comprehensive software solutions to the Treasury market. Organizations of all shapes and sizes depend on SymPro to comprehensively manage their investment, debt, and cash portfolios with increased accuracy and efficiency--leading to data integrity, standardization and better decision making. Over 450 customers, across multiple industries, are relying on SymPro for their treasury management and reporting needs. These customers include, Counties, Cities, Power Agencies, Utilities, Transportation Agencies, School Districts, Money Managers and other various public sector entities. The solution includes integration to the Advantage General Ledger system to automate the journal entry posting process for treasury transactions.

Tyler Technologies has partnered with Sympro Software to provide sophisticated investment and debt management software systems since 2000. Tyler's Munis division and Sympro worked together to provide an integrated solution to the City of Tuscaloosa, AL in 2004 and have developed an interface program to allow for journal entries to be imported into Munis. Other notable joint implementations include: St. Louis County, MO, Delaware River Joint Toll Bridge Commission, PA, and the City of Richmond, CA.

2.2.1 COMPANY BACKGROUND FORM / SYMPRO

Vendor Name: SymPro
 Software brand name: SymPro Debt & Investments
 Software version proposed: Debt V2.41, Investments: V7.41
 Is Vendor prime contractor: No

1. What are the key differentiators of your company and its proposed solution?

SymPro's sole focus and commitment is providing treasury solutions to public sector entities. 100% of our development is geared towards meeting the needs of our public sector clients. Other vendors are primarily servicing the corporate market and trying to configure their solution to meet the unique needs of the public sector. We also differentiate ourselves by the number of clients and users we have with similar needs and processes as the City of Hollywood. This extensive public sector client base provides us with the knowledge and experience to deliver a successful implementation to the City.

2. What awards has your company or proposed solution obtained that are relevant to this project?

None that is applicable.

3. What documentation is available from an independent source that positively promotes either the company or products the Vendor is offering?

None that is applicable.

4. What strategic alliance have you made to further strengthen your product and services?

We have partnered with a number of ERP Vendors in providing the Treasury Management functionality in their Financial Management System solutions. We have also built interfaces to many Custodial Banks and to the IDC data service for investment data importing

5. How do you guarantee the services provided by your company?

SymPro has more than 400 installed clients in 40 states using SymPro's investment and debt management solutions. We are committed to offering the highest level of service to all our clients.

6. What are your near-term and long-term goals, and the strategies to reach these goals?

Our goals are to continue being the dominant provider of treasury management solutions to the public sector. We continue to be 100% focused on delivering solutions that help our clients meet their ever changing needs of their treasury operations.

7. What is your niche in the marketplace and your preferred customer size?

SymPro has served the state and local municipal marketplace for over 25 years. Our clients range from small cities to large counties and state housing agencies. SymPro has over 400 installations nationwide with client investment portfolios ranging from \$25 million to over \$5 billion in assets. Debt portfolios range from 5 issues to 100+ issues and billions of dollars.

8. Please describe the level of research and development investment you make in your products (i.e. – annual budget, head count, etc.).

40% of our annual budget is invested in the R&D area

9. Please describe how the sales cycle is linked to the product development cycle.

SymPro provides mostly out of the box solutions that are configurable to meet a client's needs. Product development is typically driven from the feedback of our clients that we serve. They will make suggestions to enhance our products and we will add them to our product roadmaps when they benefit a portion of our client base. There are two major areas that drive the development and enhancement of SymPro's product. The first focus is the direct feedback given to us by our install base. Our philosophy from the beginning has been to actively solicit the ideas and needs of our customers. The second focus is by monitoring the compliance and product issues that develop in the

market place. We are actively participating in numerous professional forums (GASB/FASB, GAAP, AMIR) to get ideas for additional features.

10. Please describe your commitment to providing solutions for the public sector marketplace.

SymPro’s sole focus and commitment is providing treasury solutions to public sector entities. 100% of our development is geared towards meeting the needs of our public sector clients. SymPro has been providing solutions to the public sector for over 20 years. We have over 400 client installations in 45 different states. In the past three years we have implemented over 40 new sites with our solutions. 100% of our revenue is derived from the public sector.

11. Please describe your portal strategy.

N/A

12. How many fully operational customer installations of the version proposed in this ITN, currently in production, has the Vendor completed?

	<i>Florida</i>	<i>Nationally</i>
Local government	19	348
Other public sector	0	62
Other non-public sector	0	0
<i>Overall:</i>	19	410

13. How many fully operational customer installations, in total, has the Vendor completed?

	<i>Florida</i>	<i>Nationally</i>
Local government	19	386
Other public sector	0	67
Other non-public sector	0	0
<i>Overall:</i>	19	453

14. How many current system implementations of your solution are in-process within both the State of Florida and the region of the Country that includes the State of Florida?

	<i>Current in-process Implementations</i>
State of Florida	0
Region	0

Total:	0
---------------	---

15. Please state the year the Vendor started in the business of selling the proposed solution to local governments:

SymPro’s sole focus and commitment is providing treasury solutions to public sector entities. 100% of our development is geared towards meeting the needs of our public sector clients. SymPro has been providing solutions to the public sector for over 20 years. We have over 400 client installations in 45 different states. In the past three years we have implemented over 40 new sites with our solutions. 100% of our revenue is derived from the public sector.

16. Where is the Vendor’s closest support facility/sales office to City of Hollywood, FL?

Emeryville, CA.

17. Where is the Vendor’s company headquarters?

Miami, FL

18. Please list the Vendor’s sales in the previous three years:

<i>Year</i>	<i>Sales</i>
2013	Emphasys SymPro is a subsidiary of Constellation Software Inc. Financials not reported separately. CSI is public and financials can be found on website.
2014	See above
2015	See above

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

<i>Rates for Additional Implementation Assistance</i>	
<i>Skill Set</i>	<i>Hourly Rate</i>
Onsite Trainer	\$ 225 / hr.
Developer	\$ 200 / hr.
Web Trainer	\$ 125 / hr.

Section 3 APPLICATION SOFTWARE

3.3 Application Software (Section 3)

As the City is contemplating both a City-hosted versus Vendor-hosted solution, aspects of the proposed solution to be provided should be clearly delineated where they vary between these two approaches in the sections below.

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

1. Describe your overall proposed technology solution.

3.1 OVERALL PROPOSED TECHNOLOGY SOLUTION

FULLY INTEGRATED ERP SOLUTION

Munis is an Enterprise Resource Planning (ERP) system solely designed for the public sector. ERP is application software that integrates information across all facets of an organization, including finance, operations, and human resources.

In the public sector market, specific areas of integration include:

- Finance/Accounting
- Budgeting
- Procurement/Contracts
- Asset management
- Projects
- Inventory
- Payroll/Personnel
- Billing
- Accounts Receivable
- Other related operations

Master records are shared across multiple products throughout the system. This ensures a single data record is maintained across multiple applications, eliminating the need to “sync” or manually entering duplicate data in multiple areas. For example, an Employee Master record is accessible from Payroll, HR and Financials modules.

With integration information, users can “drill down” from summary to details, and “drill across” to related information in other applications. With Munis, users can even access directly any program from the menu by specifying its name.

Finally, integrated applications have the same “look and feel” across programs—so users learn just one set of conventions that apply everywhere. The Munis screens are logically organized and visually appealing, making it easier to enter information and find it quickly.

FOCUSED FOR THE PUBLIC SECTOR

Tyler delivers software and services specifically for the public sector market. It is the company’s exclusive focus. All resources are dedicated to serving these clients.

Therefore, Tyler products are ready to go “out of the box”—since they’ve been designed exclusively for this market. Product functionality is deep, requiring fewer customizations. This leads to implementations that take less time and are less expensive.

Market sector focus also leads to what Tyler calls a “Consortium of Development.” We listen closely to our clients, and update our system accordingly, building in best business practices. All improvements are included in each updated release and made available to all clients. This allows all users to receive the benefits of new features that each user requests.

EVERGREEN PHILOSOPHY

Tyler’s evergreen philosophy is really a commitment to our clients. It means that their investment in Tyler solutions is for the long-term. It means that Tyler applications will continue to evolve and remain a market leader. It means that we are continuously enhancing our products with underlying technology. And it means that we are continuously adding new features that add value and increase efficiency in the public sector workplace.

We deliver this without additional license fees. Product upgrades are released as part of maintenance agreements and are immediately available.

PERPETUAL UPGRADES

Tyler deploys industry leading technology and features that are continually enhanced through a process of perpetual upgrades as part of our Evergreen Philosophy. This includes a continuous stream of significant yet manageable updates deployed over the life of the application with minimal disruption to our clients. This is a much better experience for our clients than deploying massive changes every 5-7 years that require retraining and costly upgrades. Clients can incorporate these changes and advancements when they are ready without disruption of ongoing work.

BENEFITS OF EVERGREEN

- Availability of current technology and functionality
- Lower cost of ownership — you won’t need to pay re-licensing fees when new versions of your licensed software are released
- Minimal disruptions during deployment of new functionality
- Minimizes the need for retraining after a significant update

FULLY SCALABLE SOLUTION

Tyler provides fully scalable solutions to meet the requirements of all organizations, regardless of size, and can grow to meet increasing demands. Tyler's applications perform well on modest networks with a handful of users—or on large, distributed networks with hundreds of users. Tyler applications have features to ensure large organizations run effectively. And smaller clients don't outgrow Tyler solutions—they easily expand to meet clients changing needs.

Tyler applications are based on an n-tier architecture and can scale both vertically or horizontally eliminating limitations for user growth. Based on client feedback and experience, internal testing and running our own SaaS hosting service, we have learned to tailor Tyler applications specific to a client based on their size and needs.

DECENTRALIZED ACCESS AND PROCESSING

Tyler applications are workstation agnostic by storing all user settings on the server. This feature, combined with all primary user access being browser based, allows for completely decentralized access from any authorized user on any workstation with access to the system.

Combining integrated role-based application security to protect private or sensitive information and integrated Workflow to automate data review and approval allows data access and maintenance to be pushed out to end-users rather than just managers. Data entry doesn't have to be performed in just a few, centralized processing centers. This is a tremendous benefit allows individuals to own the information for which they are responsible, resulting in more accurate data entry. In turn, operations that rely on accurate information are more efficient and productive.

MUNIS ADMINISTRATION TOOLS

The Munis ERP system has a number of built in programs and tools for application based administration, configuration, monitoring, and debugging. A System Administrator's menu options include setup programs, parameter files, program activity logs, and diagnostic and run time information utilities. These tools allow administrators to dictate and monitor how the system operates. User defined configuration files allow customizations to be managed on select screens. Diagnostic utilities allow administrators to turn on tracing levels and see stepped execution output from user activity. These trace logs can easily be submitted to customer support for assistance in troubleshooting issues.

Additional third-party tools, sometimes used but not required, include Windows Performance Monitor, SQL Server RDBMS tools such as Activity Monitor and, for virtual environments, programs such as Microsoft System Center Virtual Machine Manager.

SECURITY ADMINISTRATION

APPLICATION AUTHENTICATION

On-premises Munis environments use Microsoft Active Directory exclusively. Through the Munis SharePoint Dashboard, users are automatically authenticated through single sign on (SSO) eliminating the need to remember and maintain separate login credentials. Once a user is authenticated as a valid Active Directory / Munis account, the Munis role based security system determines what programs, screens, menus, processes, records and fields the user has access to.

Application authentication for Tyler SaaS hosted Munis environments uses Tyler SaaS Microsoft Active Directory. End users are assigned application specific credentials and prompted to enter these credentials when accessing Munis. Users can set their own passwords and site administrators can reset passwords and manage accounts including lock, unlock, create and disable user accounts.

External users such as Vendors, Citizens and Employees access Munis data using the Munis Self Service web application. Vendor and Citizen authentication is application (forms) based and includes the ability for users to create and maintain their own account. Employee Self Service can use application based authentication and if hosted on-premises, also use Active Directory authentication. Munis Self Service includes a number of password controls for application accounts including password complexity, password expiration, invalid login attempt account lockout and end user password reset.

INTEGRATED ROLE BASED SECURITY

Munis features a comprehensive Role Based Access Control (RBAC) security model for centrally granting access to the system across all Munis applications. Based on the standards written by the National Institute of Standards and Technology, RBAC facilitates the management of application access through groups of permissions—roles—and assigning those roles to any number of users. This allows administrators to maintain access for multiple users who may share common responsibilities simultaneously rather than on an individual, user basis.

Administrators create and customize an unlimited number of roles, consisting of permissions and parameters. Users are then added to the system, either manually or imported from Active Directory. Finally, any number of roles can be assigned to a user, providing access to the Munis system. All of this is done using easy-to-use, integrated applications, requiring very little technical expertise.

Traditionally, application security is centrally administered by a sites IT department. While this is still possible with Munis, a unique and useful feature commonly employed by Munis clients, is the ability to decentralize security administration by Munis module to specific users or groups of users. For example, a Finance Director can be configured with permissions to maintain access specific to Munis General Ledger and Budgeting program, process and data in any role and then assign those roles to end-users requiring such access. This ensures those most familiar with the fields, flags and processes

are responsible for maintaining appropriate security rather than those in IT who may be less familiar with specific user tasks.

Roles can be customized to offer an extremely flexible level of access control to all aspects of the Munis suite. This includes product, module and menu item access (i.e. what programs can users open), functional access (i.e. what processes can users perform) and data and, where applicable, field level access (i.e. what data can users see). Role permissions can also span multiple modules providing easy administration for those individuals who may “wear multiple hats.” If overlapping or conflicting permissions are applied to a user, the highest priority / least restrictive access is granted to that user.

No role or user has access to a function or data unless explicitly assigned by the site’s administrator. When role permissions are changed, those changes are immediately applied to all users that role is assigned to. In addition, effective dates can also be applied to any role assigned to a user. This is extremely useful for times when a user may be filling in for another user during a known period of time. Rather than manually adding / removing roles to a user, an administrator can set effective start and end dates when the role permissions will automatically be applied and revoked. Finally, in addition to importing user accounts from Active Directory, user attributes can also be synchronized between Active Directory and Munis.

The end result for clients is greater overall security, reduced IT administration costs and enhanced workflow. The RBAC security approach and unique ability to decentralize administration streamlines the process of adding new users and maintaining access, saving Munis users valuable time.

AUDITING

The Munis ERP system features a comprehensive auditing suite integrated directly within the application. This assists clients in supporting internal control requirements and includes system and program level auditing. Process auditing allows an administrator to see who ran what, when, where, and for how long. Change audits allow the viewing of who changed what, where, when, and both the old and new values. Query audits can also optionally be enabled to log who looked at what and when.

MUNIS SCHEDULER

The Munis Scheduler makes the system more efficient for Tyler clients by allowing them to schedule CPU intensive jobs for times of the day when their users will be least impacted. Our powerful recurrence capabilities allow clients to “set and forget” recurring jobs like file imports or periodic (weekly, monthly, etc.) reports. A number of processes can also be scheduled including applying late fees, rolling to a new period, printing routines (PO’s, checks, bills, etc.).

The Scheduler Engine receives submissions for scheduled programs or jobs and arranges their execution at designated times. Results are automatically printed or spooled, and the program sends e-mail notifications to alert recipients to events such as a start, completion, expiration or failure of a job.

MUNIS REPORTING OVERVIEW

Public sector entities need multiple ways to get information out of their ERP software. That's why Munis provides more than just traditional paper-based reports for accessing and using critical information. It is designed to provide you with the information you need in the format you want— instantly.

Nearly every application screen throughout the ERP suite includes the ability to create a report of the current data using a variety of output options (print, PDF, Word, Excel). An integrated “query wizard” can be used to guide users through the selection process to create complex queries. These queries can be saved for future and even shared with fellow users to quickly and easily access pre-defined searches at moment's notice. Leveraging the integrated Munis Scheduler, reports can also be scheduled to automate delivery, printing or archival.

Based on Microsoft SharePoint, the Tyler Role-Tailored Dashboard provides an easy-to-use, simplified way of finding, accessing and sharing information by aggregating the data you deem important into one or more customizable views. Web parts display information from different parts of Munis and other Web-based tools. Each user can personalize his or her dashboard views, tailoring it to the information that's critical for their role. Simply click on hyperlinks embedded in the Web part to access specific records or files.

Munis also offers full bi-directional integration between your Munis database and Microsoft Excel through SQL Data Cubes. The Munis database provides a user-friendly, multi-dimensional view of your data across many platforms including Excel, SQL Server Reporting Services (SSRS) and your Tyler Dashboard. Analyze and report on trends, track key performance indicators, create charts and graphs, generate reports and more using the tools you're already comfortable with. Embedded hyperlinks point to the originating record stored in Munis for fast access to detailed information.

Choose from our library of report templates or use Tyler Reporting Services for more customized reporting. Powered by SSRS, Tyler Reporting Services enables users to create custom, complex reports using powerful wizards and built-in tools such as Microsoft Business Intelligence Development Studio and Visual Studio. Add charts, drill downs, parameters and hyperlinks to turn reports into interactive documents or Web content. Users can also use analysis tools—including charts, field highlighting, running totals and sorting—to examine trends, expose relationships and zero in on important facts. Reports can easily be published and shared to end users by integrating directly with the Munis SharePoint Dashboard. Finally, Tyler Reporting Services uses database views for standard reporting and report models for ad-hoc reporting. These views/models are easy to use, incorporate security and permissions set within the Munis application, and are an efficient way to connect to the database.

Nearly every Munis application includes the ability to filter on any field when searching for information. Users can also leverage a variety of search operators such as greater than (>), less than (<), and (|), and ranges (:). Finally, Munis includes an integrated Query Wizard to easily create complex queries and find the exact information needed. The Munis Query Wizard guides users

through the selection process, including selecting multiple records without having to remember every search operator. Queries can also be saved and named for future use and even shared with peers.

BUSINESS INTELLIGENCE

The right business intelligence solution is crucial for effective data analysis and strategic decision making. That's why we created the Munis Business Intelligence toolkit specifically for our clients' needs, leveraging the decades of experience we have serving only the public sector. By utilizing Microsoft SharePoint, SQL Server Analysis Services and OLAP cubes provided with the Munis system, this advanced toolkit provides administrators with tools for "what if" scenario analysis, monitoring of key performance indicators based on business rules, and reporting, charting and publishing.

Full integration with the Tyler Role-Tailored Dashboard provides users with editable charts when they log into the system. Custom Web parts built on SharePoint servers access cube data, meaning users don't need to know how to do anything more than browse a Web page in order to access, analyze and report on key information. Modify measurements, change chart type, export to Excel and drill down into any data the cube offers, including a decomposition tree that provides a detailed breakdown of measurements. When you're done the Dashboard refreshes back to your main setting the next time you log into the system.

SharePoint Server Excel Services: Extends the capabilities of Microsoft Excel by allowing broad sharing of spreadsheets, improved security and the ability to re-use spreadsheet models.

Munis SharePoint Dashboard and Report Center: Create interactive dashboards that display business information by using built in Web Parts. These Web Parts include dynamic key performance indicators (KPI), Office Excel spreadsheets, Microsoft SQL Server Reporting Services.

SQL Server Analysis Server (SSAS) OLAP Cubes: Built with Munis Data Mart dimensional data, OLAP Cubes provide for quick response reporting of high level summary information with the ability to quickly drill down to the lowest detail level in areas such as General Ledger and Payroll/Human Resources modules. KPI (Key Performance Indicator) lists are also included in individual OLAP cubes which can be easily surfaced and used in Microsoft Excel.

MUNIS WORKFLOW

Munis Workflow is a comprehensive system engineered to meet the needs of the Public Sector. It extends the functionality and productivity of the Munis system by automatically notifying the end user when action is needed, rather than requiring a user manually look it up.

The Munis Workflow system includes an extensive approval engine, monitoring more than 200 processes throughout the ERP system. Approvals, Alerts, and Notifications are dynamically generated to users based on the rules created in the visual Work Flow Command Center module.

Flexible business rule creation allows for universal rules, sequential and parallel, pre-approvals and "one or all" rules. Catchall rules can also be created to ensure that some approval is generated even

when no rules apply. Workflows for key processes such as payroll processing and tax bill production are configurable based on your business rules and will prevent users from doing things “out of order”.

Routing and Approval criteria include:

- Commodity Codes
- Commodity + Amount
- Dollar Amount Ranges
- Over Budget conditions
- Any GL Segment
- GL Segment + Amount
- Verify
- Features comprehensive “and/or” logic for building complex rules

Approvals, notifications, or alerts can be sent to standard e-mail, Munis Workflow Assistant, or SharePoint dashboard “My Work” web part. This adds to productivity and improves the overall efficiency of internal processes. To see more detail for a workflow, users can simply launch the associated Munis application directly from the Workflow Assistant or SharePoint Dashboard.

Finally, Munis Workflow logs every action taken, including when items are moved through workflow as well as any changes to the workflow system itself, and holds a history that can be reviewed at any time. Administrators can also analyze workflow performance with management tools integrated into the Munis SharePoint Dashboard to assist with process reengineering.

WORKFLOW ADMINISTRATION

Workflow used with Tyler applications is different from many workflow products in the market today. With it, the work has already been done for you—ensuring our applications work hard for your users, rather than the other way around. Using our “building blocks” approach, we provide you with template business rules out-of-the-box—meaning there is absolutely no coding or programming needed to set up, use or modify workflow processes. Any authorized user can easily learn how to modify or configure a business rule—so IT staff is free to concentrate on other important tasks. In addition, due to the modular nature in which workflow in Tyler applications has been engineered, creation of rules can be centralized (managed by IT) or decentralized (managed by domain experts).

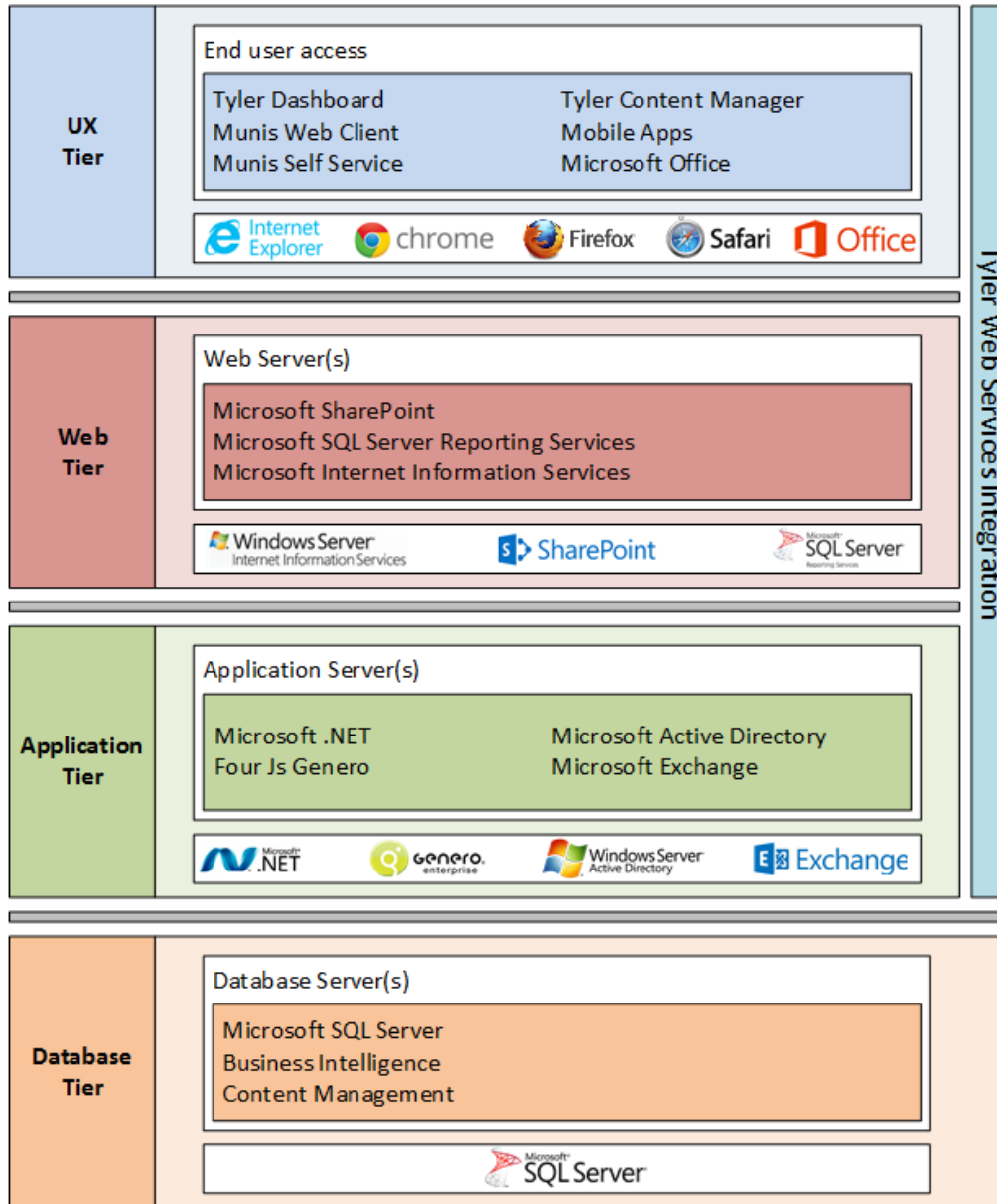
At Tyler, we recognize that our clients know their business better than anyone else. That’s why we developed our preconfigured business rules based on best business practices and direct feedback from our more than 1,100 ERP clients. All you have to do is tailor them to work the way you run your organization—by defining how each task is structured, who performs each task, in what order tasks are performed, how approvals or re-routing is handled.

SYSTEM ARCHITECTURE AND REQUIREMENTS

System Architecture Overview

Tyler applications are multi-tiered - typically consisting of a 3-tier architecture utilizing web, application, and database tiers. Tyler applications are deployed exclusively on industry leading Microsoft stack of technologies, utilizing Windows Server, SQL Server, Active Directory, Internet Information Services, SharePoint, Office, SQL Server Reporting Services, and Analysis Services. Most industry standard server deployments are supported including bare-metal or virtualized, consolidated or distributed, multiple application environments, and high-availability configurations. All Tyler applications can also be hosted in the cloud by leveraging Tyler's SaaS hosting service.

Tyler Munis Technology Framework



2. Describe the product direction for the company, including time frames.

TECHNOLOGY STRATEGIES AND ROADMAP

Tyler Technologies is committed to providing the best software and services to the public sector. Tyler separates our research and core development groups to ensure that Tyler remains focused on the needs of existing customers while also envisioning and executing on what our prospects will expect from our products and services in the future. We continually build on our customers' investment by refreshing the features and their underlying technology in a planned and non-disruptive approach executing on our Evergreen Philosophy. Coupled with Tyler's financial feasibility, Tyler is currently recognized as one of the foremost leader in public sector software today.

The following provides insight into Tyler's current Munis Enterprise Resource Planning (ERP) solutions, as well as an indication of Tyler's vision through the next several years. Whether you are a new or existing customer, this information will help you plan and get the most from your investments.

Influences

Evergreen Philosophy

As we continuously refresh our features and their underlying technology in a planned and non-disruptive approach, we provide our Munis upgrades free with an annual maintenance agreement. This insures that our clients always have the latest technology at their fingertips.

Usability

Tyler's Munis product is designed and developed by industry experts solely focused on the public sector. This includes a conscious focus and direction that ranges from usability studies and design by our in-house experts certified by Human Factors International, to User Group and client feedback.

Direction

Tyler employs technology that enables our users to benefit from consolidated services and realized better ROI. By expanding the depth and breadth of our product by providing solutions, not merely technology for the sake of it, we enable our Munis customers to remain as efficient and productive as possible. We monitor industry trends and proactively respond to the changing needs of the market, providing innovative products that bring robust functionality and technology to our Munis® end users.

Recent Advancements

SharePoint 2013

SharePoint 2013 provides comprehensive, robust search capabilities in a secure, Microsoft environment. Tyler is working to provide Munis users with the ability to automatically locate a record that is part of a search result set, and show those search results side-by-side with other data from

other Tyler applications, external applications and database, documents stored on SharePoint or in Tyler Content Manager, and the World Wide Web.

Business Intelligence (BI)

Both Microsoft and Tyler understand BI. What's more, we understand that the public sector needs sound reporting options from their ERP system, and a viable means to quickly and easily display different views of their data. Together, and through the use of the widely-familiar Microsoft Excel, Munis offers a versatile BI and reporting solution. Using Microsoft Services, users can use the available, pre-developed application-specific "cubes" to report on key Munis applications areas. These cubes then let users to easily select, slice, drill into, organize, and report on exactly the data they need, in meaningful spreadsheet, chart, and graph formats.

Mobile Applications

Munis mobile solutions provide easy access any time, and from anywhere users have Internet connection, using a smartphone or tablet. Using Microsoft® Windows 8®, some of our most recent mobile options include applications that let building inspectors enter data in real-time while on site, provide access to complete workflow approvals, and give Munis users the tools they need to perform employee management.

Software as a Service (SaaS)

The SaaS model is unique and powerful in its ability to meet a variety of end-user needs. Our Munis SaaS solution allows organizations to utilize Munis ERP software that is hosted and administered by Tyler Technologies at a remote data center—over an Internet connection via a dedicated Virtual Private Network (VPN). With SaaS users receive built-in Disaster Recovery Services including backup and storage of all system, data and image files in a secure off site location. This reduces their concerns about potential hardware failure, a failed or forgotten backup, or damaged and/or lost data due to a natural disaster.

Technology

Munis technology evolves along with our clients' needs. We continually research and test our technology delivery processing and storage methods to ensure our clients have the right tools to do their jobs quickly and efficiently. We do this by adding or enhancing hardware and software to streamline processes and provide a richer, deeper experience. Tyler will continue to provide our Munis clients with the proper tools that meet their unique needs for each solution -- looking to customer feedback to create and enhance our solutions to better fit the needs of the public sector.

HTML5

Many of Tyler's web based solutions are being designed using HTML5, enabling a consistent and versatile deployment on computers and devices alike.

Security

We continually work toward embracing the latest industry and cloud standards in order to ensure a reliable set of practices and controls are in place to protect your proprietary data.

Long Term Considerations

We've built our reputation by successfully serving thousands of clients for decades, providing industry knowledge with a professional team of experts, and committing to long-term investments that focus on our products and services. Guided by our vision to create solutions that are productive, integrated, flexible and efficient, our direction is clear: we will invest in remarkable applications, greater user experiences, and leading technology for robust, efficient management and delivery of our Munis solution. Going forward we will remain true to our mission statement of empowering people who serve the public, in order to make ongoing strategic investments.

3. Describe unique aspects of the Vendor's solution in the marketplace.

Munis is an Enterprise Resource Planning (ERP) solution designed specifically for governments and schools. Simply put, Munis enables and empowers users to become more efficient, productive and responsive to the needs of their constituents.

Munis clients get industry leading technology that is continually enhanced through a perpetual upgrade process we refer to as *evergreen*. It is a steady stream of significant yet manageable changes deployed with minimal disruption to our clients' operations — with no re-licensing fees. We add the newest technologies while maintaining the integrity of our core business logic. This incremental introduction of new technologies results in a product that always has functional innovation with the practical application of technology that is in line with client needs.

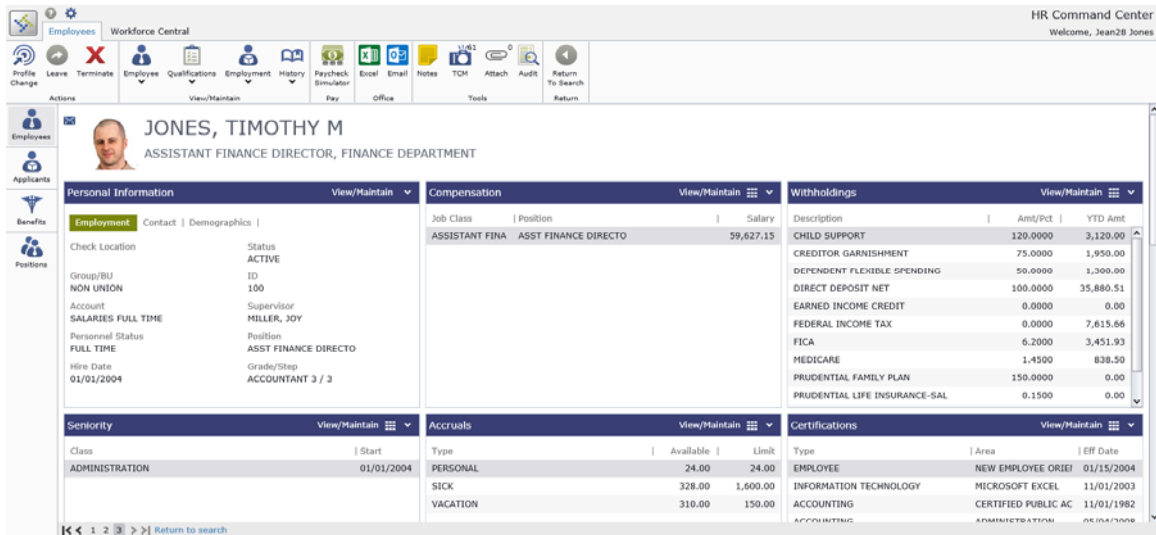
Munis may be installed through a traditional site purchase or as a cloud-based solution operating through Tyler's data centers.

SOFTWARE THAT DELIVERS CLIENT SUCCESS

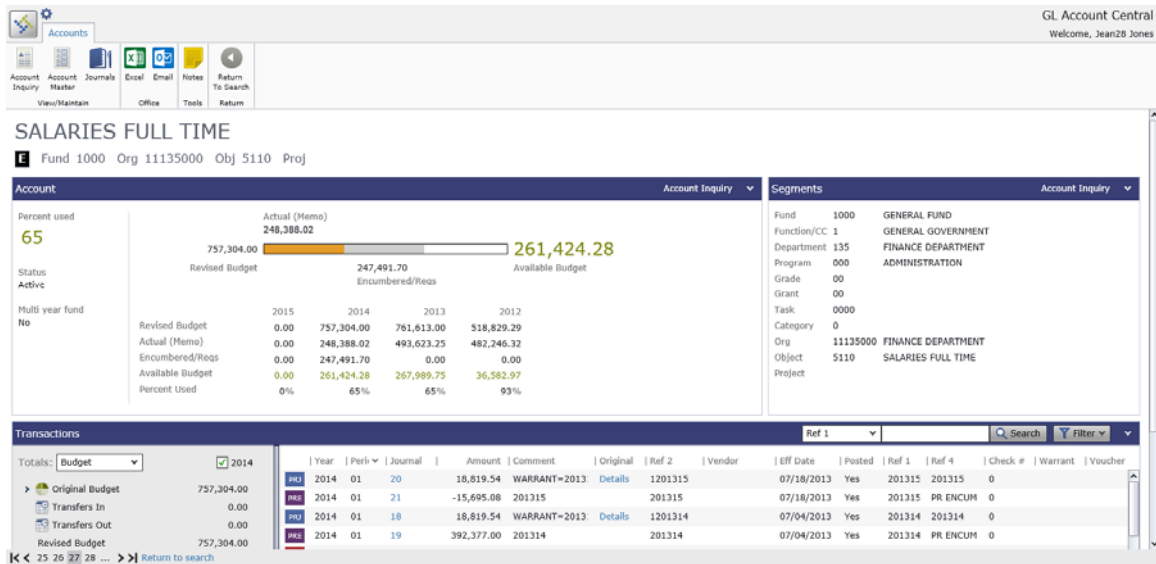
Our commitment to the total client experience means that we invest heavily in a user-centric design process. We continually maximize end-user productivity by listening to our clients and assessing what is important to their business. We involve them in usability testing conducted by analysts certified by Human Factors International to ensure that Munis works the way they do.

COMMAND CENTERS AND CENTRAL PROGRAMS

Throughout Munis you will find Command Centers and Central Screens that are tailored to specific functional areas such as purchasing or budgeting. These tools are designed to provide one-click access to relevant data from multiple applications and screens. They provide efficient access to information — everything you need is easily available from a single screen. Central Screens are for the user who needs inquiry and operational access, while Command Centers provide additional access to the user responsible for administrative actions such as code and table set up.



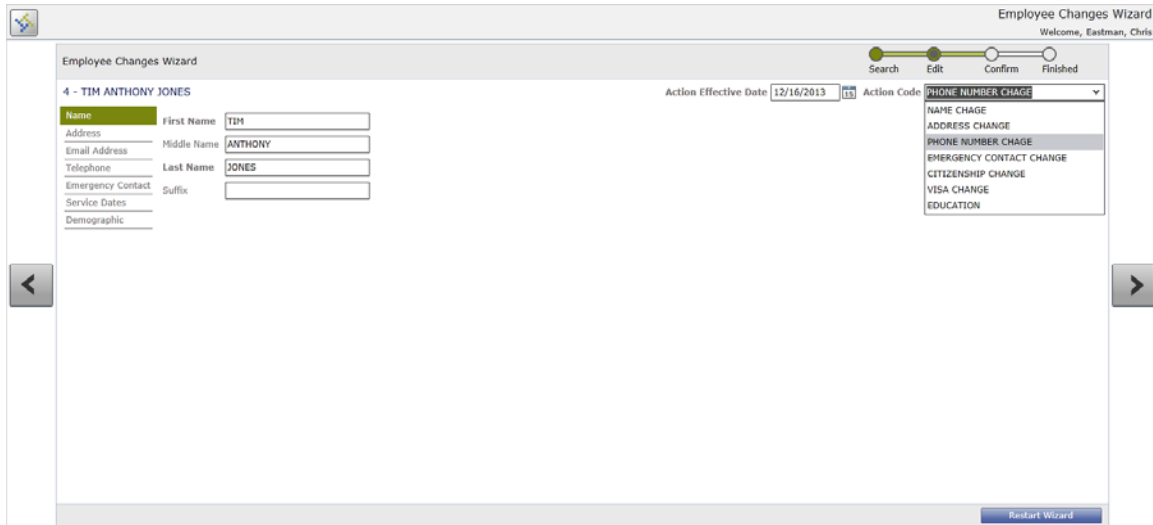
Example of a Munis HR Command Center



Example of a Munis General Ledger Account Central Program

WIZARDS

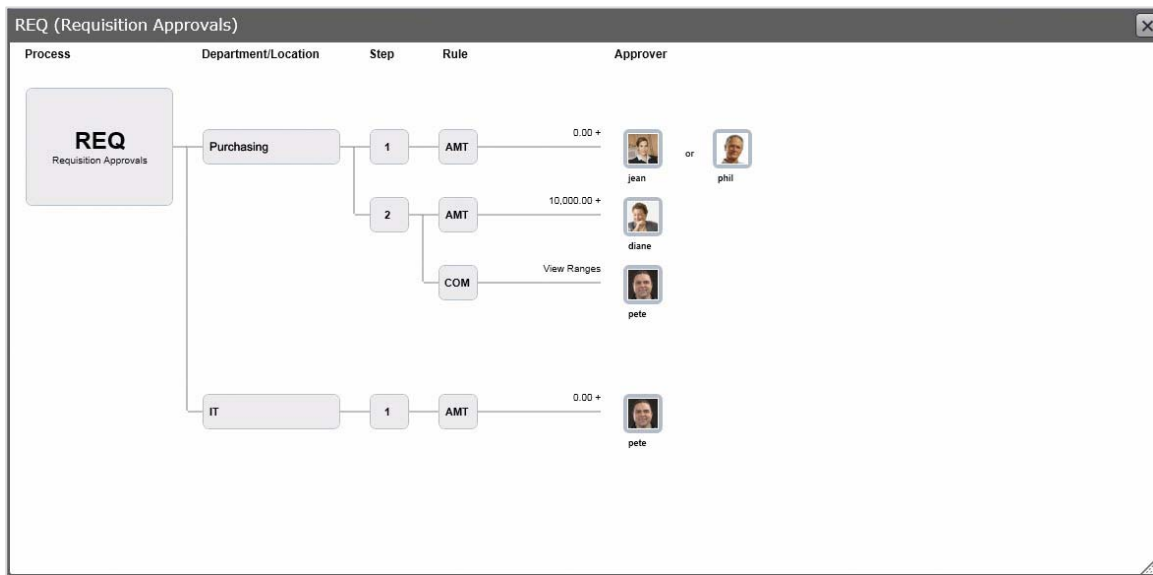
Built-in wizards—including those for employee on-boarding, budget projections, and W-2 creation—make infrequently performed tasks a breeze. Easy-to follow directions walk users through each step, from verifying information to final submission, and a progress bar at the top of the screen shows where you are in the process. What’s more, integrated, context-sensitive online Help for everything from local screen assistance to important definitions and government links is available on every screen.



Example of a Munis Employee Change Wizard

WORKFLOW

Munis Workflow helps you automate the flow of approvals, notifications and tasks throughout your organization, ensuring the right tasks are carried out by the right people at the right time. You may tailor business rule templates to work the way your organization does, and set up dynamic alerts to notify appropriate staff when a deadline is approaching or a process has run.



Example of a Requisition Approval chain in Munis Workflow

INTEGRATION WITH MICROSOFT

You use Microsoft products every day--from Word to Excel to Outlook®--so we designed Munis to easily integrate with these familiar programs. In fact, Munis was one of the first ERP applications to provide “single-click” integration with Microsoft Office.

Calendars in Munis don't just work like Microsoft Outlook—they are Microsoft Outlook. Full integration with Microsoft Exchange means calendar appointments and meetings, vacation requests, and workflow are fully synced with users' daily schedules. Users can email records and reports using their Outlook email right from the Munis ribbon.

Munis integrates fully with Microsoft Lync to enable easy communication with other application users. Need to know if an employee is available? Lync's advanced “presence” functionality indicates an employee status, such as *available*, *busy* or *out of office*. Users can initiate an email, IM, or phone or video chat directly from the Munis screen, saving time.

CONTENT MANAGEMENT

Tyler Content Manager includes all the critical components of an enterprise content management suite — back file scanning, indexing and redaction, optical character recognition, web interface, micrographics conversion, disaster recovery, and highly secure off-site document storage. It also works with third-party applications, using Batch Print Capture to print multiple documents directly into Tyler Content Manager.

Additionally, the Application Connector provides seamless integration between applications and Tyler Content Manager. You'll improve accuracy and have quick access to related documents without leaving an application — saving valuable time navigating throughout multiple applications to find vital, related files.

More than “document management”, Tyler Content Manager supports multiple file types ranging across multiple departments in distributed locations. Electronic files include scanned images (TIFF, PDF, etc.), photos (JPEG), office documents (Microsoft® Word, Excel®, PowerPoint®, etc.), drawings (DWF, DWG, etc.), or any other file you want to store and manage.

MUNIS ANALYTICS AND REPORTING

Public sector entities need multiple ways to get information out of their ERP software. That's why Munis provides more than just traditional paper-based reports for accessing and using critical information. It is designed to provide you with the information you need in the format you want— instantly.

Based on Microsoft SharePoint, the Tyler Role-Tailored Dashboard provides an easy-to-use, simplified way of finding, accessing and sharing information by aggregating the data you deem important into one or more customizable views. Web parts display information from different parts of Munis and other Web-based tools. Each user can personalize his or her dashboard views, tailoring it to the information that's critical for their role.

Munis also offers full bi-directional integration between your Munis database and Microsoft Excel, providing a user-friendly, multi-dimensional view of your data across many platforms allowing you to analyze and report on trends, track key performance indicators, create charts and graphs, generate reports and more. Embedded hyperlinks point to the originating record stored in Munis for fast access to detailed information.

For paper reports, users may choose from our library of report templates or use Tyler Reporting Services for more customized reporting using powerful wizards and built-in tools such as Microsoft Business Intelligence Development Studio and Visual Studio.

BUSINESS INTELLIGENCE

The right business intelligence solution is crucial for effective data analysis and strategic decision-making. That's why we created the Munis Business Intelligence Toolkit specifically for our clients' needs, leveraging the decades of experience we have serving only the public sector. With Microsoft SharePoint, SQL Server Analysis Services and OLAP cubes provided with the Munis system, this advanced toolkit provides administrators with tools for "what if" scenario analysis, monitoring of key performance indicators based on business rules, and reporting, charting and publishing.

MUNIS TYLERFORMS

Tylerforms provides flexible form delivery across your organization with output options such as print, fax, e-mail and archive. Utilize its template form designs to create and print purchase orders, invoices, checks, work orders, tax documents and much more. The advanced processor eliminates the need for preprinted forms, and incorporates bar codes, OCR and postal fonts, logos and other date driven elements using standard blank paper. Eliminate form printing costs and deliver documents that meet your organization's branding, service and regulatory requirements. TylerForms also:

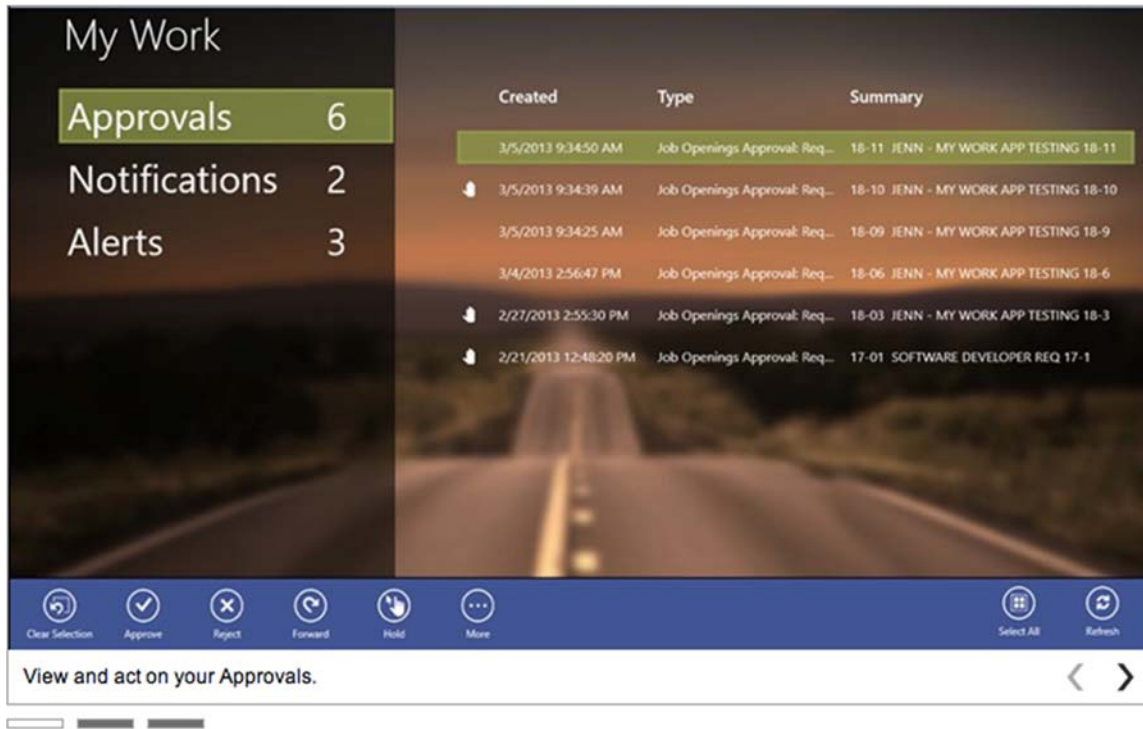
- Supports electronic delivery of payroll, invoices and purchase orders
- Provides seamless integration with Tyler Content Manager for an end-to-end paperless solution
- Reduces print material inventory, saving money and supporting green practices
- Streamlines document creation, control and storage

MOBILE APPLICATIONS

Tablets and smart phones are quickly replacing desktops and laptops as the devices of choice to access information and conduct business. Munis runs on tablets and smartphones – actually recognizing the device and displaying a user interface designed for touch.

Apps designed for tablets and smartphones include functions that require use of the device's camera, GPS or voice recognition functionality. They may also be designed for employees who require limited access to functions or for parent and student use. Our current apps include **Munis My Work** for workflow, **Munis Field Inspector** for permitting and licensing, **Tyler eTimekeeper** for remote time and attendance entry, and **Munis Citizen Self Service** and **Munis Employee Self Service** for 24/7 access to

information and password protected data. Tyler continues to develop new apps to meet evolving needs.



Example of Munis My Work Mobile App for Windows 8®

GIS MAP INTEGRATION

Munis Maplink seamlessly integrates your transactional and spatial data by integrating Munis with the Esri-ArcGIS- Server. Users can view assets and properties on a map, spatially analyze data, perform spatial functions such as buffer searches and even assist with worker or inspector routing by placing locations on a map.

4. Describe components of the solution that are industry standards versus being proprietary to the Vendor.

Tyler applications are developed to run exclusively on Microsoft Windows Server operating systems utilizing Microsoft SQL Server.

All top tier hardware manufacturers are supported such as Dell, HP, and IBM in a number of server deployment types including high availability configurations, virtualized environments and separate testing environments.

5. What built in features does your system have to facilitate financial audits?

Tyler applications include comprehensive auditing integrated directly within the application. This assists clients in supporting internal control requirements and includes system and program level auditing. Process auditing allows an administrator to see who ran what, when, where, and for how

long. Change audits allow the viewing of who changed what, where, when, and both the old and new values. Select applications also include query audits that can be optionally enabled to log who looked at what and when.

6. For third party products proposed that are integrated with the Vendor’s solution provide the following for each product:
- a. Reason that this product is a third-party product versus being part of the software Vendor’s solution,
 - b. Extent to which this third-party product is integrated with the Vendor’s solution.

In order to fully meet the functionality requirements specified, Tyler Technologies has partnered with Sympro Software. For almost a decade, Tyler and SymPro have partnered on multiple joint opportunities and share a close business relationship, with an extensive list of satisfied customers. SymPro is the recognized industry leader in Investment and Debt Management software functionality.

Our products have been interfaced so that once the data is updated in SymPro the applicable accounting entries are created in Munis. When the need has arisen to provide Munis customers with an integrated governmental investment management solution that will comprehensively manage investment, debt, and cash portfolios with increased accuracy and efficiency Tyler recommends SymPro.

Tyler’s decision to partner with SymPro was based on the simple fact that SymPro offers a superior product that will meet or exceed the city’s expectations.

3.2 MUNIS FINANCIAL OVERVIEW

Munis Fund Accounting and Budgeting applications are the core of our Munis ERP solution, designed to streamline the management of critical financial processes organization-wide. A Web-based multi-fund accounting system, Munis provides the tools to easily comply with regulatory requirements and highly structured accounting and budgeting processes, while integrating fully with the human capital management, procurement, revenue, and citizen services processes and software. Finance employees have access to detailed fund and budget information in a seamless, real-time and intuitive manner, and state and local governments increase transparency.

BENEFITS OF MUNIS FUND ACCOUNTING AND BUDGETING

State & Local Government & Schools

- Reduces overall financial costs through a strategic

Finance Administrators

- Increases organization-wide visibility into budget

Finance Employees

- Reduces redundant data entry & creates a “single version

Citizens

- Improves understanding of state & local government

management of resources

- Increases organization flexibility to address business & legislative changes
- Ensures accountability, transparency, & compliance with local, state, & federal requirements
- Enables collaboration across organization boundaries

compliance & financial status

- Provides real-time insight into business processes for strategic decision making
- Reduces planning and budgeting cycle times
- Optimizes cash flow through performance measurement, analysis & forecasting

of the truth”

- Improves productivity, efficiency & responsiveness to citizens
- Decreases process time & enhances workflow for day-to-day tasks

mission and goals

- Increases satisfaction in state & local government programs & services
- Provides transparency into state & local government operations & processes

3.2.1 MUNIS GENERAL LEDGER

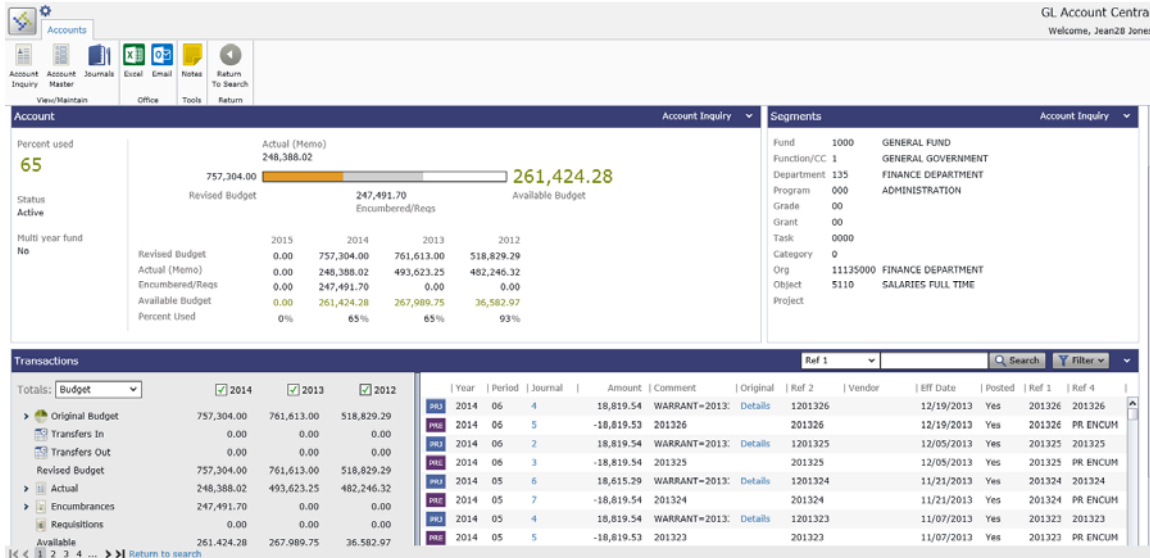
Munis General Ledger is a true multi-fund budgeting and accounting module designed to meet all GAAFR and GAAP standards. Munis General Ledger maintains account balances for both Balance Sheet and Subsidiary Ledgers, and offers a flexible chart of account structure (45 alpha numeric code with 10 segments available) to fit your specific reporting needs. Role-based permissions and workflow can be configured by chart of account segments and accounts allowing processes to be decentralized to improve productivity without sacrificing security. It offers a comprehensive journal processing system that automates journal reversal, retrieves unlimited years of journal history, and adds as much descriptive text to each journal entry as needed.

The true beauty of the module is its tight integration with all other modules Munis has to offer. It provides quick, online access to account information, including the ability to “drill down and around” to transaction detail such as purchase orders, invoices, payroll data, and cash receipts. Quick data access and efficient reporting improves responsiveness and decision making. If corrections are necessary, accountants can easily go to the source (i.e. Payroll check, AP invoice, Purchase order) to enter what the account or amount should have been and the system will correct the journal entry for them without additional manual journal entries. If third party systems are used the system is very flexible and allows user to build their own formats for import or export of journals.

Reporting is a critical piece in the area of General Ledger. Munis GL includes these reporting features and tools:

- Dozens of ready-to-use reports which allow the user to sort and summarize by their chart of account segments with hyperlinks which allow the user to drill down to the data
- Customizable report templates with user definable columns and saved find and sort options

- A built-in Scheduler tool which automates the processing and distribution of standard reports
Users can schedule reports to be generated as they wish on a daily, weekly, or monthly basis
- Flexible reporting for multi-year funds and grants, as well as staggered fiscal years
- Excel data cubes allow the average user (with not a lot of IT experience) to start in Excel and create ad-hoc reports to retrieve and analyze any segment level across multiple years
- Optional customizable report generation through Tyler Reporting Services where IT or a MUNIS TRS representative builds the report to the exact specifications required by the end user



Example of GL Account Central

3.2.2 TYLER CAFR STATEMENT BUILDER

The CAFR Statement Builder simplifies development of the financial statements presented in the Comprehensive Annual Financial Report (CAFR). This easy-to-use tool allows you to upload your financial data, prepare adjusting entries, equity classifications, and generate statements and schedules. The Governmental Accounting Standards Board (GASB) defines the reporting model which is embedded in the CAFR Statement Builder. When GASB requirements change, the CAFR Statement Builder is updated, so you can rest assured that your statements will be in compliance. The CAFR Statement Builder increases efficiency, minimizes errors, and simplifies reporting. Highlights include:

- Intuitive user-interface to get you quickly into building your statements
- Customized account coding, templates and reconciliation notes carry forward year after year
- Statement drill downs provide a complete audit trail
- Microsoft Excel reporting engine increases flexibility
- Optional cloud-based data hosting service available to reduce hardware investments and IT maintenance burden

3.2.3 MUNIS FIXED ASSETS

Munis Fixed Assets manages record-keeping of all fixed assets such as land, buildings, machinery and equipment, construction in progress, and infrastructure. Asset information can automatically flow from purchasing. Simplify record maintenance and reporting by tying an unlimited number of individual assets to master assets, and track items transferred, missing, not in use, or due for maintenance or replacement. Also calculates depreciation by selective methods such as straight line, composite rate, 6 month convention and reports on the depreciation schedule. For a complete 360-degree process, Munis Fixed Assets provides a complete set of financial statements that fully reflects your organization’s investments. Integration with other Munis programs provides additional benefits:

- Direct posting of Fixed Assets to the General Ledger facilitates data export to the Tyler CAFR Statement Builder to create GASB reports
- With Payroll integration, Munis Fixed Assets not only records true capitalized assets but also property signed out to individual employees
- With Purchasing, data flows seamlessly from Purchase Orders into Fixed Assets
- Direct integration to and from the Work Order system allows you to see maintenance history on a fixed asset
- Records true capitalized assets and who has what fixed asset via integration with Munis Payroll

The screenshot displays the 'Fixed Assets Central' interface for a specific asset, '2012 MUSTANG' (Asset Number 41). The interface is divided into several sections:

- Fixed Asset Summary:** Shows the current book value as \$15,732.17. It includes fields for Status (ACTIVE), Class (VEHICLE), Tag number (41), Location (GARAGE), and Serial/Parcel.
- Asset Details:**
 - Sub-class: GOVERNMENT VEHICLES
 - Department: INFORMATION TECHNOLOGY
 - Fiscal year: 2012
 - Date acquired: 08/30/2011
 - Master asset: GOVERNMENTAL
 - Accounting type: GOVERNMENTAL
 - Custodian: IT MANAGER
 - Estimated useful life: 3
 - Capitalized: Yes
 - Acquisition cost: \$43,566.00
- Transactions:** A table showing asset activation and depreciation processing.

Ent Date	Type	Comment	Amount
08/30/2011	ENTRY	Asset activation	43,566.00
07/06/2012	DEPR	Depreciation Processing	13,311.83
07/03/2013	DEPR	Depreciation Processing	14,522.00
- ACCOUNTS:** A table listing the asset's accounting entries.

Type	Org	Obj	Proj	Description	Amount	Percent
ASSET	GFA	1800		FIXED ASSETS	0.00	100.00
CONTRA	GFA	3590		CONTRA	0.00	100.00
DEPRECIATION EXPENSE	GFA	5700		DEPRECIATION EXPEN	0.00	100.00
ACCUMULATED DEPRECIATION	GFA	3955		ACCUMULATED DEPRE	0.00	100.00
- Values:** A table showing the asset's valuation and depreciation details.

Values	Depreciation
Last appraisal: \$43,566.00	Depreciated asset: Yes
Start of year: \$43,566.00	Depreciation method: YEARLY STR-LINE
	First year/period: 2012 / 2
	Periods taken: 23

Fixed Assets Central: Summarizes all key data for each asset.

3.2.4 MUNIS BUDGETING

The Munis Budgeting module manages existing budgets and offers users an efficient tool to develop and forecast budgets for future year(s). Managing existing budget with real-time lookup is made easy in MUNIS. If a user enters a requisition, purchase order, or AP invoice the system displays the available budget for that account, group of accounts or department total based on user setup. Workflow rules can be configured to handle over-budget requests. Budget transfer and amendment requests can be easily decentralized due to the fact that instead of selecting “debit” or “credit” the user is choosing “decrease” or “increase”.

For Budget Development, budget directors can generate, compare and analyze an unlimited number of projections or “what if” scenarios. For ease of use, budget amount requests and changes can be entered using a familiar tool, Excel. Simply click an icon on the Excel ribbon to download the accounts to be budgeted, crunch the numbers, and then with a single click upload the new numbers into MUNIS Budgeting. Salary and Benefit planning can be done through direct integration with the MUNIS Payroll/HR module reducing the need for complex Excel spreadsheets to be created outside of the system. The integration provides accurate forecasting for all employee-related costs including step raises, vacancies, and benefits. Direct integration into the MUNIS Fixed Assets can auto-create records for assets due to be replaced.

Budgeting for projects can be done in Project Accounting module and pushed to the GL budget via another direct integration. Specifics benefits include:

- Budget amounts can be entered at the account or detail level which roll up to the account level and details can be moved forward from year to year
- Workflow allows projections to be shared between departments, reviewed and then merged into a single final budget
- Ability to project budgets up to 10 years in the future using user-defined inflation rates
- Unlimited text per line or detail can be entered for justification and printed on reports
- Budget process has five levels so original department “wish list” amounts can be compared to final approved numbers
- Biannual budgets can be implemented

Account	Org	Obj	Pri	Type	Fund	Function/CC	Department	Grant	Acct Descr	Original	Revised	Actual	Encumbered	Projected	DEPARTMENT Level
1 1000-1-195-000-00-00000-0-5111-	11135000	5111	E	1000	1	195	00	00	SALARIES PART TIME	54925	54925	21159.02	20962.5	54925	
2 1000-1-195-000-00-00000-0-5120-	11135000	5120	E	1000	1	195	00	00	OVERTIME	1000	1000	264.52	0	1000	
3 1000-1-195-000-00-00000-0-5121-	11135000	5121	E	1000	1	195	00	00	OVERTIME TEMPORARY EMPLOYEES	500	500	0	0	500	
4 1000-1-195-000-00-00000-0-5130-	11135000	5130	E	1000	1	195	00	00	LONGEVITY	3400	3400	0	0	3400	
5 1000-1-195-000-00-00000-0-5141-	11135000	5141	E	1000	1	195	00	00	COURT PAY	500	500	0	0	500	
6 1000-1-195-000-00-00000-0-5170-	11135000	5170	E	1000	1	195	00	00	HOLIDAY PAY	500	500	0	0	500	
7 1000-1-195-000-00-00000-0-5180-	11135000	5180	E	1000	1	195	00	00	VACATION PAY	3000	3000	284.52	0	3000	
8 1000-1-195-000-00-00000-0-5190-	11135000	5190	E	1000	1	195	00	00	SICK PAY	2000	2000	100.06	0	2000	
9 1000-1-195-000-00-00000-0-5209-	11135000	5209	E	1000	1	195	00	00	TRAVEL	12663	15163	0	0	12663	
10 1000-1-195-000-00-00000-0-5211-	11135000	5211	E	1000	1	195	00	00	ELECTRIC	7914.38	7914.38	0	0	7914.38	
11 1000-1-195-000-00-00000-0-5215-	11135000	5215	E	1000	1	195	00	00	TELEPHONE	10552.5	10552.5	9348	0	10552.5	
12 1000-1-195-000-00-00000-0-5218-	11135000	5218	E	1000	1	195	00	00	PROFESSIONAL DEVELOPMENT	26381.25	26381.25	0	0	26381.25	
13 1000-1-195-000-00-00000-0-5227-	11135000	5227	E	1000	1	195	00	00	CONTRACTUAL SERVICES	369337.5	369337.5	300	25000	369337.5	
14 1000-1-195-000-00-00000-0-5270-	11135000	5270	E	1000	1	195	00	00	SOFTWARE SERVICES	268812.5	268812.5	0	0	268812.5	
15 1000-1-195-000-00-00000-0-5290-	11135000	5290	E	1000	1	195	00	00	MISCELLANEOUS EXPENSES	52762.5	52762.5	0	0	52762.5	
16 1000-1-195-000-00-00000-0-5400-	11135000	5400	E	1000	1	195	00	00	OFFICE SUPPLIES	52762.5	50292.5	1019.65	1320	52792.5	
17 1000-1-195-000-00-00000-0-5415-	11135000	5415	E	1000	1	195	00	00	CLOTHING	5276.25	5276.25	0	0	5276.25	
18 1000-1-195-000-00-00000-0-5704-	11135000	5704	E	1000	1	195	00	00	INSURANCES	78135	78135	26792.26	0	78135	
19 1000-1-195-000-00-00000-0-5780-	11135000	5780	E	1000	1	195	00	00	RETIREMENT	6755	6755	3357.08	0	6755	
20 1000-1-195-000-00-00000-0-5800-	11135000	5800	E	1000	1	195	00	00	CAPITAL OUTLAY	959337.5	959337.5	0	0	959337.5	
21 1000-1-195-000-00-00000-0-5830-	11135000	5830	E	1000	1	195	00	00	MACHINERY AND EQUIPMENT	580387.5	580387.5	0	0	580387.5	
22 1000-1-195-000-00-00000-0-5850-	11135000	5850	E	1000	1	195	00	00	MOTOR VEHICLE	791437.5	825937.5	0	34500	825937.5	
23 1000-1-195-000-00-00000-0-5403-	11135000	5403	E	1000	1	195	00	00	POSTAGE AND COURIER	5276.25	5276.25	0	200	5276.25	
24 1000-1-195-000-00-00000-0-5405-	11135000	5405	E	1000	1	195	00	00	PERIODICALS	21105	21105	0	0	21105	
25 1000-1-195-000-00-00000-0-5111-	11135000	5111	E	1000	1	195	00	00	SALARIES PART TIME	2500	2500	0	0	2500	
26 1000-1-195-000-00-00000-0-5120-	11135000	5120	E	1000	1	195	00	00	OVERTIME	2500	2500	0	0	2500	
27 1000-1-195-000-00-00000-0-5121-	11135000	5121	E	1000	1	195	00	00	OVERTIME TEMPORARY EMPLOYEES	2500	2500	0	0	2500	
28 1000-1-195-000-00-00000-0-5130-	11135000	5130	E	1000	1	195	00	00	LONGEVITY	1900	1900	0	0	1900	
29 1000-1-195-000-00-00000-0-5141-	11135000	5141	E	1000	1	195	00	00	COURT PAY	2500	2500	0	0	2500	
30 1000-1-195-000-00-00000-0-5170-	11135000	5170	E	1000	1	195	00	00	HOLIDAY PAY	2500	2500	0	0	2500	
31 1000-1-195-000-00-00000-0-5180-	11135000	5180	E	1000	1	195	00	00	VACATION PAY	2500	2500	1261.52	0	2500	

Munis: Budget Preparation using Excel

3.2.5 MUNIS PERFORMANCE BASED BUDGETING

Munis Performance Based Budgeting allows one to manage results, accountability, key performance indicators and alignment with citizen-driven goals. It supports strategic and comprehensive planning, establishing program objectives, measuring results against those objectives, matching resources to action plans such as Budgeting and reporting results. Full integration with Munis General Ledger balances and Payroll hourly rates updates the costs and time spent on specific activities. It provides the means for linking dollars to results and improves public visibility into operations, demonstrating the value of improving overall efficiency. Other benefits include:

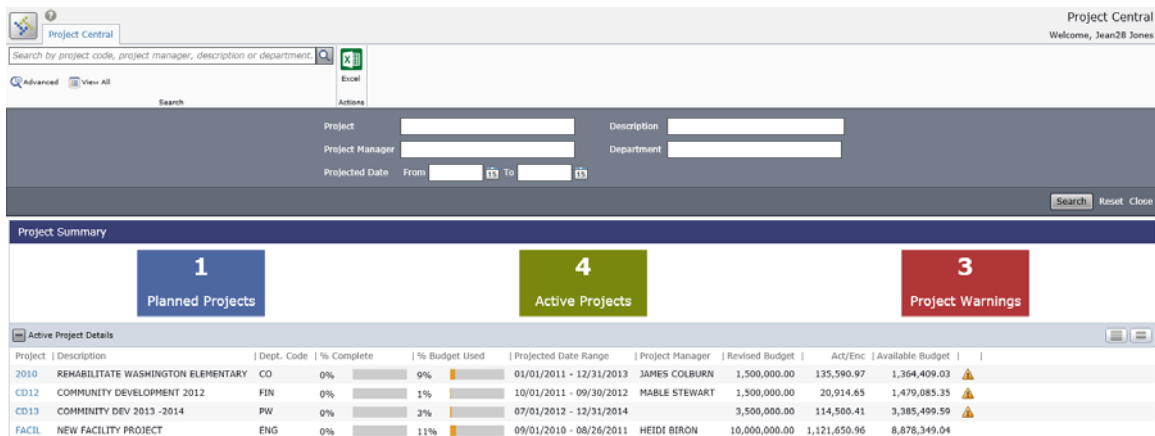
- Ability to measure project success by comparing project costs with output
- Option to view statistical data by month or year to measure incremental progress, budget status, and efficiency
- Allows direct import of third party statistical data
- Integration with Project Ledger accesses Project Balances

3.2.6 MUNIS PROJECT AND GRANT ACCOUNTING

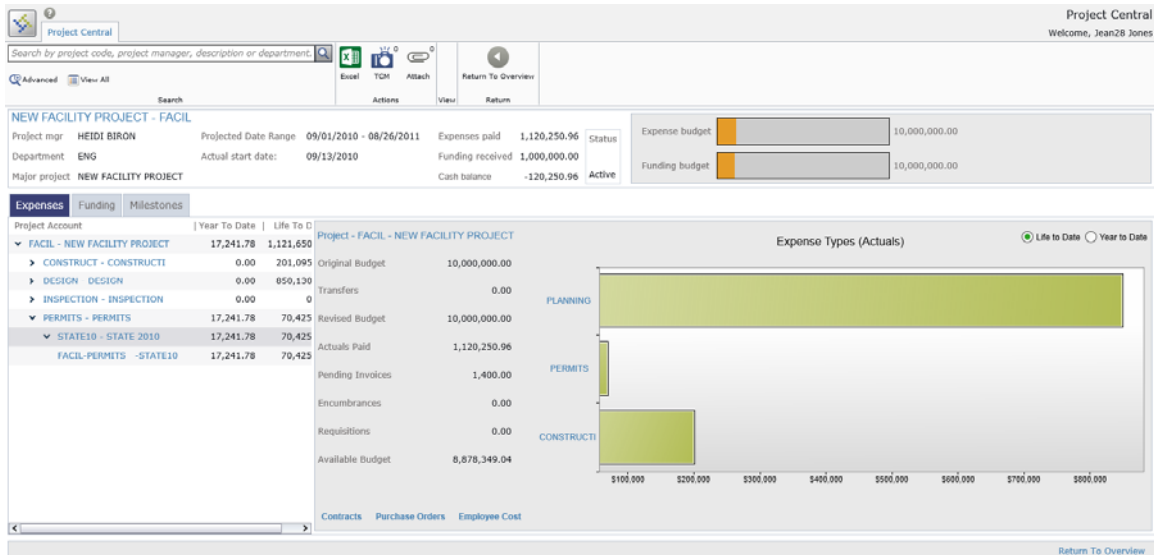
Munis Project and Grant Accounting tracks multi-year budgets, expenditures and revenues for user-defined projects such as capital improvements and special programs. It provides the option to manage projects as part of the General Ledger or in a separate project ledger with additional segments to track the project phase, tasks and subtasks. Grants can be tracked from application through conversion to a project. With full integration any detailed Purchasing, Payables, Payroll or

Cash Receipts transactions can be posted to projects as well as to General Ledger accounts. Project and Grant Accounting also provides:

- Control of revenue allocation by defining the rules and priorities of sources that will fund each project
- Real-time tracking of funding received for grants
- Project cubes for a multi-dimensional look at data sets
- Milestone tracking with familiar Gantt Charts
- Automatic creation of a project from a grant
- Workflow to streamline approvals and notifications, monitor efficiency and provide audit history
- Grant Manager tool to show available budget, funding received, yearly, quarterly, and monthly expenditures, along with drill down capabilities to individual transactions



Project Central: Dashboard divides projects according to phase.



Project Central: Key data is summarized on the project dashboard.

3.2.7 MUNIS CASH MANAGEMENT

Munis Cash Management automates all treasurer office functions from bank reconciliation to interest allocation and cash flow utilization. Other benefits include:

- Automatic processing of AP and PR checks via a file from the bank as they clear simplifies reconciliation of cash accounts (book balance) with corresponding bank accounts (bank balance)
- Allocates interest to cash accounts based on average daily balance by month or quarter
- Provides easy access to cash flow and project cash flow fluctuations
- Projected cash flow records can be used for actual vs. budget analysis
- Use forecast feature to anticipate cash flow for any date range
- Standard reports include: Cash Fund Position, Daily Treasurer's Total, Cash Flow (Summary and Detail), Investment, and Debt Service

3.2.8 MUNIS STUDENT ACTIVITY

The MUNIS Student Activity Module is used to track checking account balances for student activity groups, such as school clubs, sports boosters and a graduating class. Student Activity will receive money in the form of a cash receipt and pay for expenses in the form of a check. The primary purpose of the Student Activity Module is to provide an audit trail of receipts and expenses as well as ensure any particular activity isn't exceeding its portion of the school's student activity checkbook. The Student Activity Module is a cash-based system used to track and balance a school's student activity checkbook. Other benefits include:

- Ability to create purchase orders directly

- Integration with the vendor file for one consolidated 1099

3.2.9 MUNIS WORK ORDER, FLEET AND FACILITIES

Munis Work Orders, Fleet and Facilities is an enterprise-wide system designed to address the needs of public works departments, school districts and facilities maintenance departments, garage and fleet management services, utility districts and other service departments. This module is unique in its depth of integration with Munis General Ledger, Purchasing, Accounts Payable, Fixed Assets, Inventory, Payroll and Revenue modules and is designed to improve efficiency and streamline service issues across the organization. It also effectively tracks Management Information Systems (MIS) maintenance for existing technology assets or equipment, captures internal service costs and issues invoices, and logs citizen service requests and much more. This module provides a broad range of efficiencies:

- Service calls convert automatically to Work Orders
- Assignment/Scheduling function helps with estimating costs, materials, labor and scheduling
- Equipment and facilities populate as Fixed Assets
- Eliminates duplicate data entry of labor time, inventory usage, journal entries and billing—saving time, and reducing errors
- Automates fleet and facilities maintenance and chargebacks to requesting departments
- Preventative Maintenance feature schedules and automatically generates work orders
- Integration with Tyler Citizen Self Service allows citizens to report and log issues, such as potholes, that automatically become work orders

The screenshot displays the 'Work Order Central' interface for 'Work Order 103'. The total cost is \$284.10. The service request is for a 'FORD DUMP TRUCK' at 'OIL CHANGE' status. The interface is divided into several sections: Labor, Inventory, Supplies, and Components.

Labor			
Employee	Quantity	Amount	Date
JANSEN, KEITH	3.00	71.82	09/12/2006
GREY, EDWARD	2.00	38.08	09/12/2006
GREY, EDWARD	2.00	38.08	09/14/2006
GREY, EDWARD	3.00	57.12	09/25/2006

Inventory		Supplies	
Item	Quantity	Item	Quantity
OIL FILTERS	1.00	OIL FILTER	1.00
OIL	5.00		

Components	
Component	Data
ENGINE SIZE	350
CYLINDERS	8
TIRE SIZE	235-16-R65

Critical information systems like ERP, Student Information Systems, and Transportation solutions generate millions of transactions every year. Due to the volume of data, it's hard for anyone to get their arms around that much information. Many districts use staff with great Excel skills to build and

message spreadsheet models to crunch data for administration to analyze. That process may take 1-3 weeks to do it, just once. Others districts may run reports once a week for administration to analyze. Neither process gets data quickly into the hands of administration or provides them with analysis.

Tyler Pulse automates the acquisition of your data from ERP, SIS, and other systems that hold key data elements, and then re-aggregates it “nightly” within the Pulse Engine and Tyler’s Education Expertise against hundreds of analytical models – AND without intervention from your IT resource. Each morning Administrators, Curriculum Directors, Principal and Teachers are presented with highly processed information that identifies problem hot spots in attendance, discipline, student achievement, teacher performance, etc. Tyler Pulse gives quick access to the underlying detailed information. Tyler Pulse is not delivered as a blank canvas, but comes with hundreds of school specific models that make it 80-90% ready to be used “out of the box”, following training.

3.2.10 MUNIS PURCHASING

Munis Purchasing includes Requisitions and Purchase Orders to automate and decentralize the procurement processes across your organization. Departments can enter their own requests, and site-specific business rules route the request for approval. Real-time General Ledger budget checks ensure availability of funds. Munis Procurement enables a direct conversion of an approved requisition to a purchase order. Through the use of Tyler Content Manager, the purchase order can be automatically imaged and archived, allowing for optional e-mail delivery. And the PO image can be accessed by the vendor at any time through the e-Procurement module. The Purchasing process ensures employee compliance with business rules and eliminates purchasing fraud and abuse. Other benefits include:

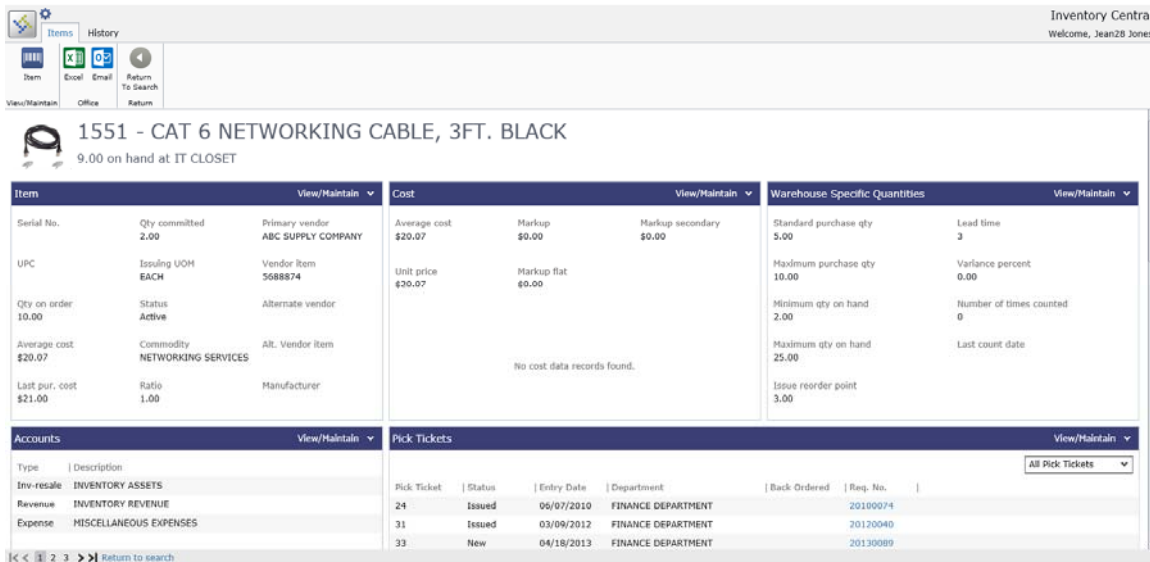
- Customizable Requisition Screens provide only essential information, enabling other non-finance staff to enter requisitions with ease
- Requisitions can be created directly from a vendor’s online shopping cart using the e-Procurement solution
- Workflow rules -- based on dollar amount, commodity code and/or chart of account segments --route requisitions for approval and then to a buyer to be sourced
- Preset procurement rules are referenced to determine whether phone quotes or formal bids required—the latter can be auto-created from the requisition
- Supports blanket purchase orders
- Once awarded, the requisition is updated with the chosen vendor information, converted to a purchase order, printed and sent to a vendor via mail, fax or email; an image of the purchase order is auto-archived to Tyler Content Manager
- Changes can be submitted via a PO change order, and then routed through Workflow for approvals
- Updates to general ledger are automatically performed with no interaction from end users

- Interface with e-Procurement, P-Cards and Tyler Content Management offers significant savings by streamlining approval process, reducing paperwork, storage and costs
- Purchasing is integrated with Munis Inventory, Work Orders, Payroll, Fixed Assets, General Ledger, e-Procurements, Contract Management and Budgeting

3.2.11 MUNIS INVENTORY

Munis Inventory tracks inventory such as office supplies and public works equipment across an organization and in multiple locations, eliminating unnecessary purchases and wasteful spending. When used with Munis Purchasing one can choose the item cost method, select by average (over all lots received), or FIFO (first in, first out) or buy items in bulk and issue them to departmental users as needed. Munis Inventory automates all inventory accounting including on-hand balances, month-to-date (MTD) and year-to-date (YTD) values. Other benefits include:

- Auto notifications indicate when inventory levels are low in multiple locations, and prompts reordering
- Schedules pick tickets and routes to maximize delivery efficiency
- Integrates with hand-held devices (BMI) to conveniently scan products and track inventory movement (Hand-held devices, purchased separately)
- Integrates with Work Orders, Purchasing and Human Resources (to track asset assignment by employee)
- Users can request inventory items through decentralized requisition process



3.2.12 MUNIS BID MANAGEMENT

Munis Bid Management provides structure and framework to effectively manage the bid process and to analyze and compare vendor responses to bids. Create an unlimited number of bids for items

routinely purchased and route to specific departments or individuals for review. Track an unlimited number of vendor responses and response deadlines. Vendors can mail their bids to the requested site or enter their bid information using Munis e-Procurement which facilitates sealed bid processing. From the responses, Munis determines the best vendor based on each site's unique criteria. Once a bid is awarded it is converted to a purchase order or can be turned into a vendor contract. Munis Bid Management also allows you to:

- Track an unlimited number of addenda to bids
- Fully supports NIGP and custom commodity code formats
- Decentralize requests, allowing departments to enter requested quantities
- Supports addenda tracking and vendor notifications
- Post questions to vendors and score the responses to assess a weighted vendor ranking
- Easily generate reports by departments, vendor response and ranking, budget versus award amounts, and more

Request for Bids

Status: Open [Return to Search Results](#)

[Bid on this Request](#)

Bid Information

Bid Number	910
Description	AMUSEMENT, DECORATIONS, ENTERTAINMENT, TOYS, ETC.
Date Issued	12/31/2007 12:00 PM
Type	Requestion
Additional Description	
Federal ID	

Important Dates

Meeting Date for Vendors	
Bids Due By	
Bid Opening	
Expected Award Date	

Bid Addendas

Addenda Number	Reason	Description	Creation Date	Attachments
There are no addendas to display for this bid				

Commodities for Bid: 1

Commodity Code	Description	Quantity Needed	UOM
03763	RECYCLED DECORATIONS, GAMES AN	1.00	EACH

[Make a Bid](#)

Navigation: Home, Vendor Self Service, 1999, Bids (selected), My Bids, New Search, Return to Results, Checks, Invoices, Purchase Orders

3.2.13 MUNIS CONTRACT MANAGEMENT

Munis Contract Management supports the entire lifecycle of a contract from inception to expiration. Create and approve contracts, including multi-year contracts, for purchases—and encumber the appropriate funds in advance. Allocate contracts by account or account segment and define milestones and key dates that trigger optional Munis Dashboard alerts to notify appropriate staff. Track and withhold contract sliding scale retainage based off percentage complete. Also provides ability to track other activity such as pending payments, open purchase orders and requisitions and contract change orders. Contract Management is fully integrated with General Ledger, Purchasing and Accounts Payable. Other benefits include:

- Defining contractors by size, performance, minority or women ownership, or other criteria

- Documenting vendor performance including past due deliveries, fill percentage and returns
- Maintain insurance information and policies
- Sliding scale retainage tracking
- Tracking multiple subcontractors for a given contract
- Routing contract change orders for approval through Workflow
- Maintaining history of contact changes with complete audit trail
- Interface with optional Tyler Content Manager for document management and attachments

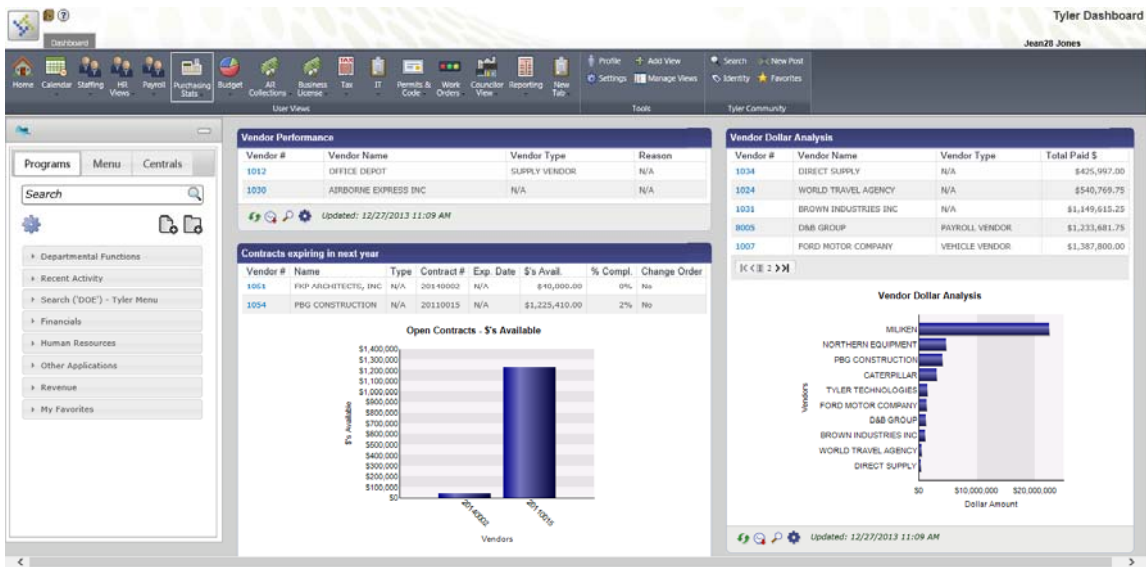
3.2.14 MUNIS PROCUREMENT

Munis Procurement is a fully integrated Web-based purchasing system for automating the entire procurement process life cycle -- from bid to requisition to purchase. Munis provides the tools to efficiently and effectively comply with regulatory requirements or highly structured procurement processes, while integrating fully with your financial processes and software. Purchasing employees have access to detailed supply chain information in a seamless, real-time and intuitive manner. Proven strategic sourcing techniques such as spend analysis, competitive sourcing and contract negotiation mean your organization gets the right value for its purchases and can provide full accountability for its purchasing decisions.

BENEFITS OF MUNIS PROCUREMENT

State & Local Government & Schools	Procurement Administrators	Procurement Employees	Employees - Requestors
<ul style="list-style-type: none"> • Reduces financial costs— paper, administrative, warehouse, supply & third-party • Allows organizations to utilize budgets more effectively • Ensures accountability, auditability, & compliance with local, state & federal requirements • Increases the public’s confidence in state 	<ul style="list-style-type: none"> • Increases organization-wide visibility into procurement expenditures, minimizing risk • Provides real-time insight into business processes for strategic decision-making • Simplifies the management of & eliminates redundant supplier relationships • Improves communication with 	<ul style="list-style-type: none"> • Eliminates unnecessary paperwork & reduces data entry time & errors • Decreases “req to check” process time & Procurement Administrative Lead Time (PALT), reducing time & costs • Improves customer service by ensuring the right product is procured at the right time at the best value 	<ul style="list-style-type: none"> • Provides easy access to products or services when needed • Improves understanding and ability to conform to internal business rules, policies & contracts • Increases access to answers regarding product availability & reimbursement

and local government employees & vendors



Dashboard above provides quick vendor stats as well as access to details.

3.2.15 MUNIS ACCOUNTS PAYABLE

Munis Accounts Payable manages and maintains all aspects of vendor invoices, payments, delivery performance and history. It provides a comprehensive view of all activity related to a vendor through Munis Vendor Central. Additionally, Munis Accounts Payable offers the ability to extend select vendor information for on-line vendor access using e-Procurement, including vendor check images, invoices, and bid information.

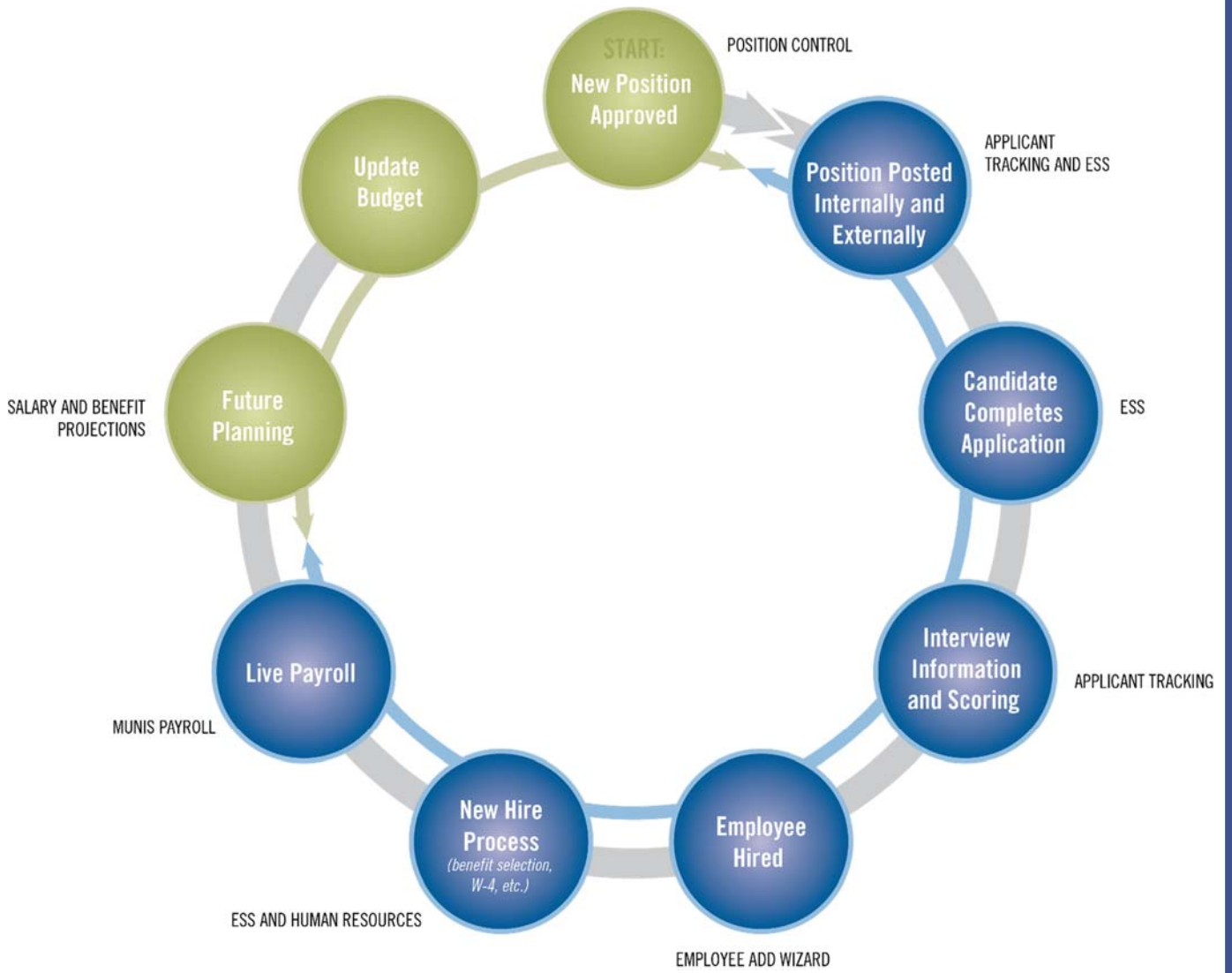
Accounts Payable also incorporates a Web-based card management program that imports transaction details incurred on purchasing cards (P-Cards). It can split individual transactions to multiple accounting codes and create accounts payable invoices. Purchase card administrators can monitor card transactions in real time, and create and analyze custom reports to improve spend tracking and anticipate problems with a transaction before they occur. Other benefits include:

- Flexibility to liquidate purchase orders in full or in part, and view detailed information online

- Decentralized workflow saves central AP employee time by allowing individual departments to enter invoices
- Automated 3-way PO matching function expedites processing in distributed arrangements
- Flexible scheduling of invoices for payment helps maximizes cash flow
- P-Card reconciliation processing such as coding and attachment of receipts, tracks against actual vendor for complete year-end transactional reporting
- Integrated workflow allows users to route and approve invoices online without logging into Munis
- Configurable checking printing
- Provides positive pay processing security
- Utilize Tyler Content Manager to upload, organize and easily retrieve document images for improved efficiency
- Assets to the General Ledger facilitates data export to CAFR to create GASB reports

3.3 MUNIS HUMAN CAPITAL MANAGEMENT

By integrating all of the tools and processes associated with people and performance in a strategic and organized manner, Munis Human Capital Management provides a complete view of your organization. When you employ a “hire to retire” strategy that integrates all of the information, tools and processes associated with people and performance, you align your employees’ goals with the goals of your organization in order to meet specific, measurable and realistic objectives.



BENEFITS OF MUNIS HUMAN CAPITAL MANAGEMENT

Local Government & Schools

- Reduce costs & do more with existing resources
- Achieve organizational goals & objectives
- Enhance workforce performance & increase agency adaptability

Human Resources

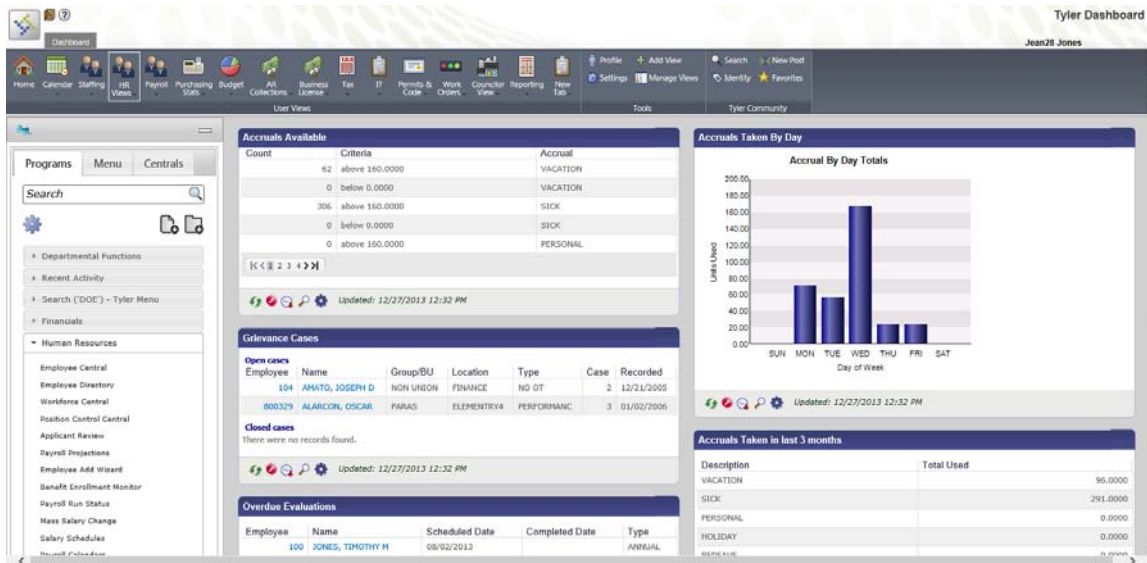
- Strategic rather than administrative role
- Manage workforce from a single source
- Lower HR costs & deliver better services
- Address workforce demands

Managers

- Better-informed decision making
- Actively plan for business change
- Find & retain the right talent
- Reduce paperwork & overhead costs

Employees

- Online enrollment in benefits & instant access to pay and paid time off history
- Greater control over personal information and career paths
- Instant answers to HR questions



HR Central

3.3.1 MUNIS PAYROLL

Munis Payroll allows you to implement paperless payroll processes, streamline timesheet entry and ensure all local, state and federal requirements are met. With Tyler Content Manager integration, Munis Payroll provides an image-based history of all payroll documentation, allowing staff and employees to access old paystubs, W-2 forms, benefit elections and more. Standard payroll functions include, but are not limited to, reconciliation of employee insurance reports to monthly premium statements; manual or automatic check reconciliation; support of electronic timesheet entry; and verification and tracking of employee performance data, earning and withholding information,

training and more. Munis Payroll also integrates fully with Munis Employee Self Service, providing W-2, tax, benefit and accrual information to employees when they sign in to your Employee Self Service Website. Changes made by the employee, such as accrual requests and benefit selections, are transmitted directly to the payroll system for approval and will then reflect in employee pay. Other benefits include:

- Generates retro pay for scenarios such as extended contract negotiations or delayed promotion or salary increase decisions
- Enables direct deposits and positive pay validation
- Supports mass pay changes, “pay bands”, step increases, and retro-pay calculations
- Supports a wide range of calculation and accrual types
- Supports daily time and attendance entry, including entry from Employee Self Service, once approved the information is automatically moved into Payroll without re-keying information
- Integrates with Munis General Ledger for increased efficiency and time savings
- Integrates with Munis Budgeting for salary and benefits projections
- Integrates with General Billing for extra duty pay and COBRA/insurance billing
- Integrates with Munis Accounts Payable for vendor payments
- Integrates with any third party time-tracking systems for streamlined payroll processing
- Integrates with Employee Expense reimbursement
- Integrates with GoDocs, Tyler Forms and Tyler Content Manager for seamless document management, output options (i.e., emailing direct deposit advices) and data storage

HR Command Center
Welcome, Jean28 Jones

JONES, TIMOTHY M
ASSISTANT FINANCE DIRECTOR, FINANCE DEPARTMENT

Personal Information		Compensation		Withholdings		
Field	Value	Job Class	Position	Description	Amt/Pct	YTD Amt
Check Location	ACTIVE	ASSISTANT FINA	ASST FINANCE DIRECTO	CHILD SUPPORT	120.0000	3,120.00
Group/BU	NON UNION			CREDITOR GARNISHMENT	75.0000	1,950.00
Account	SALARIES FULL TIME			DEPENDENT FLEXIBLE SPENDING	50.0000	1,200.00
Personnel Status	FULL TIME			DIRECT DEPOSIT NET	100.0000	35,880.51
Hire Date	01/01/2004			EARNED INCOME CREDIT	0.0000	0.00
				FEDERAL INCOME TAX	0.0000	7,615.66
				FICA	6.2000	3,451.93
				MEDICARE	1.4500	838.50
				PRUDENTIAL FAMILY PLAN	150.0000	0.00
				PRUDENTIAL LIFE INSURANCE-SAL	0.1500	0.00

Seniority		Accruals			Certifications		
Class	Start	Type	Available	Limit	Type	Area	Eff Date
ADMINISTRATION	01/01/2004	PERSONAL	24.00	24.00	EMPLOYEE	NEW EMPLOYEE ORIE	01/15/2004
		SICK	328.00	1,600.00	INFORMATION TECHNOLOGY	MICROSOFT EXCEL	11/01/2003
		VACATION	310.00	150.00	ACCOUNTING	CERTIFIED PUBLIC AC	11/01/1992

W-2 Information

Employee: JONES - SMITH, TIMOTHY J | Year: 2005 - 0

TIMOTHY JONES

YEAR: 2005 SEQ: 0
1055 BEECH POND RD WHITE PLAINS, NY 10293

RETIREMENT
DEF COMP
3RD PARTY SICK
STATUTORY EMPLOYEE
DECEASED

	GROSS	TAX
FIT	\$64,829.12	\$10,850.56
FICA	\$67,584.56	\$4,190.32
MEDICARE	\$67,584.56	\$979.96
SIT - MA	\$64,829.12	\$3,102.00
DEP CARE		\$0.00
SOCIAL SECURITY TIPS		\$0.00
ALLOCATED TIPS		\$0.00
EIC		\$0.00
NONQUAL		\$0.00
Box 14		
14Y RETIREMENT		\$2,755.44

3.3.2 MUNIS APPLICANT TRACKING

Munis Applicant Tracking streamlines the entire application review and hiring process. Users can create custom job application forms to post online with unlimited customized conditions for each position. Candidates and recruiters can easily manage attachments such as resumes, references, certifications, writing samples and more. Reports can be generated for the top scoring candidates to compare skills and qualifications. Interview results, certifications, skills, training, education and work history references can all be tracked to identify the best candidate. With the role-tailored dashboard staff can monitor all job openings and hires in process. Once a candidate is chosen to be hired, the applicant data automatically populates the Human Resources Management and Payroll module so no rekeying of information is required. Other benefits include:

- Ability to post job openings on website, sort by job type or location, and limit access to internal applicants only, if so desired.
- Allows candidates to create one online profile for streamlining the application process for multiple positions
- Workflow helps manage all requests for new job openings as they travel through the approval process
- Once the applicant is hired, other candidates can be notified via mail merge and mass-deactivated
- Provides the option of reviewing applications individually or as a group

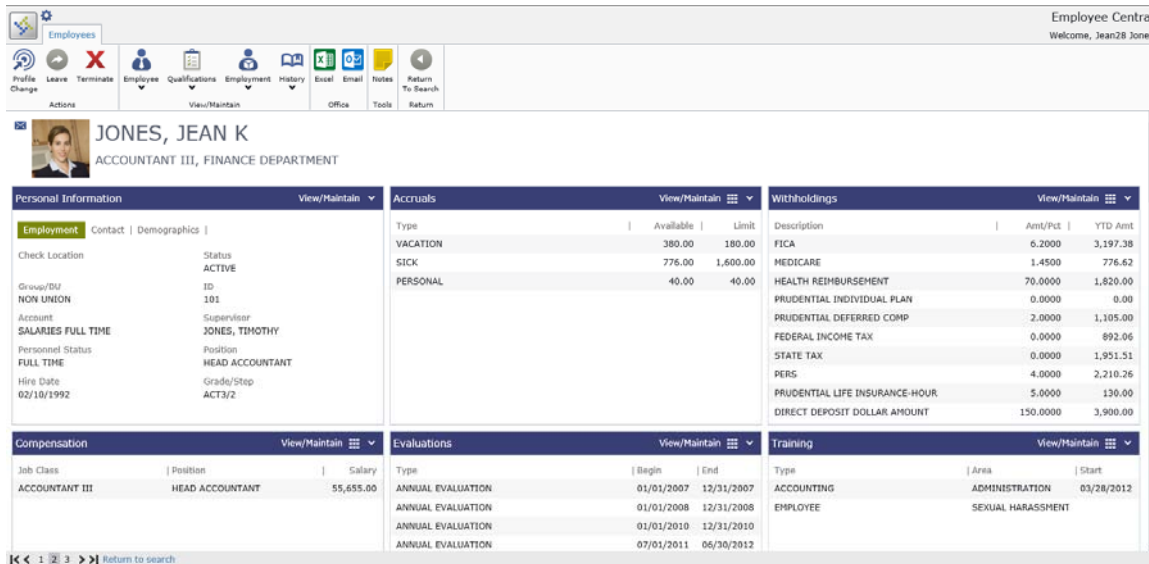
3.3.3 MUNIS HUMAN RESOURCES MANAGEMENT

Munis Human Resources Management centralizes all employment data for an organization -- from an organized hierarchy of jobs with position controls, pay and benefits scales to a confidential repository for employee information such as education, wages, promotions, benefit elections and performance evaluations. It provides all the tools needed by a HR department.

Munis HR Management also helps streamline workflow and processes. Confidential employee information is centralized and accessible only to those with designated access. Munis Workflow allows you to set up business rules for personnel actions including inquiries, leave, termination, civil service, attendance, reinstatement, and so forth. Full integration with Munis Applicant Tracking, Payroll and Budget eliminates duplicate data entry. Other advantages include:

- Advanced position and budget control:
 - Forecast future salary and benefit costs, including step and contract increases, and simulate changes to positions during a specified time period
 - Identify valid and authorized positions, both filled and vacant
 - Restrict the addition of new employees to a valid and authorized position
 - Provide a history of employees who have held a certain position, for turnover and analysis
 - Identify and allow updates to budget and FTE allocations
 - Provide current year budget/actual/projected figures, by position
 - Automatically create job postings in Applicant Tracking module from position control information
- Integration with Employee Self Service allows employees to use their password protected account to access updated sick and vacation accruals
- Track an employee's full employment history including certifications, training, promotions and raises

- Integrates Tyler Content Manager for document management of all HR related documents (i.e. resume, grievance letters, certifications)
- Supports a paperless online benefits enrollment process using Employee Self Service
- Supports a paperless onboarding process using the On-Boarding Codes program and Personnel Actions. You can create different On-Boarding Code Steps, Subject Text, and Body Header. Emails can be sent to employees, to a group of new employees or they can be sent based on the On-Boarding Code chosen when hiring a new employee in the Personnel Actions program.



3.3.4 MUNIS EMPLOYEE PROFESSIONAL DEVELOPMENT

Munis Employee Professional Development empowers your human resources representatives to map out career paths for your employees. It helps define options for career advancement, minimize costs, retain talent, and align employees with strategic organization goals. Assign an employee to a specific path, add or create a progression plan to schedule employee advancement, and establish valid, reliable, results-oriented measures. Measure individual and group performances, analyze your talent and decide who to target for leadership positions. Rank existing employees based on eligibility and how well they meet job requirements. Munis Employee Professional Development provides the basis to make an informed decision regarding filling an open position, and ultimately introduces transparency and repeatability to the succession planning process. It enables an organization to:

- Identify organizational training needs
- Motivate employees to expand their capacity
- Ensure that top performing employees are offered path to leadership and growth
- Retain employees and institutional knowledge

3.3.5 MUNIS EMPLOYEE EXPENSE REIMBURSEMENT

Munis Employee Expense Reimbursement is an easy-to-use application that fully integrates with Munis General Ledger, Payroll and Accounts Payable for complete electronic expense report filing—thereby increasing office efficiency, saving employees’ time, and reducing paper trails. Once expense types are defined, Munis Employee Expense Reimbursement offers many time saving system defaults such as: quick expense report creation, system-generated travel requests, invoice reimbursement numbers and general ledger account codes. For ease of use, your office can create an unlimited number of expense claim form templates; determine whether employees submit reports before or after expenses are incurred; and decide whether to reimburse through payroll or by cutting an AP check. When submitting expense reports, employees simply log into the application—anytime and from anywhere over the Internet—and enter his or her employee number. The system automatically populates the expense report fields with data pulled from Munis Payroll, and the employee simply fills out the remaining required fields and submits. The claim is automatically entered into the workflow process, where it can be preset to direct expense reports to different approvers based on user-defined account codes, amount and department codes. Other benefits include:

- Minimizes time-consuming documentation process
- Eliminates messy paper receipt storage
- Reduces service issues by letting employees file reports and check on pending or past requests using Employee Self Service
- Allows management to quickly review expenses by type, employee, time frame or other category using a range of reporting options

3.3.6 MUNIS RISK MANAGEMENT

Munis Risk Management allows an organization to manage risks such as job-related injuries and property damage with the tools necessary to effectively track, manage and pay property and causality claims. Risk Management enables you to handle these claims quickly and easily, from initial claim to related expenditures. Other benefits include:

- Easily maintain data, track claim activity and record expenses with recoveries and estimated costs via integration with Munis Procurement and Accounts Payables
- Links claims to employee records via integration with Munis Human Resources Management
- Evaluate injury-related compensation via integration with Munis Payroll
- Powerful analysis via interface with Microsoft Excel

3.3.7 MUNIS EMPLOYEE SELF SERVICE

Munis Employee Self Service improves employee access to key information and services, and reduces staff time spent responding to routine requests. Employees are able to update personal information, request leave, or check compensation quickly, confidentially, and securely over the Web from any computer, and at any time that's convenient for them. Employees log in using a unique username to view and update information. Accuracy is assured because Employee Self Service extracts information from the Munis database and is reflected in real-time. Employee Self Service reduces Human Resources workload by allowing employees to:

- Use the calendar interface to request vacation time, enter sick time and view up-to-date accruals
- Log work hours against projects and activities
- Use the Net Pay Simulator to see how deductions, withholdings and pay rates would affect paychecks
- Receive HR messages and benefits updates
- Register for training classes (Separate log in available for non-employee registration, as well)
- Review their performance evaluations
- See overview of compensation and benefits, W-2, W-4, direct deposit changes
- Sign up for benefits during open enrollment
- Access paperless images of W-2 forms, payroll stubs and other employment documentation stored by Tyler Content Manager

Welcome to Employee Self Service

Announcements
There is a retirement party for Patie this Thursday at 9:00 AM

Personal Information [View profile](#)
 JONES - SMITH, TIMOTHY J
 1000 BEECH FORD DRIVE
 WHITE PLAINS, NY 10281
 Phone HOME PHONE: 919-550-1200 CELL PHONE: 342-343-2342 Email: ed.haggerty@tylertech.com

Time off [Request time off](#)

Available time [Requested](#) [Taken](#)

	Available	Total
VACATION	192.00	210.00
SICK	8.00	120.00
PERSONAL	10.00	53.00

2013

Paychecks [Hide paycheck amounts](#)

\$0.00
Year to date

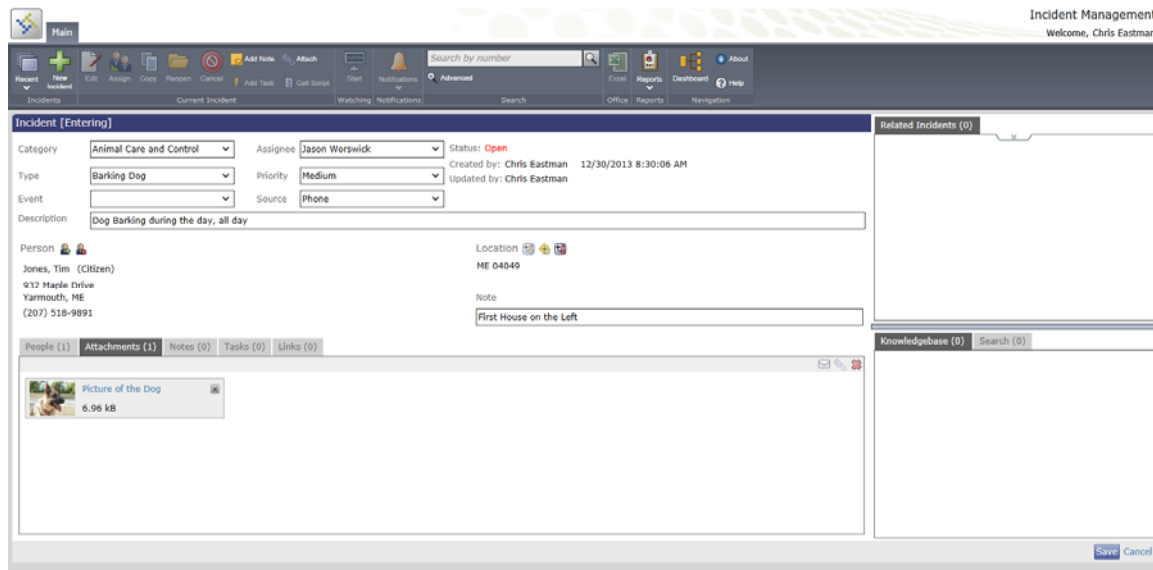
Previous paychecks [Tools](#)
[Paycheck simulator](#)
[View last year's W2](#)
[Change your W4](#)

Home
Employee Self Service
 Benefits
 Certifications
 Expense Reports
 Pay/Tax Information
 Performance Evaluations
 Personal Information
 Position Transfer
 Substitute Teaching
 Time Off
 Time Entry
 Training Opportunities

3.3.8 TYLER INCIDENT MANAGEMENT

Tyler Incident Management is Web-based application to handle non-emergency inquiries, complaints and service requests from the public, and free up local 911 lines for real emergencies. Tyler Incident Management allows citizens to report a range of issues such as: loss of water service, stray animals, roadway potholes, and questionable activity in their neighborhood. Once an issue is logged, assigned a priority level, service category, and department responsibility, the information automatically flows into the appropriate Munis program such as Munis Work Orders and Munis Permits - Complaints/Violations. Any subsequent change relayed to Munis regarding the incident's status is automatically reflected in Tyler Incident Management. What's more, this module is compatible and seamlessly integrated with Tyler's Citizen Self Service for online incident reporting. Other benefits include:

- Provides single point of contact for all citizen requests
- Manages unlimited photos, contacts and notes, and links them by incident, location, or person(s)
- Seamlessly integrated with MUNIS Utility Billing, Work Orders & Complaints/violations
- Provides customizable call scripts for improved and consistent service handling. One or more call scripts can be in place for a given call type; call scripts can be marked as effective thru a certain period of time.
- Is accessible via a mobile device for improved responsiveness
- Supports and reports on Service Level Agreements
- Provide a knowledge-base of documents and references particular to the specific call type.
- Automatically retrieves and presents related calls (by type, person, or location)
- Provides complex task creation for multiple steps and assignments to be tracked relative to an incident
- SSRS reporting provides quick access to incidents sorted by category, type, department, frequency, status, and much more
- Configurable dashboard gadgets for focused listings, charting and tracking of groups of incidents.
- Integrates with Tyler Versatrans to document issues on school buses such as bullying or accidents
- Interfaces with School Information Systems to link incidents to the student records



Incident Management documents and routes all complaints for prompt handling.

3.3.9 MUNIS ACCOUNTS RECEIVABLE

Munis Accounts Receivable provides two major functions: collections of miscellaneous cash and the collection of billed receivables. Processing over-the-counter or mailed payments for non-billed items such as licenses, permits, and registrations is easy using Munis AR, and you have the option to print a receipt if necessary. You can set charge codes to facilitate data entry and provide detailed or summary analysis (daily, weekly, monthly) by type, and pre-set General Ledger revenue accounts to these codes so data entry personnel do not need to enter account numbers—creating efficiencies, and saving your organization critical time and resources. Notable highlights include:

- Single Customer Identification Number (CID) provides a complete view of all outstanding balances across revenues which improves collections
- Cross department utilization improves efficiency and reduces training burden
- Supports validation, check endorsement, OCR scanning and receipt printing
- Utilize workflow approval processes to better regulate payment, reversal and refund processes
- Supports various hardware devices; see Tyler’s recommended hardware listing

3.3.10 MUNIS BUSINESS LICENSES

Munis Business Licenses allows you to create and maintain business and occupational licenses for a variety of license and permit procedures. Staff can print separate documents for licenses and application forms, and can define an extensive number of business category, business type, and statistic codes. Business master records track single or multiple license charges/fees; charges can be

flat fees or calculated by varying rates; and license fees can be based on annual, quarterly, or monthly sales receipts. Late fees and penalties can be assessed as necessary. History and activity reports can be generated for billing, payments, inspections and permits. What's more, you can define your own templates for labels, renewal notices and other licensing documents to seamlessly merge with Microsoft Office. Integration with Munis Scheduler also provides automated reporting and processing. Other benefits include:

- Businesses can enter filings, pay for renewals and apply for new business licenses online via Citizen Self Service
- If using Munis Permits, all prerequisites and approvals can be initiated by Business Licenses
- Ability to link multiple business accounts to one online profile
- Automatically assesses late fees and penalties for any unpaid bill
- System customizable to your billing, reporting and collection policies
- Fully integrated with Munis General Ledger, Accounts Receivable, Real Estate Tax, Business Licenses and Personal Property Tax

Business License
Bill Detail

View Bill

Bill Year	2012
Bill	100464
Owner	QUIVERS, ROBYN

[View payments/adjustments](#)

Charge	Description	Amount
BUSLIC	BUSINESS LICENSE	\$50.00
SUBTOTAL		\$50.00
Current Interest Due		\$9.22
Payments/Adjustments		\$0.00
Total Unpaid Balance		\$59.22
TOTAL DUE		\$59.22

[Add to Cart](#)

Navigation Menu:

- Home
- Citizen Self Service
- Animal License
- Business License**
- Accounts
- Bills
- View Bill
- Payment History
- License Details
- Contact Us
- New Search
- Email Announcements
- General Billing
- Motor Vehicle
- Non-Emergency Requests
- Other Services
- Parking Tickets
- Permits and Inspections
- Personal Property
- Real Estate

Business License bill detail in Citizen Self Service

3.3.11 MUNIS CENTRAL PROPERTY

Munis Central Property makes it easy to streamline the storage and management of property-related data. Staff can easily track property use and zoning, setbacks and lot dimensions, legal use, septic, wells and building and construction data. When used in conjunction with other MUNIS property

based modules such as permits, business license, or Utility Billing it provides a central address naming scheme and a central repository to access all data related to the property. Other benefits include:

- GIS interface provides address verifications for revenue products including Permits, Utility Billing, and Work Orders
- Supports several data sources to import the best parcel data either via Web or flat file
- Allows primary key to be either GIS coordinates or parcel
- Provides access to Maplink for abutters listings and integration to Microsoft office to create mail merges
- Uses GIS coordinates to track assets like manhole covers, street poles, and the like
- Has the capacity to track multiple street names and aliases for single location

3.3.12 MUNIS CITIZEN SELF SERVICE

Munis Citizen Self Service provides secure online access to account information anytime and from anywhere. Citizens can inquire and pay outstanding balances for Munis generated bills, including animal licenses, business licenses, general/miscellaneous bills, permits and code fees, taxes and utility bills. Citizen Self Service also allows the users to submit information, such as business license applications or renewals and requests for service. Accuracy is assured because information is accessed from the Munis database in real-time. When used in conjunction with Tyler Content Manager, citizens are able to view actual images of past invoices and statements. Other benefits include:

- A secure log in for access to real-time account information for a full range of bills and services
- Ability to pay invoices online as individual bills or combined using the shopping cart feature
- Opportunity to request services such as filling potholes, and Utility Billing Service Requests
- Efficient 24/7 self-service without leaving home or the office
- Reduction of customer service workload

tyler technologies TIM JONES - My Cart (1) -

Welcome to Citizen Self Service

Announcements

Pay and/or View Bills Online. The Town of Tyler is excited to offer residents an easy and convenient method to view and pay their real estate, motor vehicle excise, personal property tax, and water/sewer use bills online.

Fast and Easy. "Express Pay", the fastest way to pay online. Quick, simple, and easier than writing and mailing checks, plus you'll get an email confirming that your payment has been accepted.

Safe and Secure. Rest assured that your information is kept confidential and is 100% secure, backed by the highest standards in security today.

Eco-Friendly. Paying online reduces paper use and is an easy way to help the environment. You'll save natural resources like trees, and gas, and reduce your carbon footprint.

HAVE A QUESTION? You may reach us at (555) 660-7210. You may email your questions to hbron@tylertown.gov

Profile Information [View profile](#)

JONES, TIM
1032 SANDY POND RD
BEVERLY HILLS, CA 90210 USA

Phone 310-234-4353 Email jean@mail.demonet.tylertech.com

Business License Accounts

- FRANK'S ACCOUNTING (20050001)
- KINKOS (20100004)

Personal Property Accounts

- RIZZO, FRANK (1001)

Utility Billing Accounts

- 100100 (71)

Home
Citizen Self Service
 Animal License
 Business License
 Email Announcements
 General Billing
 Motor Vehicle
 Non-Emergency Requests
 Other Services
 Parking Tickets
 Permits and Inspections
 Personal Property
 Real Estate
 Utility Billing

Citizen Central provides 24/7 citizen access to all account information

3.3.13 MUNIS GENERAL BILLING

Munis General Billing creates invoices and bills for miscellaneous charges, such as facility rentals, hangar fees, tuition, vandalism and false alarm billing. It eliminates handwritten bills and manual calculations, totals invoice lines and provides accurate payment information. General Billing works with Munis Payment Entry (Accounts Receivable), Work Orders, General Ledger, and provides accurate and up-to-the-minute accountability. Other benefits include:

- Can aggregate services provided such as multiple days billed monthly
- Supports automatic interdepartmental billing
- Manages escalating fees associated with multiple incidents

- Provides loan tracking and amortization for HUD housing
- Integrates with Grant Management for reimbursement requests
- Integrates with Payroll for extra duty pay and COBRA billing
- Integrates with Work Orders for billing repairs and other services

3.3.14 MUNIS MAPLINK

MapLink, a Munis extension, provides general mapping and spatial analysis tools for your entity. It serves as an interface between applicable Munis modules and your existing Geographic Information System (GIS), and is based on Esri's ArcGIS™ Server. MapLink offers dynamic maps and GIS data and services via the Web, allowing city and local government to publish, discover, and share this information. For ease of use, MapLink is accessible from the Munis Property Master File, or any other property-oriented Munis file such as Business Licenses or Utility Billing account files— making it easy for you to map your fixed assets and infrastructure such as water lines, sewer lines, telephone poles, and so on. MapLink is easy-to-use. Simply click the MapLink icon on the Munis toolbar to begin— thereby allowing them to manipulate the active set in a number of useful ways:

- Functionality includes both manual selection and automatic spatial queries, including finding a parcel's abutters or determining in what district a business is located
- Active sets can be saved back to Munis, and any maps generated can be saved as image files
- Additionally MapLink can perform map-based queries that can be merged with standard Munis queries

3.3.15 MUNIS PARKING TICKETS

Munis Parking Tickets allows you to track and invoice parking violations. Violations may be entered directly into the system or uploaded from your third party mobile parking ticket device. Parking Tickets can obtain accurate information and communicate with other agencies through an export request for owner names, an ASCII file used by State and Service Bureau agencies to supply you with owner names and addresses. It also has the ability to import the same type of ASCII file to update name and address and create account numbers, saving time if the account number does not already exist. Additional benefits include:

- Automatic retrieval of the motor vehicle record as license plate is entered
- Citizens to pay parking tickets through Munis Citizen Self Service
- Printing of notifications letters, updates, and late fee billing
- Export of "Tag and Tow" status to handheld devices for improved enforcement
- Ability to assess and apply late charges
- Munis Parking tickets integrates with the Munis General Ledger and Accounts Receivable

3.3.16 MUNIS ANIMAL LICENSES

Munis Animal Licenses allows you to issue dog tags and maintain licenses, track veterinarian data such as rabies records, process payments, and perform historical incident reporting for domestic animals. The Animal Licenses module is fully integrated with other Munis applications, including General Ledger and Payment Entry (Accounts Receivable). Other benefits include:

- Flexible configuration for tracking of variable licenses
- Ability to enter incidents such as bites
- Auto-renewal process for increased efficiency
- Integration with Citizen Self Service allows pet owners to register online, upload attachments like vaccination certifications and other required documentation, and process payments

The screenshot displays the 'Animal License' entry form in the Tyler Cashiering - Master (10.4) application. The interface includes a navigation bar on the left with options like 'Animal License Search', 'Options', and 'Payment Types'. The main area is titled 'Animal License' and contains several sections:

- Customer Information:** ID 1, Name SMITH, BILL, Address PO BOX 34541, BROOKLYN, NY 11230.
- Input:**
 - Description: DOG LICENSE (DOG)
 - Tag #: 12314
 - License type: REGULAR (R)
 - Expiration date: 01/01/2015
 - Animal type: DOG (D)
 - Animal breed: COLLIE (COL)
 - Animal name: Carlos
 - Animal color: Tan
 - Animal sex: NEUTERED (N)
 - Vet code: BELVEDERE VETERINARY HOSPITAL (BVH)
 - Rabies date: 12/27/2013
 - Rabies certificate: [empty]
 - Rabies expiration: 01/01/2016
- Totals:** Quantity 1, Unit price 15.00, Amount 15.00.
- Transaction History:** A table showing a single transaction for 219.64, paid by BENEFY, JANE.

3.3.17 MUNIS SLIP RESERVATIONS

Munis Slip Reservations is designed to keep track of boat slip reservations and usage. It simplifies the task of maintaining specific data relating to watercraft, operators, marinas, and individual slips and makes it possible to book reservations and calculate charges either through the Accounts Receivable cash receipts program or link to the invoicing process via General Billing. It also allows you to simply export data to both Microsoft Word and Excel via Munis Office. Other advantages include:

- Run queries regarding slip availability
- Identify slip specifications from length and draft to optional services such as electricity, sewer, water and other services
- Create customer/boat records with searchable fields
- Process payments and/or invoices
- Handle both advanced reservations and those made on the spot
- Manages multiple locations with single program

3.3.18 MUNIS IVR GATEWAY

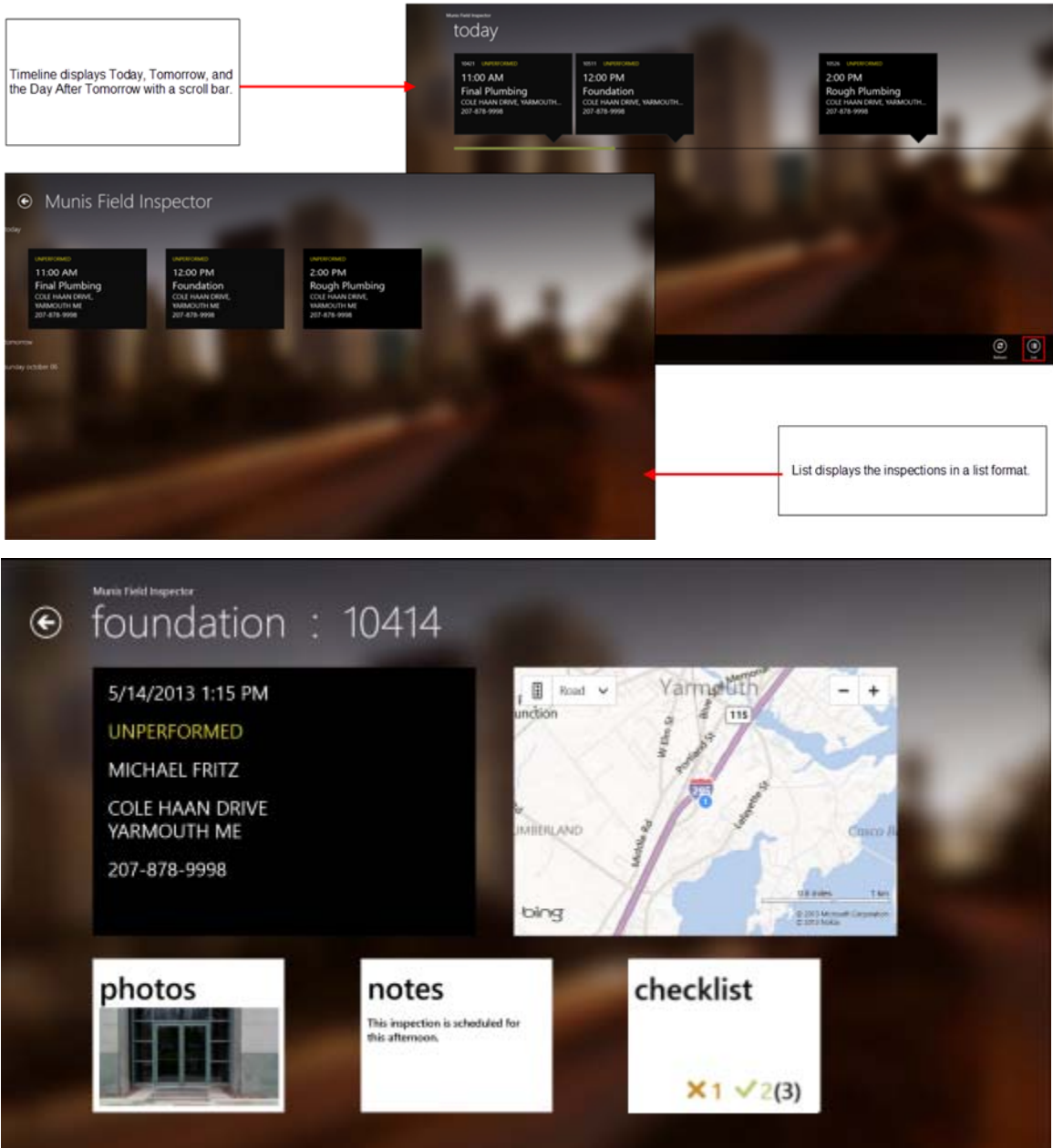
Munis IVR Gateway module facilitates the integration and ongoing support for IVR (interactive voice response) systems. IVR technology allows for automated interaction with a caller via keypad or voice for off-hour availability, thereby reducing the need for direct staff involvement. Munis supports this integration through a Web service-based approach, providing the Web service API to the approved Tyler IVR vendor (Tyler supports Selectron, Teleworks, Presidio). The IVR Gateway provides the ability to inquire into the Munis system to obtain real-time information such as balances, customer information, current status, and more. Integration with Utility Billing provides convenient access to consumption details, billing and payment history, and online payment option. Other benefits include:

- Integration with Utility Billing provides citizens with 24/7 access to account information and payment history. Utility specific features include submitting and obtaining meter readings and consumption history. Payments via IVR are supported.
- Integration with Permits and Licensing allows citizens to easily schedule, cancel or review inspection results
- Integration with Taxes and General Invoices provides citizens with 24/7 access to all business and personal taxes and to process payments

3.3.19 MUNIS PERMITS AND CODE ENFORCEMENT

Munis Permits and Code Enforcement is designed to manage daily activity related to building department permits, planning and zoning, tank removal, fire departments, signs and miscellaneous user-defined permit types. It handles all inspection types, including permit, violation, and periodic business/building. Additionally, inspection scheduling allows automatic assignment of inspectors based on area of town and type of inspection. The system also tracks all complaints and violations related to a permit, business, or property. And Munis Scheduler automates certain reports, periodic inspections, and violation notices. Other benefits include:

- Supports a wide array of calculation and fee structures to fit any permitting need
- Configurable event notifications in key programs/processes in the module
- Interrogates other revenue applications to find outstanding bills and display any special conditions that exist
- Interfaces with GIS to display any special conditions
- Citizens access to simple permits applications through Citizen Self Service
- Access existing applications and accept and process payments for fees
- “Field Inspector”, a mobile-device enabled software application, utilizes cutting edge technology to simplify on-site inspection process and documentation



3.3.20 TYLER CASHIERING

Tyler Cashiering streamlines cash management by creating a single point of entry for data from multiple applications. Cashiering features a versatile, easy-to-navigate interface developed in the Microsoft® .NET platform. This scalable application has a familiar Microsoft Windows® look and feel, and was designed with user experience in mind. Tyler Cashiering allows for a wide range of customization based on payment type—and it integrates with local resources such as OCR and handheld bar code scanners, printers, validators and MICR devices, making it an essential addition to any agency’s collection process. Other benefits include:

- On-screen running batch and transaction totals displays

- Unlimited, user-defined tender types.
- Various user permission and controls over POS actions – such as voids, cash drawer opening, and more.
- Robust reporting on batch totals, user activity, and overall collection totals/trends
- Compliant with PCI/PA-DSS security standards Same as above
- Full Check-21 compliance which allows for creation of an electronic cash letter containing images of checks to be submitted to a bank in lieu of a traditional deposit with paper checks
- Standard interface to other Tyler products and may be configured to connect to third party modules as well
- Support for EMV chip credit card processing

3.4 MUNIS UTILITY BILLING CIS

Munis Utility Billing Customer Information System (CIS) streamlines the complex procedures associated with billing, scheduling and reporting utilities, and puts the focus on the customers. Munis provides the tools to easily maintain customer accounts, track service orders, generate utility bills, and collect fees. Billing clerks, service managers and utility directors have access to detailed information in a seamless, real-time and intuitive manner. And local governments increase transparency and improve customer service.

BENEFITS OF MUNIS UTILITY BILLING CIS

Local Governments

- Enables a paperless organization
- Simplifies the utility billing process
- Accelerates revenue collection
- Puts the focus on the citizen to improve customer service

Employees

- Improves productivity, efficiency & responsiveness to citizens
- Reduces redundant data entry and creates a “single version of the truth”
- Automates repetitive tasks & enhances workflow
- Enables fast, informed decision-making

Citizens

- Improves access to utility, account & payment information
- Enables easy bill payment
- Increases confidence & support in utility services

3.4.1 MUNIS UTILITY BILLING CIS

Utility Billing CIS processes all billing functions easily, quickly and accurately. With it your staff can perform expected tasks such as billing water, sewer, electric and gas; and maintain multiple billing cycles active at the same time. Robust functionality enables users to manage all aspects of utility billing with features including easy account setup to view past, current and pending customers, easy

access to all service deposits, assessments, and installments; as well as unlimited user defined fields for account location master, account customer, and services in a variety of areas. With centralized accounts Utility Billing CIS simplifies property management. Integration with other Munis programs provides additional benefits:

- Access usage and billing details, enter service requests, and pay online via Citizen Self Service
- View billing history with images of past invoices through Tyler Content Manager (TCM)
- Online payments flow directly into general ledger through integration with Tyler Cashiering and Accounts Receivable
- Track site access and repairs through built in Service Order tool
- Verify address through MapLink integration
- Set rules for bill adjustments and service requests using Workflow
- Option to deliver bills via e-billing
- Manage cut off selections, lien collections, and all notifications out of the account management screen
- Interface with Tyler Notify provides reliable customer notification regarding late notices, service interruptions and other account notifications
- Schedule service visits and inspection through Scheduler Central

3.5 EXECUTIME

Time Collection Devices are an effective option to electronically collect employee time. In fact two types of devices are available and both can be used in your ExecuTime Software system. They can be configured to identify the employee by reading Proximity, Magnetic Stripe, Barcode and/or Biometric (fingerprints), and are equipped with a key pad so simple entry of a badge number is also an option for identification. All devices include a one year warranty and an extended warranty plan is optional. They require an electrical outlet (with surge protection) and Ethernet connection (to be provided by the customer). If your organization is interested in using an existing badge with the following time collection devices, we recommend providing us with a sample badge to insure compatibility.

3.6 OPTIONAL SERVICES

TYLER SYSTEMS MANAGEMENT SERVICES

Tyler Systems Management service provides operating system and database administration services, such as installations, upgrades, routine maintenance, and database tuning. These services are available to all customers on a contract basis

Tyler Systems Management staff is trained specifically for Tyler products and the range of technology standards critical to Tyler applications. We know you rely on your system data and by partnering with Tyler Systems Management Services you effectively broaden the available range of technical experts available to ensure smooth day-to-day operations. Tyler Systems Management specializes in Microsoft Operating Systems (server and workstation), SQL database engines and network configuration. Tyler Systems Management experts excel at bridging the gap between proprietary Tyler technology products and integrated third party standards.

- Cost Effective. Price is often a fraction of the cost of hiring/training in-house personnel.
- Reliability and Performance. Proactive server analysis and regular maintenance reduces downtime and ensures reliable and consistent performance.
- Better Utilize Internal Personnel. Frees your staff to focus on other higher value tasks in your organization.
- Extended Support Hours. Monday — Friday: 8:00am-9:00pm EST.
- Weekend Support for Live Upgrades. Available on the second Saturday of every month to minimize or eliminate production downtime.

Server Support

- Server tuning
- New user setup & Active Directory integration
- Printer installation & configuration
- Service pack & security patch installations
- Microsoft IIS configuration & troubleshooting
- Microsoft SharePoint Foundation configuration and troubleshooting for Tyler's Role-Tailored Dashboard

Database Software Support

- Database administration
- Software upgrade & installation assistance
- Data recovery
- Database tuning
- Database refreshes, imports and exports
- Database mirroring and high availability solutions

PC Support

- Windows 7® & Windows 8®
- Macintosh® OS X Lion
- Client installations
- Microsoft Business Intelligence Development Studio installations

Installation Services

- Free Tyler application release upgrades (e.g. Munis, Dashboard, Content Manager, Self Service, Cashiering, CAFR Statement Builder, Tyler Pulse, Tyler Reporting Services, Tyler Incident Management)
- Free server transfers available every two years

System Maintenance

- Tyler Systems Management Check Script. With installation of the Tyler Systems Management check script we monitor vital information on your Tyler servers (disk space, database backups, server uptime and database engine availability and disk integrity via Microsoft Check Disk). If the check script detects a problem it automatically opens a Priority 1 support call for Tyler to address.
- General System Maintenance:
 - Operating system review and maintenance (O/S patches & service packs)
 - File system cleanup
 - Database refreshes
 - Printer & user cleanup
 - Database analysis
 - Database backup verifications

Remote system administration training

- System review and analysis
- Adding printers and users
- Printing custom forms, duplex printing, tray selection
- Database refreshes
- LDAP Synchronization
- What and how to backup critical data
- Client installation, configuration and troubleshooting

TYLER DISASTER RECOVERY

Disasters happen. When one strikes, having a viable recovery plan to implement makes all the difference as you work to get back on your feet. Many Tyler customers have found a simple solution to planning for the unexpected—Tyler Disaster Recovery Services.

The high cost of replication has inhibited widespread data protection and left risk of slow or failed recovery from a disaster. Most IT departments have been forced to rely on tape-based disaster recovery. Tyler Disaster Recovery Services enables a rapid return to normal business operations. This is because the data and images are recovered from high speed disk rather than being dictated by the pace of the slow tape based recovery. Getting data and images restored quickly enables all other aspects of recovery to be complete sooner. Recovery refers to the restoration of Tyler application data.

Our dedicated disaster recovery team helps you identify critical business processes. They help you define and document recovery procedures to create an overall response plan that meets your organization's unique needs. So when a disaster strikes, your organization—and our response team—has the right policies and procedures in place to quickly restore your data.

With your data's security our priority, your IT personnel are free to focus on other strategic initiatives and employees can focus on what's really important— meeting the needs of citizens. Using an efficient and secure "sync" process, your encrypted archive log files are transferred to our servers within minutes, without the time-consuming manual involvement of your employees.

How It Works

Utilizing our state-of-the-art Data Center, Tyler can transparently retrieve a copy of your data every night, thereby ensuring your critical users can always process work via internet or by traveling to one of two Tyler locations.

- The Disaster Recovery team helps you identify critical business processes and users, define and document recovery procedures, printing solutions, etc.
- Tyler provides disaster recovery services for your Tyler applications, including: off-site backup, recovery server, alternate processing location & remote access
- A database export is transferred every night to a server in Maine using a network efficient 'sync' process that enables the transfer to be completed in minutes, even for extremely large databases
- In the event of a disaster your live database is loaded into a Tyler application environment on the Recovery Server and your critical users are setup to access that server
- You can access your Tyler Disaster Recovery Environment using an SSL (Secure Sockets Layer) VPN client from any remote location with an Internet connection, or come to one of our offices and utilize our facilities.

Backup Process

Tyler uses a utility to perform a differential transfer of the database and critical files, meaning that only the differences between one night's snapshot and the previous night's snapshot actually go over the wire. There is not a minimum bandwidth requirement. Even for sites with large databases the transfers are very small. The process typically yields a 10-1 compression ratio meaning most differential transfers only consist of a few megabytes.

Not to be confused with a traditional differential backup, in which a 'full' backup is required followed by many 'differential' backups to re-establish the data; the net result of our transfer utility is that every night a full backup is obtained. Only the differences between the current night's full backup and the previous night's full back up are transferred over the wire.

Disaster Declaration

- A disaster is an unplanned event that shuts down your system, threatening your financial standing or public image. It does not include hardware or network failures that are covered by standard service agreements, or repairs that can be made within 24 hours. Provided we have your data, we guarantee you'll be back in business within 12 business hours.
- A disaster may be declared between the hours of 8AM and 6PM, EST Monday-Friday

Post-Disaster Services

- Tyler delivers an export of your database
- Our Tyler Systems Management Department provides on-site installation services free of charge to customers with a current Tyler System Management contract. Otherwise, this is a billable service.

TYLER SAAS (SOFTWARE AS A SERVICE)

Overview

With the Tyler Software as a Service (SaaS) solution, we will host and manage the Tyler applications from our facilities. We will provide the ongoing support, maintenance, and upgrades of the applications, hardware, and operating system. You receive clear and concise documentation, defining all aspects of the relationship. You will receive a Contract (Commitment to Partner), a Statement of Work (clearly defines Scope, Roles, and Responsibilities of both partners), and a Service Level Agreement (Measurable Expectations of Performance).

Features

The Tyler SaaS model is reliable, available and secure. There are no code changes to the client or server without proper notification. It offers complete hardware redundancy with no single point of failure. In addition, it utilizes data encryption in transit and Virtual Private Networks (VPN) to transmit all data.

- System Administration. Tyler performs daily administrative tasks. We address the installation, upgrade, support and file maintenance of the Tyler application and database servers, operating system, database and application files.
- Security Administration. Tyler provides secure data transmission paths from each client workstation to the Tyler servers. User Ids, passwords and application access rights for the VPN and the Tyler application are administered by Tyler with the client's final approval.
- Hardware Performance Maintenance. Tyler supplies and maintains all necessary hardware required to provide workstation access to the Tyler applications at standard industry performance levels. All repairs, upgrades, and replacements to server hardware are the responsibility of Tyler.
- Disaster Recovery & Fault Tolerance. Tyler backs up all system & data files and stores them in a secure off-site location. We have fully redundant telecommunications access, electrical power, and required hardware to provide access to the Tyler applications in the event of a disaster or component failure.

Benefits

- Easy Budgeting. The lease is a set fee, flattening the peaks and valleys associated with the acquisition of software and services. Leasing dramatically lowers initial costs. It provides a consistent quarterly fee that can be easily budgeted for the duration of the agreement.
- No Secondary Operational Fees. No additional fees, such as maintenance and support are required.
- Expandable. Additional Tyler applications are easily added, as needed.
- IT Management Reports. Tyler supplies monthly management reports containing detailed information regarding access, usage, performance and availability for all hosted applications

Tyler Data Center

The Tyler SaaS data centers are built with no single point of hardware failure. SQL servers and our CISCO UCS equipment are setup for load balancing. Firewalls, VPN management, routers, and storage are all setup in a highly available configuration. Multiple ISPs are present with diverse paths to the Internet.

The Data Center utilizes multiple Internet Service Providers for redundancy and also has a diesel generator designed to power the entire data center for multiple days without power.

In the case of a complete failure of the primary Data Center, an off-site mirrored center located in Dallas, TX is available.

Section 4 VENDOR HOSTED / SAAS

3.4 Vendor Hosted / SaaS (Section 4)

4.1 VENDOR HOSTED FORM

In addition to providing responses to the following items, the Vendor must complete the Vendor Hosting Form in section 7.11 of this RFP, and include it in this section of the response.

Due to the inability to edit forms and separate for insertion in each area, please reference all forms in Section 12 of this proposal response.

1. Please describe your vendor hosted model, including: hosting, integration, help desk, provisioning and desktop management capabilities, deployment model (dedicated servers, shared environment, etc.), impact to the City's network and bandwidth, and any partners that may be involved in service delivery.

Tyler's hosting service provides clients access to the Munis software and shares hardware among several clients. However each client is installed with their own set of code and their own database so that they can decide when patches and upgrades should occur based on their timeline. The client should expect to use about 25k of bandwidth per concurrent user.

2. Please describe your proposed service level agreement, including any tiered levels of service, response times, and standard metrics.

Please reference the standard SLA provided in Section 11 of this proposal response.

3. Please describe your support model, including: cost structure for support calls.

Queues are setup for each support team to help ensure that end users can talk to a support representative on their initial call. We also allow clients to enter support calls via the web. For hosted clients the support costs are included in the SaaS subscription.

4. Please describe your data center and storage facilities, including: locations, staffing, physical security, environmental controls (including redundant power), redundancy/load balancing capabilities, data backups and disaster recovery capabilities.

The Tyler Datacenter is located in Yarmouth, ME with a backup facility currently in Dallas, TX. We have more than 12 staff members dedicated to support and monitoring. We have 22 team members. Access to the datacenter is restricted to the ASP staff and other essential personnel via a keycard access system. All devices are duplicated and configured to fail-over in the event of hardware failure and are used for load balancing. A diesel generator will automatically engage in the event of a power failure.

5. Please describe your logical security, including: firewall security, authentication controls, and data encryption capabilities.

Through the use of key card and cameras, access to Tyler SaaS data centers is restricted to authorized personnel only. Entry attempts into the data center are also audited on a regular basis by internal staff and external auditors to ensure no unauthorized access.

Cisco firewalls with Intrusion Protection System (IPS) module inspect all traffic to only allow connections from Tyler SaaS clients to the datacenter. Connection is established through a secure SSL connection or Tyler provided Cisco ASA VPN to create a secure, encrypted tunnel between the client site and Tyler's data centers. Traffic is encrypted using AES-256 bit, SHA-1 and Diffie Hellman group 2 for keying of the pre-shared secret. The keys are re-generated every 8 hours and we use perfect forward secrecy in the key process. Once they data comes out of the Cisco ASA VPN all traffic is thrown back into the firewall and checked against an ACL for source, destination and allowed services.

The VPN device is included with the Tyler SaaS service and is installed and configured at the client site. This provides a secure connection between a client's network and Tyler SaaS Data Center. This is also provides Tyler applications access to client intranet resources such as printers, third party systems, and network filesystems.

Application access must be explicitly granted by administrators. Application authentication is handled using Tyler SaaS Active Directory maintained by Client administrators. Direct database access is only granted upon request via read-only ODBC connection for ad-hoc reporting. Although hardware is shared with multiple SaaS clients, clients have their own application environments eliminating any possibility of accessing another client's data.

Hosting Operations follows security best practices dictated and defined by the three assurance audits that Tyler Technologies are subject to. SOX-404 Financial and IT General Control audit conducted by an independent CPA firm. PCI Security Council PA-DSS and PCI DSS, and AICPA SSAE-16 SOC 1 Type 2 and SOC 2 Type 1 are also conducted by approved external audit firms.

6. Please describe your change management, upgrade, and patch management policies & practices?

Tyler SaaS infrastructure is multi-tenant with multiple clients sharing single hardware or virtual components. However, unlike most multi-tenant solutions in which all clients use shared application environments, Tyler SaaS client application environments are single-tenant. Providing clients with dedicated application and database instances offers flexibility to have application updates applied on their own schedule and convenience.

Tyler SaaS clients simply request and schedule a time convenient for them to have application upgrades installed by SaaS support engineers during off hours. Software corrections delivered through Munis Internet Update can either be installed by Tyler SaaS Support or directly by the client on demand.

All changes to the hosted infrastructure flow through our change management procedure and require planning and approval. Patching of the infrastructure follows Tyler's patch policy. All application upgrades and patches are initiated by the client.

Notifications are sent to clients for any maintenance that may have potential effect on client accessibility or performance. On rare occasions, emergency maintenance may need to be performed at which point clients are notified as soon as possible. Refer to the Tyler SaaS SLA for more information.

7. Describe your systems administration/management capabilities including: monitoring of performance measures, intrusion detection, and error resolution.

Tyler SaaS staff continually monitors the performance of the servers including CPU usage and memory usage to make sure that our clients get the best performance.

8. Describe how you will help the City move to a new operation at the end of the contract term or if the contract is terminated, including the process for notifying of termination.

We will provide the City with a backup of their database upon request. Termination notification will be specified in the contract.

9. Please provide a copy of your most recent SSAE 16 Type II audit.

SSAE Type 2 audit report available to clients who sign a Tyler non-disclosure agreement.

Section 5 IMPLEMENTATION PLAN

3.5 Implementation Plan (Section 5)

The Vendor is to provide an implementation plan in narrative format supported by an activity-level project plan using Microsoft Project 2010 that details how the proposed solution is to be implemented. This implementation plan should include the following elements:

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

The Vendor should not be constrained to only include the above items in the Vendor's proposal response if the Vendor feels that additional elements may add value to the overall implementation.

The City requests that the Vendor provide their work plan in a Microsoft Project format as part of the proposal response.

It is expected that the Vendor will lead the efforts in each of the implementation areas described below unless stated otherwise. Further details on what is to be provided as part of the Vendors proposed implementation plan are included in the following subsections.

As the City is contemplating a City-hosted versus Vendor-hosted solution, aspects of the services to be provided should be clearly delineated where they vary between these two approaches.

5.1 GENERAL IMPLEMENTATION APPROACH

3.5.1 General Implementation Approach (Section 5.1)

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

1. Describe how you transition from the sales cycle to the implementation phase of the project.

Tyler will work with your team to conduct a smooth hand off from sales to your implementation management team. An initial call to introduce your team to your implementation staff will be conducted by your Sales Account Executive. Following this initial hand off, a Project Stakeholder Meeting (WBS 1.1.4) is scheduled to outline the project including timing, organizational and resource allocation. This is the formal hand off from sales to implementation. Prior to this meeting, specifics that were raised during the sales process are given to the implementation team. During this meeting, the implementation team will go over the Tyler implementation process with you. It is an excellent way in which to set expectations for the upcoming project.

2. Describe key differentiators of the approach as it relates to implementing a solution on time, within budget and with the ability to meet the needs of a diverse client like the City.

One key differentiator of Tyler’s approach as opposed to many vendors that will participate in the selection process is our reliance on only Tyler personnel for all implementation tasks. Instead of relying on third party implementers that may not be completely focused on the project and may have disconnected interests in its outcome, we use Tyler personnel that have implemented Munis in dozens of other public sector entities. Our experience and shared single interest in a successful outcome can only be a benefit to you. We can also inform your project team of potential pitfalls that may affect the on-time, within-budget status of the project before they occur. Because of our experience, we provide a detailed, trusted project approach including the project MS SharePoint site which allows all project team members to have access to pertinent project data (schedules, tasks, assignments, etc.).

3. Describe how you conclude on a preferred implementation phasing of software modules.

What is your recommended approach for this implementation?

PROJECT PLANNING

Tyler takes a custom approach to every implementation project we lead as every client and business case is unique. During project planning, the project teams will discuss all aspects of the project. The discussion and the decisions made will be documented and included in the custom project plan. This document will govern all project activities, including the deliverable for each stage of the project. This document contains typical project deliverables for each stage of the project, and is tied to our custom Tyler Work Breakdown Structure.

During the Planning Stage of the project, a project plan will be created by the project teams that will serve as a working document throughout the entire project. These teams will meet regularly throughout the project to foster communication and ensure that all tasks are on schedule. In addition, periodic reviews and project meetings will be scheduled where changes in scope, project length, or cost will be discussed. Any change to the overall plan, and specifically the project plan, will be agreed to by the two project teams. The original project plan, as well as any subsequent versions of the document will be posted on the Project SharePoint Site and available to all project participants.

This open access to project documents helps to ensure good communication among all project stakeholders.

Attached, please find the Munis Sample Implementation Plan which will give an example of the documents that will be created during the planning stage of the project and the Gantt Chart which outlines the tasks and milestones involved in implementation project. An important part of the custom project plan is the project timeline and schedule which is developed using MS Project and will be displayed through the Project SharePoint site in a number of different formats. A custom version will be created during the planning stage of the project by the project teams.

5.1.1 PROJECT SCHEDULE DEVELOPMENT

The project schedule will be developed by both Project Managers in coordination with the project teams in order to meet your needs while keeping in mind the guidelines for implementation. Tyler recommends a phased implementation approach, staggering start and live dates for each phase of the project. Tyler also recommends starting the implementation with the Financials phase as the Chart of Accounts is the core to the entire system and usually requires less intense conversions than Payroll modules. Both teams can come to a mutually agreed upon implementation start date.

Live dates will be targets, but should not place unnecessary constraints on the project. The timeline provided assumes that the product will be used as-is, without any required go-live customizations. It is recommended that no more than two phases are significantly in process at a time.

5.1.2 PROPOSED PROJECT SCHEDULE

Taking into account Tyler’s preferred project phasing, our current understanding of your needs, and the included investment summary project guidelines are given below. Tyler can meet the timelines requested in your RFP. Further discussion between the Project Managers is necessary to determine resource availability, limits and constraints prior to developing the actual project schedule. Tyler is open to discussing the project schedule in more detail, and working out a mutually agreed upon plan that takes into account all project risks and requests.

5.1.3 PROJECT PHASES

Proprietary and Confidential – Subject to Restrictions on Disclosure

Phase	Module	Duration (Months)	Project Plan in Months																														
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	
1	Financials	16	█																★														
2	Payroll and Human Resources *	13																			█												★

* ExecuTime Advanced Scheduling will be planned at a later date. This module is a post live event that requires Payroll and Time & Attendance to be live prior to starting implementation.

4. Describe your approach towards running parallel systems for a period of time.

Some modules require more parallel testing than others, such as Payroll. Often times, these parallel processes are broken down into smaller groups. Rather than running a complete billing or payroll, groups of accounts or employees are tested, allowing the users to manage their time more effectively. This process ensures that all accounts, bill or pay rates, and employees are fully tested prior to going live.

The nature of the financials and other modules' implementation is that mini parallel processes occur at various stages throughout the pre-live phase. For example, during the implementation, purchasing process training will take place. Both teams will have remote users input requisitions and watch them flow throughout the organization via workflow. This, in essence, is a parallel process of the purchasing process. You will also print reports, validate the veracity of data to ensure the system is working as expected. Ultimately, the decision on running parallel systems, for how long, for what applications, will be a joint decision between the Tyler and your project teams.

Any unique tools, techniques or methods that you use should be described in this section.

Tyler's methodology is straightforward. We've taken the successful approach to implementation we've used for more than 35 years and integrated it with the principles of the Project Management Institute (PMI), a globally recognized organization dedicated to the project management profession. As a result, our clients receive an implementation method tailored to meet their specific needs that is based upon industry accepted practice and principals. PMI methodology breaks all projects into five different process groups to every project: Initiating, Planning, Executing, Monitoring & Controlling, and Closing. Tyler and Client Project Managers will establish a Project Plan that will adhere to these process groups, and address all aspects of the project.

Throughout a project, we establish control points (critical review points) to ensure an organization fully understands and accepts the project. It is at these control points that organizational stakeholders monitoring the overall project must formally accept the project to date. Once there is formal acceptance, the project will proceed to the next phase.

Tyler takes its contractual obligations seriously. We have a proven record of delivering software solutions on time and on budget. We take pride in our ability to partner to deliver successful projects that stay in scope, and are deployed, and up and running when promised.

Tyler utilizes Microsoft's SharePoint technology for its software implementation projects, providing a dedicated SharePoint site for each client. This site serves as a communication point for all project members, with permissions and settings dictating which aspects of the site each user can use. The site contains all project documentation including the project plan, training agendas, informational materials, and control point sign-offs. The use of this site helps to ensure that all project stakeholders are kept up to date throughout the project.

Tyler has incorporated a Learning Management System into our Implementation Methodology and branded this tool and content as Tyler University. Tyler U provides guided training content organized into pre-defined tracks for each subject matter for all your users. This tool is available for use

throughout the implementation project for pre-requisite content and materials that allow our trainers to focus on more complex processing and procedures. This tool is also available once you are Live on Munis for refresher training, new hire training, and as a reference.

5.2 PROJECT MANAGEMENT APPROACH

3.5.2 Project Management Approach (Section 5.2)

In addition to providing responses to the following items, the Vendor must complete the Project Management Approach Form in section 7.12 of this RFP, and include it in this section of the response.

5.2.1 PROJECT MANAGEMENT APPROACH FORM

Please reference the Project Management Approach Form in Section 12 of this proposal response.

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

As part of any significant engagement, the City employs a project management approach that is based on the Project Management Institute's project management body of knowledge (PMBOK).

The City would expect responding Vendors to adhere to such standards as part of the project.

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

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

PROJECT MANAGEMENT

Major projects, such as implementing a new software system, are generally one-time operations. Fortunately, Tyler has managed thousands of these implementations and has the resources, expertise and experience to properly manage all aspects of the project. Tyler employs a custom Project Management Methodology based upon the principals set forth by PMI, the globally acknowledged leader in the field of project management. Our approach to project governance has been continuously improved during Tyler's years of experience implementing software exclusively with public sector clients. No one knows the Munis system better than Tyler staff. That's exactly why we don't contract third parties to do our implementation for us. We do it best.

Your primary point of contact throughout the project is your Tyler Project Manager. The Tyler Project Manager will guide the implementation from start to finish, following our custom methodology and

work breakdown structure. Our Project Managers are experienced and bring software and industry knowledge to your project. Many of our project managers have already earned their PMP credentials through PMI, while others are in the process of acquiring their certification. At Tyler, we believe in providing superior, experienced and focused management resources to our clients and are committed to doing so.

We have proposed a project team with different Project Manager oversight. We have proposed a 50% Dedicated Project Manager who will be onsite 2 days per month for the Financial Phase 1 and a 25% Dedicated Project Manager who will be onsite 2 days per quarter for the Payroll/HR Phase 2 of your project. Tyler's Project Manager will work directly with your team and be on-site for part of your project. Project meetings, quarterly management meetings, project planning activities, and Go Live planning will all occur with Tyler's Project Manager present.

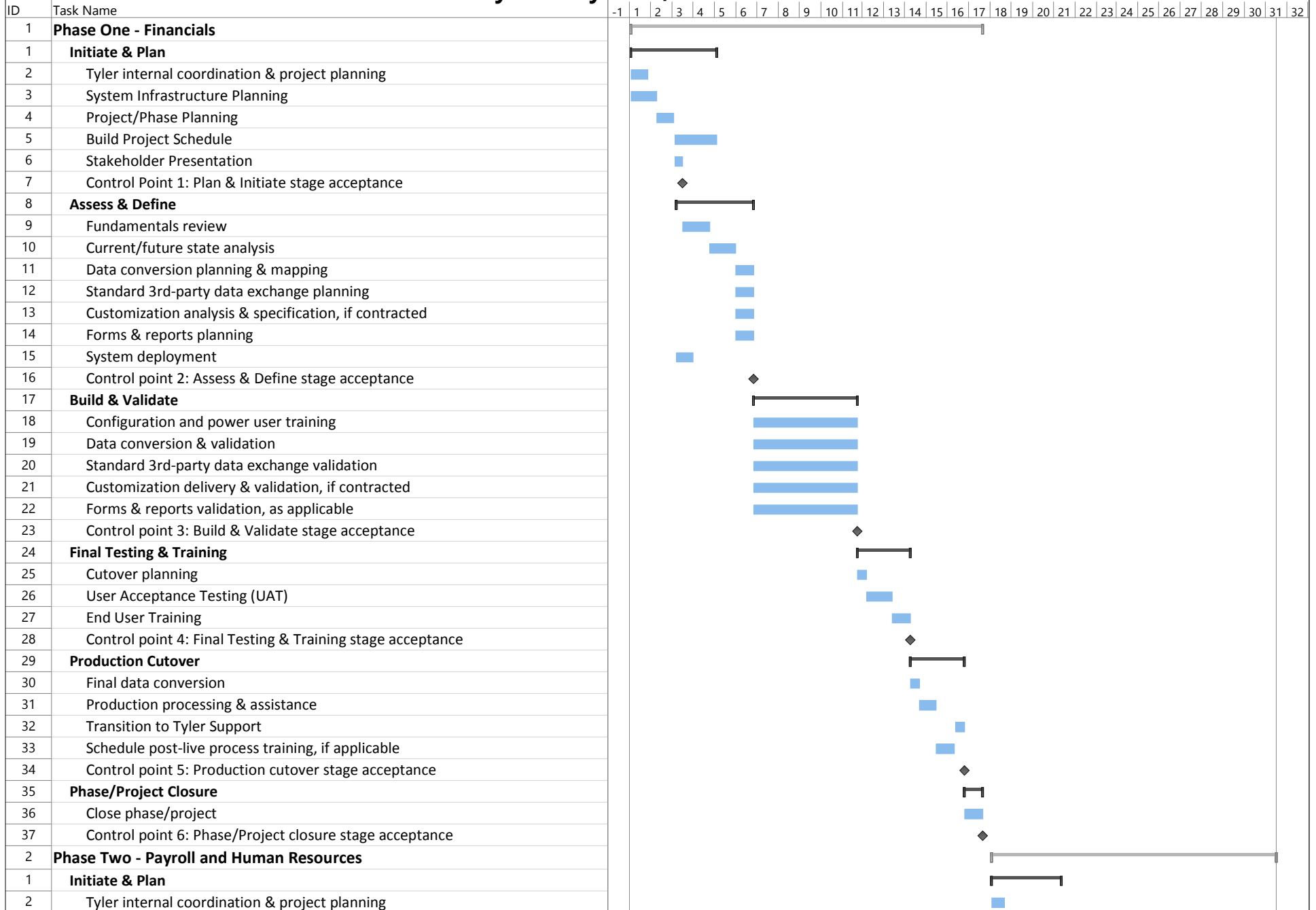
Tyler Implementation Methodology groups your and Tyler resources based on their functional role within the project. This allows for easier staffing and communication both within and between your and Tyler's Project Team. Please refer to the attached Project Resource Roles documentation for an explanation of each expected role within the project and the responsibilities that are typically assigned during the Tyler implementation project.

Tyler believes in the value of working directly with our clients and the benefits face to face interaction have on project activities and training. Tyler's standard approach is to conduct 80% or more of implementation activities on-site at your facilities. Not all Tyler project team resources work on-site due to the nature of their role within the project. Tyler's Project Managers and Implementation Consultants will work direct at your offices, while other resources such as Form Designers and Conversion Programmers will conduct their work remotely.

PROJECT SCHEDULE / GANTT CHART

Please refer to our proposed project schedule as well as the attached Gantt Chart for project phasing and the proposed project plan.

City of Hollywood, FL - Gantt Chart



5.3 HARDWARE, SOFTWARE AND STORAGE DESIGN AND INSTALLATION CONSULTING

3.5.3 Hardware, Software and Storage Design and Installation Consulting (Section 5.3)

The City usually installs the required hardware and communications equipment for applications. We are open to other proposals to accomplish a successful deployment. The Vendor is expected to specify, furnish, deliver, install and support all application and system software that may include preinstalling or equipment staging. What do you propose for the most effective deployment of hardware, communications and related equipment? (if applicable)?

Tyler SaaS Solution

With the Tyler Software as a Service (SaaS) solution, we will host and manage the Tyler applications from our facilities. We will provide the ongoing support, maintenance, and upgrades of the applications, hardware, and operating system.

On-premises Solution

Once a hardware configuration is approved by Tyler; server hardware, operating system, and database software is typically procured and installed by the customer. Other arrangements can be made if needed, but this is usually the most cost efficient method.

Tyler engineers will work with the customer along with any additional consultants contracted from the hardware vendor to review specifications and goals for virtualization, high availability, and power consumption. Tyler will provide documentation with recommendations and best practices for configuring the servers to optimally run Tyler solutions.

Tyler will schedule an onsite installation in coordination with the overall implementation project plan. Standard install process requires the customer to install the appropriate server hardware prior to the arrival of Tyler Installation Engineers. Server equipment should be unpacked, installed into a rack if necessary, and connected to appropriate power and network sources.

Additionally, the City expects the selected Vendor to conduct a test of integration with current authentication and ongoing on-premise systems.

Clients may request to perform a disaster recovery test on a mutually agreeable schedule, including prior to go-live.

5.4 DATA CONVERSION PLAN

3.5.4 Data Conversion Plan (Section 5.4)

It is anticipated that data conversion will occur when migrating to the new application. The Vendor is expected to assist the City in the conversion of both electronic and manual data to the new system.

It is expected that the City will be responsible for data extraction from current systems and data scrubbing and data pre-processing and that the Vendor will be responsible for overall data conversion coordination, definition of file layouts, and data import and validation into the new ERP.

Please provide pricing for data conversions in the associated Microsoft Excel pricing spreadsheet.

1. Describe your general approach towards data conversion and how you would work with the City to conclude on what should be converted.

The data conversion process can be the most time-critical element of your project plan. And as such, Tyler develops crucial steps in our implementation process to support a successful data conversions plan. Our resources conduct hundreds of data conversions for our implementation projects every year using a process involving data mapping from our clients' legacy system and programs/scripts written by our conversion programmers. Please refer to the included Investment Summary for the proposed Data Conversions pricing and scope.

While Tyler's data conversions team has extensive experience with data mining, conversion and migration, it your responsibility to provide Tyler with readable conversion data and to review the converted data for accuracy and completeness. Your Tyler implementation team guides you through the process, starting with conversion analysis and mapping, followed by interactive data conversions and validations, and ending with final testing and loading into your production environment. Within three implementation stages, critical data conversion work packages outline the steps needed.

ASSESS AND DEFINE: DATA MAPPING AND DESIGN

At the beginning of the project, data from your legacy application is mapped to the Tyler system. You will be expected to ensure that the data extracted is well defined and conforms to the same format with each extract. The Assess and Define stage sets a path which, when followed precisely, leads to success with subsequent conversion activities in the remaining project stages. This critical step includes, but is not limited to:

- Comprehensive mapping and migration of legacy data
- Creation of a road map defining conversion approach, data extract strategy, conversion and reconciliation strategy
- Outline of migration mandates and best practices governing the layout of the destination storage environment

Such communication will include:

- Comprehensive review and evaluation of legacy system data with specific attention to general data quality, viability and identification of overt “scrubbing” necessities

BUILD AND VALIDATE: CONVERSIONS AND VALIDATION

Tyler’s conversion programmer examines your data files and layouts, and uses the supporting materials to interpret, crosswalk and generally re-arrange the data from the legacy system into the new database. Working collaboratively, the teams address conversion errors and report discrepancies. This iterative data conversion and validation stage includes:

- Data loaded, tested, reviewed, and validated
- Stakeholder acceptance of data quality, viability and operability

Much attention is given to data integrity during the testing phase by the conversion developers. The conversion developer spends time testing to ensure the data conforms to the database definition and standards. Your team and the Tyler implementation team work on testing the balances and output of processes after the conversion to allow you to be confident that the available data was captured accurately.

PRODUCTION CUTOVER: FINAL DATA CONVERSIONS

The final step in the process is the final data conversion into the production environment. Tyler extracts a final data packet, thus transferring ownership and maintenance of the data to you for all data in the Tyler system. Depending on the scenario and timeframe, you may need to manually create a new record to replace an element that Tyler was unable to convert or was created in the legacy system after the final data extraction.

DATA CONVERSION STANDARDS

Data Scrubbing and Reports

Tyler recommends that you conduct due diligence to ensure that your team delivers clean data, as this will make data validation efforts more seamless and result in a higher quality migration. We recommend creating control reports and screenshots for use in proofing the conversion later in the process. Your team and the Tyler Project Managers decide which reports are required. For verification purposes, it is imperative that reports for proofing be run at the same time that data is created for transfer to Tyler. There should be no intervening transactions posted between the data transfer and the reporting. We emphasize this point as it is difficult to match the data to the output on the report if these standards are not met.

2. Please describe your organization’s recommended approach toward retention of legacy data.

Tyler recognizes the need for our customers to maintain their legacy data and to ensure that they are in compliance with all local and federal data retention rules. Data retention is governed by a number of different entities and differs amongst different data types. As such, your team is responsible for knowing and communicating all data retention needs to the Tyler project team during the planning

stage of the project. A Data Retention Plan will be created during planning and incorporated into the Project Plan to be followed throughout the Implementation Project. Typically, our clients use a number of different methods to maintain the necessary data, including but not limited to: data conversion to Munis, retained access to legacy system, data archiving, existing hard copies, and back-ups. By combining these different retention methods, you can meet their data retention needs while making informed decisions about what type of data they will convert into Munis and the associated cost of this work.

5.5 REPORT DEVELOPMENT

3.5.5 Report Development (Section 5.5)

For specific reporting requirements, it is anticipated that the Vendor will take the lead on developing any reports required as part of the initial deployment of the system. The Vendor is expected to provide specialized knowledge and information to the City staff during the development of needed reports, via technical training on the tools used for report development, database schema and architecture, etc.

5.5.1 REPORT DEVELOPMENT FORM

In addition to providing responses to the following items, the Vendor must complete the Report Development Form in section 7.13 of this RFP, and include it in this section of the response.

Please reference the Project Management Approach Form in Section 12 of this proposal response.

Provide information on your reporting approach including:

1. Description of various methods of reporting including Business Intelligence,

Public sector entities need multiple ways to get information out of their ERP software. That's why Munis provides more than just traditional paper-based reports for accessing and using critical information. It is designed to provide you with the information you need in the format you want— instantly.

Nearly every application screen throughout the ERP suite includes the ability to create a report of the current data using a variety of output options (print, PDF, Word, Excel). An integrated “query wizard” can be used to guide users through the selection process to create complex queries. These queries can be saved for future and even shared with fellow users to quickly and easily access pre-defined searches at moment's notice. Leveraging the integrated Munis Scheduler, reports can also be scheduled to automate delivery, printing or archival.

Based on Microsoft SharePoint, the Tyler Role-Tailored Dashboard provides an easy-to-use, simplified way of finding, accessing and sharing information by aggregating the data you deem important into one or more customizable views. Web parts display information from different parts of Munis and other Web-based tools. Each user can personalize his or her dashboard views, tailoring it to the

information that's critical for their role. Simply click on hyperlinks embedded in the Web part to access specific records or files.

Munis also offers full bi-directional integration between your Munis database and Microsoft Excel through SQL Data Cubes. The Munis database provides a user-friendly, multi-dimensional view of your data across many platforms including Excel, SQL Server Reporting Services (SSRS) and your Tyler Dashboard. Analyze and report on trends, track key performance indicators, create charts and graphs, generate reports and more using the tools you're already comfortable with. Embedded hyperlinks point to the originating record stored in Munis for fast access to detailed information.

Choose from our library of report templates or use Tyler Reporting Services for more customized reporting. Powered by SSRS, Tyler Reporting Services enables users to create custom, complex reports using powerful wizards and built-in tools such as Microsoft Business Intelligence Development Studio and Visual Studio. Add charts, drill downs, parameters and hyperlinks to turn reports into interactive documents or Web content. Users can also use analysis tools—including charts, field highlighting, running totals and sorting—to examine trends, expose relationships and zero in on important facts. Reports can easily be published and shared to end users by integrating directly with the Munis SharePoint Dashboard. Finally, Tyler Reporting Services uses database views for standard reporting and report models for ad-hoc reporting. These views/models are easy to use, incorporate security and permissions set within the Munis application, and are an efficient way to connect to the database.

2. Methods for the City to identify, specify, and develop required custom City reports during the implementation.

Reporting Analysis

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

Reports are classified as:

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

Many resources are available to your team to ensure that all reporting needs are met through your implementation. Additional custom writing days can be quoted when the project team has an understanding of the report needs scope that will not be met via our standard approach.

5.6 INTEGRATIONS AND INTERFACES

3.5.6 Integrations and Interfaces (Section 5.6)

It is expected that information generally would need to be entered only once into the system.

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

The Microsoft Excel pricing sheet contains a listing of current and/or desired application interfaces.

Please provide pricing for interface development in the associated Microsoft Excel pricing spreadsheet.

In addition:

1. Describe the extent to which the various modules are integrated together versus being purchased separately and interfaced

Munis is an Enterprise Resource Planning (ERP) system solely designed for the public sector. ERP is application software that integrates information across all facets of an organization, including finance, operations, and human resources.

Master records are shared across multiple products throughout the system. This ensures a single data record is maintained across multiple applications, eliminating the need to “sync” or manually entering duplicate data in multiple areas. For example, an Employee Master record is accessible from Payroll, HR and Financials modules.

With integration information, users can “drill down” from summary to details, and “drill across” to related information in other applications. With Munis, users can even access directly any program from the menu by specifying its name.

Finally, integrated applications have the same “look and feel” across programs—so users learn just one set of conventions that apply everywhere. The Munis screens are logically organized and visually appealing, making it easier to enter information and find it quickly.

2. Describe your approach towards interfacing and integration with other solutions including use of specific tools, methods and standards.

Munis offers a variety of methods of interfacing with external third party systems, including file-based import and exports and real-time integration using web services. This includes pre-defined integration points out of the box, requiring little or no setup to many popular third-party systems such as Microsoft Office, ESRI ArcGIS and Kronos Time and Attendance.

Full Integrated ERP Solution

When evaluating a new ERP system, it is very common clients are looking to replace several disparate systems with a single, integrated ERP. Since every Munis application is integrated with one another, sharing a single database, many existing interfaces are commonly eliminated when moving from several disparate systems. For example, with Munis, an employee raise initiated by a Human Resources personnel action, automatically updates Payroll and the General Ledger.

File-based integration

Munis includes a number of file-based interfaces which are performed using integrated Munis applications and geared towards end users rather than IT staff. Rather than needing your database administrator to import or export data directly to or from the system, most file-based interfaces include the ability to define and choose from interface templates. These templates define the order and type of data being interfaced so files don't need to be in a "Munis format" and instead allows users to choose the appropriate template for the system being integrated with. Munis also includes interface templates for commonly used third-party systems out of the box.

Munis import applications import data into a holding / verification area in the database. Munis Workflow can be configured to notify or require approval based on any number of business rules specific to the data imported. Business rule examples include whether data brings an account over budget, is over a certain dollar amount, or affects a specific department, commodity, or object code. After all workflow actions have been approved, imported is then moved into production data. Depending on the process, imports can also be rejected at the item or file level. Rejected imports can be resubmitted at any time.

Imports and exports can be scheduled for a one-time or recurring, automated interfaces. Finally, nearly every application has the ability to export the current record set to Microsoft Excel or Microsoft Word.

Direct Integration and Support

Tyler has heavily embraced web services for use with application architecture and integration with other applications using industry standards. Munis includes a robust and growing library of XML web services and leverages them for real time integration with third party systems through "plug and play" interfaces.

Setting up an application interface within Munis is as simple as opening an application screen and entering a few settings specific to that interface. Tyler develops and maintains all application

interfaces clients, saving clients from worrying about APIs that require development skillsets, and maintenance any time a system changes. This includes all state and federally mandated interfaces included as part of every client's maintenance agreement. Tyler regularly works with state governments and vendors as they develop strategies for sharing/obtaining information with local governments via XML and web services to ensure our products comply with these specifications as they are introduced and continue to meet our clients' changing needs.

3. Describe data exchange standards (e.g. XML, Web Services, or EDI) supported or provided by your product.

See previous response.

4. As it pertains to the City's current technical environment described previously, identify potential issues for integrating with specific technologies that are used within the City.

No issues are apparent as it relates to technical environment.

5. If local customizations are made, do you provide any tools or assistance to easily incorporate customizations into new version/releases of your software?

Tyler applications are developed as commercial off-the-shelf (COTS) solutions and include various levels of configuration and customization. All configuration and customization tools are application-based allowing end-users and administrators alike to tailor the system to their specific business needs. In addition, by using application-based tools, all customizations are retained upon system upgrade eliminating timely re-tooling, conversions or re-programming typically required from other systems.

6. The Microsoft Excel pricing spreadsheet contains a listing of current and/or desired City application interfaces and their likely need in a future integrated environment. Provide pricing for interfaces in the associated Microsoft Excel pricing spreadsheet

5.7 TRAINING

3.5.7 Training (Section 5.7)

In addition to providing responses to the following items, the Vendor must complete the Training Form in section 7.14 of this RFP, and include it in this section of the response.

5.7.1 TRAINING FORM

Please reference the Project Management Approach Form in Section 12 of this proposal response.

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

3. End User Training Approach: All end-user and technical training will be performed on-site through implementation and be performed by the Vendor.
 - a. End user implementation training will be provided by the Vendor and include joint participation by the relevant City process owner team lead supporting the process area in the new software system.
 - b. Technical Implementation training will include training for City IT staff on the technologies required to support the new ERP system.

Tyler has not proposed an End User Training approach for your project at this time. Our approach and preferred knowledge transfer methodology utilizes a train the trainer model which we find is the most effective approach for Implementing Munis. Tyler delivers end user training on each respective topic one time. Your Internal Trainers will then deliver the training to the remaining staff (train-the-trainer). If your team truly wishes to pursue an End User implementation plan, Tyler can provide a quote for this higher level of service after further discussions about the number and nature of users that are anticipated to work with Munis in Production

4. Train the Trainer Approach: The Vendor will incorporate a “train the trainer” approach where only key City team leads will be trained through implementation on their modules and then they will train the remainder of the City staff in their respective areas.
 - a. There would be roughly ten SME’s) for each module including one team lead. This training would be provided at a City facility.
 - b. Training materials supplied by the Vendor would be used by SME’s and team leads for training their staff.
 - c. Web conference or remote online tutorial sessions would be available to SME and team lead staff to participate in after initial training was completed in their module.
 - d. Technical implementation training will include training only key IT staff (six) to support the new system.

Tyler’s Implementation Methodology and Knowledge Transfer approach utilize a train the trainer model which in our experience is the most effective model for implementing Munis. Please refer to our Implementation Methodology, Knowledge Transfer Approach, and Training Methodology which are included in this proposal for a detailed understanding of how this model will be employed throughout the project.

The Vendor should provide an overall description of both training methods, including the following:

- ☑ General timeframes in which both types of training will be conducted
- ☑ The Vendor must list the nature, level, and amount of training to be provided for both options in each of the following areas:
 - o Technical training (e.g., programming, operations, etc.)
 - o User training
 - o Other staff (e.g., executive level administrative staff)

A key part of any implementation is training users at all levels. Fully trained users understand how to use your new software system to record and report information that helps them to do their jobs better. This is critical to user acceptance of the system and crucial to a successful implementation.

Tyler offers several training formats to accommodate our diverse clients' needs. On-site training by Tyler staff provides hands-on learning in your own labs. Tyler also provides flexible alternatives including remote collaborative training technology, and may offer video and software tutorial media. Regardless of the scope or logistics, your resources receive consultative knowledge transfer sessions that are a combination of lecture and hands-on education, using your data. Tyler requests that managers attend training with their employees. This ensures that the managers can confirm the proper transfer of knowledge has occurred. This also allows employees to ask the manager policy-related questions about how the system will work within their department.

Tyler has developed a dynamic set of training and education resources and services that are tailored to your needs, the Tyler products you are implementing and the scope of your project budget.

TRAINING METHODOLOGY

A mutually developed education plan lays out the process of transferring knowledge between you and Tyler. We refer to our plan as an "education plan" as opposed to a "training plan" for several reasons. First, the process of transferring knowledge is vital to the analysis phase of our project. During analysis we review the current environment, provide Tyler demonstrations, review questionnaires and flow charts, and ultimately arrive at a future state model. The future state model becomes the foundation for user training. Second, training denotes a classroom setting with teacher and pupil. While training will occur, it is only a piece of the overall education needed to be a proficient Tyler user.

Purpose

The purpose of the education plan is to:

- Communicate the process to stakeholders and functional leaders
- Answer specific questions (where will classrooms be established, what database environment will be utilized, etc.)

- Establish action items and link project personnel as owners
- Define measurement criteria to ensure the plan has been successfully followed

Fundamentals Review

In this step, your functional leads and power users become familiar with the new Tyler system and its capabilities, language and processes before the start of the current/future state analysis. This allows users on your team to better engage with the Tyler implementation consultants during regular training hours, empowers your staff with experience and a more complete understanding of the system, and provides a strong foundation for ongoing conversations regarding the future state processing. Fundamentals review eases the transition into implementation and training, garnering better results and a greater understanding of new processes.

Goals

- Learn general Tyler Technologies terminology
- Experience the basic functionality of your new software solution
- Explore the configuration options including data flow, connectivity, etc.
- Encourage discussions within your organization of desired configuration for design and future processing
- Discover some of the software capabilities available for consideration
- Improve communication between you and Tyler through software knowledge

Configuration and Power User Training

This stage enables your power users to validate the new software based upon the output from the future state analysis. A high-level exploration of the system results in greater comprehension and retention of system features and functionality. Configuration training may include data conversions validation, configuration validation testing, third-party data exchange validation, forms/reports validation and customization validation.

Train the Trainer

Tyler provides training to functional leads and power users throughout the implementation, as the set-up knowledge is key to a self-sufficient user. Tyler provides training to your internal trainers, who in turn train the end user community. End user training is scheduled during the project and is usually done just prior to, or just after, going live. Training materials will be provided and may be customized prior to this training.

Benefits

- Powers users become immediate stakeholders
- Training between the power users and peers creates a comfortable environment
- Reduced learning times and more flexible training scheduling

Technical and System Administration Training

Technical training begins at the time of software installation. Tyler's installation team teaches the technical staff how the software is configured within the operating system, as well as basic system maintenance routines such as backups, loading releases, and refreshing training and test databases.

System administration training is conducted after software installation to show users how to update users, permissions, menu security, workflow administration, etc. from within Tyler's software. Your System Administrator necessarily attends these sessions; functional leaders should also attend to have a thorough understanding of the permissions and options available.

End User Training

After the functional leaders and power users are trained, the system parameters and tables are set up and/or converted, and processes are defined and tested, End users attend applicable scheduled training. Many agencies conduct this training prior to go-live so that these users may assist in system testing and verification, and become familiar with their new processes.

SCHEDULING AND ATTENDANCE

Tyler prefers a classroom and curriculum approach for on-site training to ensure knowledge transfer, comprehension, and retention. A successful user training session is in a classroom environment with a computer for each user (minimum of one computer for every two users, but ideally one per user), a whiteboard, a printer in the room or nearby, and one computer connected to a projector. The size of the class depends on the classroom size and the available computers for training. Ideally, a class size should be limited to twelve (12) users in order to keep the session controlled and ensure that all users are receiving an appropriate level of personalized attention. The specific course topics are discussed and scheduled after analysis, depending on your agency's specific training needs.

Attendance to the training is a critical during implementation. By participating in training courses, your employees gain critical hands-on experience with the system, and learn the Tyler approach. Tyler's training staff will take attendance during classes, and relay that information back to your

Project Manager for review. This ensures that users get the complete benefit of training and reduces support incidents after go-live.

RESPONSIBILITIES

Both teams collaborate on all aspects of training which will be discussed and documented during the planning stage of the project. The expectation is for Tyler to provide one occurrence of each scheduled training. You will be responsible for the logistics of the training by completing such tasks as scheduling resources and ensuring facilities are available. These sessions are to be attended by your key staff members so that they can then disseminate the information they learn to others in your organization if or when necessary. Tyler knows the value of being prepared for the use of our software in production, so we contribute to an ongoing education effort by recommending functional processes to be presented to specific departments, and share training materials used during our sessions. Our goal is to partner with you and lend our expertise and best approaches based on our experiences, in order to allow your resources to be successful at go-live. Changes to these expectations are discussed during project planning, and are based upon your specific business environment and resources.

ADDITIONAL TRAINING RESOURCES

*Tyler University – Tyler U**

Tyler offers training through our Learning Management System — Tyler U — to our client base. Tyler U training provides an excellent opportunity for customers to learn introductory, new, or advanced processes at their own pace.

State User Groups

Sound development of the Tyler product is largely driven by existing clients. To that end, we encourage active, client-organized product user groups. User groups typically consist of like-minded customers in geographic proximity of one another and running the same or similar Tyler applications.

Online Resources

Our knowledgebase and website include hundreds of searchable documents, videos and reports for users to view, download and modify. These include how-to documents, user conference session documents, best practices and more.

Tyler Connect

Tyler hosts an annual education forum, Tyler Connect, which serves our customers' need for new or refresher information on our software products. Each class is tailored to meet the needs of attendees in order to increase productivity and, ultimately, improve responsiveness to your citizens and clients. Tyler is a nationwide community dedicated to learning, growing, sharing, and connecting every year.

*Not available for all Tyler solutions and products.

TRAINING LOGISTICS

Tyler incorporates computer based training into our Training and Knowledge Transfer plan through two different tools. Tyler utilizes a Learning Management System (LMS) under the brand Tyler U (University) to deliver prerequisite and baseline information to all project participants. This approach allows Tyler's Implementation Consultants to focus on more complex subjects and to focus on ensuring that all participants are moving along at the same pace. Tyler's LMS, TylerU, is included for all clients at no additional charge.

Tyler also has a number of training videos and tutorials on the Munis KnowledgeBase that can be downloaded and viewed by any resource. These items are intended to provide refresher or new employee materials to supplement your internal training program.

Both types of computerized training are meant as a supplement to Tyler's preferred teaching method of in-person classroom training. They are not meant to replace any portion of the training that is conducted by Tyler's resources while working with your team.

5.8 CHANGE MANAGEMENT APPROACH

3.5.8 Change Management Approach (Section 5.8)

The City recognizes that a movement from the current environment to a new solution will present change management challenges. The Vendor should clearly identify their approach towards Change Management and how is it integrated into every aspect of the project, including any unique approaches or tools that will be used. Vendor must provide a Plan of Action & Milestone time line for the various phases regarding their change management approach.

CHANGE MANAGEMENT CONSULTING

Tyler has proposed our Change Management Consulting for your project. This higher level service allows Tyler's project team to provide an in depth and consultative service designed to assist your team in preparing for the change involved in implementing Munis. Organizational Change Management is all about realizing the desired benefits of change as an entity by managing the people side of change. Tyler's Change Management Consulting is designed to help your organization to overcome resistance to change in order to maximize the benefits of implementing Munis.

Our Change Management Solution will provide change management tools, analytics and a proven plan to engage your project stakeholders throughout the project. In addition, Tyler’s Change Management Facilitator will assist in identifying individuals who are open to change, forming an internal Change Management Team, and provide educate and coaching to this team on how to best support the change process. Tyler’s Change Management Facilitator will work with your team throughout the first phase of the project to ensure that your team is prepared to undergo the change required to successfully implement Munis.

Tyler’s Change Management Consulting is comprised of three project phases: Preparing for Change, Managing Change, and Reinforcing Change. The three phases that make up our Change Management Consulting solution run in parallel with Phase 1 of the Munis implementation. Activities and tasks associated with Change Management are scheduled to dovetail with implementation tasks, designed to enhance and support project activities whenever possible. This approach provides a model for your internal Change Management Team so that the same strategy can be repeated for each project phase.

Change Management Consulting – Phase Overview

- Preparing for Change – Organizational Analysis
 - Scope of the project (WHAT, WHEN)
 - Impact of the project (WHO)
 - Change Management team formation
- Managing Change – Supporting Project Change
 - Executive Playbook – focus on individual and organizational change
 - Communication Plan – focus on individual and organizational change
 - Coaching Strategy Plan – focus on individual change
 - Business Process Transition Plan – focus on individual and organizational change
 - Resistance Management Plan – focus on individual change
- Reinforcing Change – Measure Adoption to Ensure Change
 - Audit of project compliance – focus on individual change
 - After Action review
 - Project Phase Closure

ORGANIZATIONAL CHANGE MANAGEMENT

Public sector organizations of all sizes find it challenging to adopt new approaches and processes even when given the opportunity to do so through the implementation of a new software system. To realize the benefits our software can provide to our clients, it is necessary to adopt business practices and approaches that leverage the features and tools provided by Tyler. It is only through enterprise-

wide adoption of new technology, processes and business practices, that the biggest improvements to key areas such as efficiency, data access and cost savings are realized as an organization. Organizational change management practices and principals are designed to help our clients through the change process, achieving a higher level of adoption and reaping the benefits of changes required by the implementation of a new software system.

Tyler's Project Managers are trained in change management and assist during the implementation process with the human side of change. Effective communication is one of the core components of change management: identifying who to communicate with, the proper communication methods and determining the timing, tone and content of the messaging. A communication plan encompassing these critical decisions will be updated during the planning stage of the project by both project teams. Tyler believes that for your project to be successful, change management must be sponsored from top down in your organization, because it requires a high level of adoption of desired changes. In addition, leveraging our extensive past experience, our project team will do everything possible to advise you in this process throughout implementation.

As a company, we embrace the following principles and utilize each in an effort to mitigate potential change management issues:

- **Start to Finish:** Change management must begin early on, and extend through and beyond the transition to the new system. Creating ownership early on is absolutely essential to a successful implementation.
- **Integrated and Holistic Approach:** Change management strategies must be integrated into overall project management and not treated as a separate and distinct effort. Additionally, since most agencies are experiencing multiple changes at any given time during the project, change strategies and efforts should be managed in a holistic way.
- **Collaborate and Leverage Strengths, Experience:** Working collaboratively with you ensures that the implementation process leverages internal capabilities, organizational knowledge and relationships, as well as Tyler's experience and expertise in navigating change. Moreover, collaboration and engagement are essential to building support, establishing ownership and gaining buy-in from all affected users.
- **Engage and Rely Upon Key Stakeholders:** Identifying and empowering representatives from primary stakeholder groups is fundamental to an effective change program, allowing the project team to obtain critical feedback on your needs and change acceptance at key milestones.
- **Build on Established Change Methodology:** Tyler builds on your established change methodology, if and where it exists, advising you on practices we have seen as effective in other projects similar to yours. Our intent is to supplement and strengthen it where possible.
- **Create Frameworks and Build Capability:** The most successful projects are those that build lasting capability within the organization, allowing internal resources to support and engender lasting change.

5.9 TESTING

3.6.9 Testing (Section 5.9)

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

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

A Quality Management / Testing Plan establishes processes and activities to ensure that project objectives outlined within the Implementation Management Plan are successfully implemented. The Quality Management / Testing Plan addresses both the project and the product, meaning that tests are conducted at appropriate times throughout the project and that they test different facets of the product as the future-state system evolves. The tests examine all of the implemented functions and processes to ensure that the goals and requirements for the project are fully satisfied. We do not perform stress/performance testing in our standard approach.

PURPOSE

The Quality Management / Testing Plan defines and monitors critical milestones. Failure to meet critical milestones may negatively impact project timing, which could affect go-live.

It also provides a controlled environment for high-level product testing, taking into account full module integration, import and export interface integrity, functional flow and reliability.

METHODOLOGY

Although potential problems can be exposed using standard quality assurance testing methods, the project teams also conduct testing throughout the life of the project to expose issues that would normally only be revealed in a production environment. A comprehensive testing plan is set in place and may include the following: system infrastructure audit, conversions, third-party data exchange, customization, form/reporting, configuration validation testing, and user acceptance testing. The Quality Management / Testing Plan will be mutually agreed upon prior to executing any of the tests.

OVERVIEW

System Infrastructure Audit

The foundation of the system is fully vetted to ensure that the system hardware meets specifications and vital system infrastructure information is available.

Conversion Validation and Testing

Conversion proofing is performed after each pass of converted data is loaded. Control reports, filtering techniques, comparison reports and visual inspection are all part of this process. The purpose is to identify all issues with data, whether due to mapping inconsistencies, source data issues, data submission content or conversion programming errors. The goal is to have acceptance of conversion programming completed prior to the pre-live period so that final conversions have little or no risk of data or conversion programming issues. Final acceptance is necessary prior to live processing as the last step before data is loaded in the live database for live processing to begin.

Data Exchange Testing

Exchange testing involves the observation of inter-module and third-party data flow and effect. Throughout the implementation, special attention is paid to the exchange integrity of the system which is validated via standard training, parallel testing and customization testing. Whether between Tyler applications or third-party exchanges, all aspects of functional integrity are tested thoroughly. Customization testing is performed to verify that contracted custom modifications delivered from Tyler work as specified in the approved product specifications.

System Design Validation

Testing ensures that the system has been built to conform to the design determined during the Assess and Design stage, and that it complies with the business process decisions you have made. The purpose of the test is to provide an opportunity for validation of business process decisions in the actual application. A key part of the test is to conduct a transaction test, during which typical business transactions, specific to a given area of configuration, are duplicated and validated.

Forms and Report Testing

Testing of your constituent-facing output — checks, invoices, bills, permits, report cards, etc. — is an essential component of the testing plan. Each constituent-facing form and report is validated using the data output created during the system design validation. This continues as a repeated and iterative process whereby testing occurs as your users validate processes, print these outputs as part of training sessions and perform User Acceptance Testing (UAT).

User Acceptance Testing (UAT)

The objective of UAT is to confirm that the system is ready for daily deployment and operational use. During UAT, your functional leads and power users are required to participate by testing the system's functionality, features and performance. Tyler guides you through this process by assisting in the establishment of a test plan and implementing routine communication protocols to ensure reported issues are prioritized and addressed based on established standards. Thorough end-to-end testing completed by your functional leads and power users sets the tone for the success of the production cutover process, both in system readiness for live transactions and in user proficiency in the software tools prior to go-live.

THE BENEFITS OF TESTING

Through this process, end-users gain extensive product experience, develop a high level of confidence in Tyler's products and understand their specific functions within the system. Expected benefits from the completion of these tests also include:

- The infrastructure of hardware and network design is thoroughly tested
- Customizations and exchanges are fully integrated into the product
- A managed issues list is fully quantified

SOFTWARE ENVIRONMENTS

Customizations, exchanges, conversions and other data and programmatic elements are tested in a non-production environment. This environment also serves as the UAT environment.

This environment provides the structure and supporting programs for user testing performed throughout the duration of the project. The desired result of the user testing process is functional goal acceptance achieved through managed issue identification, resolution and testing.

MEASUREMENT AND TRACKING

Once corrections have been delivered, your Project Manager and the Tyler Project Managers determine if repeat testing can continue from a stopped point or if it must be restarted.

Tyler requires a final sign-off prior to going live on any module. This sign-off document will outline the status of any remaining open issues related to the module, confirming the issue status and the associated priority code. Your project team and the Tyler project team will review all items and make a decision as to the ability to begin live processing. The sign-off will signify the end of the system test stage for the module. The decision to delay live processing should not be based on issues whose status is a priority 2 or 3, defined as follows:

- Priority 1 Critical Issue: Cannot proceed without correction
- Priority 2 High Issue: Can proceed but needs correction before go-live

- Priority 3 Medium Issue: Can proceed with live processing but fix needs to be delivered to comply with project goals
- Priority 4 Low Priority Issue: Can proceed with go-live, new desired functionality

TESTING CONCLUSION

Clear communication, recordkeeping and analysis by your project team, Tyler Project Manager(s) and Tyler implementation teams are critical in order to move through the testing phase both successfully and in a timely manner. A member of these teams will need to identify the issues and then determine what type of issue resolution is necessary. Most issues can be categorized as they relate to the following:

- Module design or setup
- Best practice re-engineering
- Change in scope
- Software modification requests

Issue tracking, resolution accountability, timely testing and completed issue resolution are absolutely necessary in a successfully completed project. The testing phase is a shared responsibility and must be recognized as such.

5.10 OPERATIONAL REDESIGN

3.5.10 Operational Redesign (Section 5.10)

With the deployment of a new application, the City wishes to take advantage of capabilities within the software that provide support for operational improvements. Vendors are requested to describe their approach towards operational redesign including discussion on the optimal time in which to conduct redesign as it relates to implementation of the new software. What is your approach to process re-engineering to better facilitate the adoption of your optimized software driven process, as opposed to the tendency of entities wanting to replicate their old process in a new system?

In addition, please describe your organization's capabilities to assist in a Citywide redesign of the chart of accounts to best leverage the capabilities of the system in order to meet the City's overall financial tracking, audit, and reporting objectives.

Tyler's implementation methodology places a strong emphasis on analysis of current business practices, the adoption of best business practices, and tailoring business processes to meet the unique needs of our clients. During the Assess & Define Stage, a thorough Current/Future State Analysis is conducted to gather business process information. Tyler conducts a Fundamentals Review to provide preliminary knowledge transfer of fundamental functions. The objective of the analysis sessions and fundamentals training is to translate the current analysis into a future business process using Tyler solutions that match your desired processes and goals. The resulting configuration is vetted through the Configuration Validation Testing prior to the project moving on to implementation

and training of the core project team. This ensures that all decisions are tested and accepted prior to the majority of project activities beginning such as data conversion, training and documentation. Please refer to Stage 2 of our implementation approach for more details and timing of these items.

Chart of Account Redesign

No other aspect of an ERP system is as important the Financial Chart of Accounts (COA) to the success of the entire project. Tyler conducts between 80 and 100 implementations a year, and in more than 95% of these projects the COA needs to be reworked to better meet the needs of the client. Tyler's project team resources will guide your team through all aspects of the COA design, mapping, and conversion. Our experience working exclusively with public sector clients results in resources who are experts in Munis as well as the industry.

During the project planning stage, the Tyler Project Manager will work with your team for a successful Chart of Accounts conversion. After the initial stages, both project teams will participate in a Chart of Account analysis session. During this session, the Tyler Project Manager will review the current setup in the legacy system, learn your expectations of the Chart of Accounts, and walk through setup within Munis. During this planning session, Tyler will introduce our COA tool – Chart of Account Workbook, which guides the conversions, set up and tables for the Chart of Accounts. Tyler will walk through the workbook and how to best utilize the tool for converting and setting up your Chart of Accounts in Munis.

5.11 SYSTEM DOCUMENTATION AND MANUALS

3.5.11 System Documentation and Manuals (Section 5.11)

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

1. Describe what documentation (user guide, technical guide, training materials, etc.) is available on the system proposed and any related costs.

MUNIS HELP & DOCUMENTATION

The Munis ERP application has an integrated electronic help and documentation system. Munis programs include context-sensitive help (CSH) that provides task-related information for screens and fields. This online documentation helps you navigate through programs, providing the procedures and details needed to complete tasks. When a user clicks Help on the toolbar or press F1 on the keyboard, online help provides details that are relevant to the task that you are currently trying to accomplish. The help for each program screen is formatted to provide you with background information about the selected program (What do I need to know?), as well as with procedures on how to complete a task (What can I do?) which also includes step through tutorials for popular

processes. In addition to screen-level help, our CSH provides details for the individual fields on each screen. As with screen-level help, the field level help is formatted to provide you with a description of the field, as well as with information on what you can do in that field.

Because the Tyler Dashboard is built upon the industry-leading platform, Microsoft SharePoint, SharePoint document libraries can also be leveraged for collaborative document storage which can be integrated alongside ERP web parts and SRS reports. This provides an integrated platform to support custom documentation, management, and collaboration.

Tyler also maintains a complete ERP knowledgebase. The Munis Knowledgebase provides users with a single, easily accessible location to find all existing documentation on the Munis product and other widely used technology products that integrate with Munis. A user-friendly search screen is located on the www.tylertech.com website. Included are procedure documents, file layouts, user guides, installation manuals, setup documents, system administrator documents, data schemas, training exercises and much more.

MUNIS RELEASE ADMINISTRATION CONSOLE

The Munis Release Administration Console provides status information for Munis releases by application. This advanced program integrates into Tyler's work ticket system enabling authorized users to see status information on enhancements and software defects (open and closed), providing real transparency to all. In addition to the status of an item, the Munis Release Administration Console provides information on configuration, requirements and considerations. Administrators can now make informed decisions on what new features are available with new Munis release, the support status, and its maturity.

2. Describe what types of documentation you anticipate developing during the course of the project.

Munis Knowledgebase documents will be used or referred to during training sessions. You may customize these documents, as necessary. During implementation, the Tyler project team will assist you in building documentation for identified critical processes. The Implementation Consultant will train your resources on how to create these documents, and how the process of creating these documents is a part of the overall education plan.

5.12 DISASTER RECOVERY PLAN

3.5.12 Disaster Recovery Plan (Section 5.12)

Please describe the services you provide around disaster recovery, if any, as part of your proposed solution.

Our goal for building hosting infrastructure is no single point of failure. Tyler SaaS hosting server/storage infrastructure is built around enterprise compute systems running virtualized Windows Server and SQL Server. Three Tiers of storage are utilized providing varying levels of performance resiliency. Firewalls, VPN management, routers, and storage are all setup in a highly available configuration. Multiple ISPs are present with diverse paths to the Internet.

Full backups are performed daily of each client's application and database server after normal business hours (21:00-02:00). Tyler's retention policy is to keep daily backups for 30 days, weekly backups for 1 year, and archive monthly backups for prior years. Clients are able to restore from any of these backups as needed.

Tyler maintains two primary datacenters for hosted customers. One is owned by Tyler, located in Yarmouth, ME. The other, a colocation facility, DataBank, is located in Dallas, TX in the old Federal Reserve Building, which was built to withstand a nuclear disaster. Backup data is replicated between each data center nightly using an enterprise backup solution which takes full snapshots of virtual infrastructure. In the event of a catastrophic disaster that destroys a datacenter, guaranteed recovery point objective (RPO) and recovery time objective (RTO) are each 24 hours. Business continuity options with lower RTO and RPO are available for an additional fee.

5.13 KNOWLEDGE TRANSFER

3.5.13 Knowledge Transfer (Section 5.13)

The Vendor should describe their process for ensuring that a transfer of knowledge occurs back to City staff such that staff is capable of supporting and maintaining the application in the most proficient manner once the Vendor implementation engagement is complete.

Tyler's goal throughout the implementation of Munis is to educate your resources so that they are self-sufficient users of the software. To most efficiently accomplish this goal, Tyler uses a train-the-trainer model to transfer knowledge. Tyler's project team will provide comprehensive training to your Core Team, which includes the Project Manager, Functional Leaders, Power Users and Internal Trainers. Each subject matter is covered in training a minimum of two times throughout the project; the first time focuses on the process steps, while the second time through, the training is more comprehensive in nature. Sessions for each topic will also cover set-up and configuration for Core Team members, so that future changes can be easily made.

Tyler's training methodology stipulates that End Users be trained on major process groups only after procedural decisions have been made by the Core Team. The goal is to expose the most sophisticated

users to the system first, so system set-up, converted data, and new procedures are thoroughly vetted by the Core Team before being introduced to End Users. During the Core Team training phase, Tyler Implementation Consultants conduct training, measure knowledge transfers through assessments, and also lead mini parallel processes and procedure tests.

Although not conducted by Tyler's project team, training for your End Users will be included in the project plan and is typically scheduled during Go Live Planning which starts one to two months prior to Go Live. This proximity to Go Live helps End Users to retain knowledge and allows Core Team members to conduct this training. Training materials utilized during Core Team training will be provided to you for use in End User training, and may be customized to include additional information.

It is critical that prior to Go Live, all knowledge transfer is delivered by Tyler's project team to your resources. Many project activities occur during the Go Live Planning stage of the project to evaluate the effectiveness of Tyler's knowledge transfer activities, including parallel processing and user acceptance testing.

Section 6 STAFFING PLAN

3.6 Staffing Plan (Section 6)

6.1 STAFFING PLAN FORM

In addition to providing responses to the following items, the Vendor must complete the Staffing Plan Form in section 7.15 of this RFP and include it in this section of the response.

Please reference the Staffing Plan Form in Section 12 of this proposal response.

6.2 ORGANIZATIONAL CHART

1. The Vendor must provide an Organizational Chart identifying all personnel who will be a part of this Effort and detail the type and amount of implementation support to be provided (e.g., number of personnel, level of personnel, time commitment, , experience/certifications, etc.).

PROJECT STAFFING LEVELS

Tyler Implementation Methodology groups your team and Tyler resources based on their functional role within the project. This allows for easier staffing and communication both within and between the project teams. Please reference the Project Resource Roles document for more information about the typical roles and responsibilities of both the project teams.

The amount of time each resource will actually spend working on the project will vary greatly, but the below chart shows the estimated hours associated with each role and the amount of time that will be spent during each of the project phases. Within each phase time will vary from one stage of the project to another (e.g. Functional Leads are more involved in the early analysis and planning while as Power Users are more involved later in the project).

Please refer to the following sections for our organization chart and sample project team resumes.

YOUR PROJECT TEAMS RESOURCES

	% Full Time Employment	
	Phase 1	Phase 2
Project Manager	0.85	0.85
System Administrator	0.10	0.10
Functional Leaders	1.33	0.49
Power Users	1.52	0.56
Conversion Specialist	0.35	0.34
Internal Trainers	0.09	0.04

TYLER PROJECT TEAM RESOURCES

Tyler Project Team	% Full Time Employment	
	Phase 1	Phase 2
Project Manager	0.50	0.25
Deployment Team / Tyler System Management	0.10	0.10
Implementation Consultant	2.06	0.77
Conversion Programmer	0.17	0.17
Forms Designer	0.02	0.02
Change Management *	0.32	0.00

** We have planned for our Tyler Change Management resource to work with your team for the first 3 months of your project which runs parallel to Phase 1. This represents the service outlined in the investment summary for Change Management – Self Service*

PROJECT RESOURCE ROLES DOCUMENT

Please reference the following pages.

1 ROLES AND RESPONSIBILITIES

1.1.1 Tyler Roles and Responsibilities

Tyler assigns Project Managers prior to the start of each Phase of the Project. The Project Manager assigns other Tyler resources as the schedule develops. One person may fill multiple Project roles.

1.1.1.1 Tyler Executive Management

- Provides clear direction for Tyler staff on executing on the Project Deliverables to align with satisfying the City's overall organizational strategy.
- Authorizes required Project Resources
- Resolves all decisions and/or issues not resolved at the Implementation Management level as part of the escalation process
- Offers additional support to the Project team and is able to work with other Tyler department managers in order to escalate and facilitate implementation Project tasks and decisions
- Acts as the counterpart to the City's Executive Sponsor

1.1.1.2 Tyler Implementation Management

- Acts as the counterpart to the City Steering Committee.
- Assigns Tyler Project personnel
- Works to resolve all decisions and/or issues not resolved at the Project Management level as part of the escalation process
- Attends City Steering Committee meetings as necessary
- Provides support for the Project team
- Provides management support for the Project to ensure it is staffed appropriately and staff have necessary resources
- Monitors Project progress including progress towards agreed upon goals and objectives

1.1.1.3 Tyler Project Manager

The Tyler Project Manager(s) provides oversight of the Project, coordination of resources between departments, management of the Project schedule and budget, effective risk and issue management, and is the primary point of contact for all Project related items.

- Contract Management
 - Validates contract compliance throughout the Project
 - Ensures Deliverables meet contract requirements
 - Acts as primary point of contact for all contract and invoicing questions

- Prepares and presents contract milestone sign-offs for acceptance by City Project Manager(s)
 - Coordinates Change Requests, if needed, to ensure proper Scope and budgetary compliance
- Planning
 - Update and deliver Implementation Management Plan
 - Defines Project tasks and resource requirements
 - Develops initial and full scale Project schedule
 - Collaborates with City Project Manager(s) to plan and schedule Project timelines to achieve on-time implementation
- Implementation Management
 - Tightly manages Scope and budget of Project; establishes process and approval matrix with the City to ensure Scope changes and budget planned versus actual are transparent and handled effectively and efficiently
 - Establishes and manages a schedule and resource plan that properly supports the Project Plan as a whole that is also in balance with Scope/budget
 - Establishes risk/issue tracking/Reporting process between the City and Tyler and takes all necessary steps to proactively mitigate these items or communicates with transparency to the City any items that may negatively impact the outcomes of the Project
 - Collaborates with the City's Project Manager(s) to establish key business drivers and success indicators that will help to govern Project activities and key decisions to ensure a quality outcome of the Project
 - Sets a routine communication plan that will aide all Project team members, of both the City and Tyler, in understanding the goals, objectives, current status and health of the Project
- Team Management
 - Acts as liaison between Project Team and Tyler Manager(s)
 - Identifies and coordinates all Tyler resources across all modules, Phases, and activities including development, conversions, Forms, Installation, Reporting, implementation, and billing
 - Provides direction and support to Project team
 - Builds partnerships among the various stakeholders, negotiating authority to move the Project forward
 - Manages the appropriate assignment and timely completion of tasks as defined in the Project Plan, task list, and Production Cutover Checklist
 - Assesses team performance and adjusts as necessary
 - Interfaces closely with Tyler developers to coordinate program Customization activities
 - Coordinates with in Scope third party providers to align activities with ongoing Project tasks

1.1.1.4 Tyler Implementation Consultant

- Completes tasks as assigned by the Tyler Project Manager(s)
- Performs problem solving and troubleshooting
- Follows up on issues identified during sessions
- Documents activities for onsite services performed by Tyler
- Provides conversion Validation and error resolution assistance
- Recommends guidance for testing Forms and Reports
- Tests software functionality with the City following configuration
- Assists during Cutover process and provides production support until the City transitions to Tyler Support.
- Provides product related education
- Effectively facilitates training sessions and discussions with City and Tyler staff to ensure adequate discussion of the appropriate agenda topics during the allotted time
- Conducts training (configuration, process, conversion Validation) for Power Users and the City's designated trainers for End Users
- Clearly documents homework tasks with specific due dates and owners, supporting and reconciling with the Final Project Schedule
- Keeps Tyler Project Manager(s) proactively apprised of any and all issues which may result in the need for additional training needs, change in schedule, change in process decisions, or which have the potential to adversely impact the success of the Project prior to taking action

1.1.1.5 Tyler Software Support

- Manages incoming customer issues via phone, email, and online customer incident portal
- Documents and prioritizes issues in Tyler's Customer Relationship Management (CRM) system
- Provides issue analysis and general product guidance
- Tracks issues and tickets to timely and effective resolution
- Identifies options for resolving reported issues
- Reports and escalates defects to Tyler Development
- Communicates with the City on the status and resolution of reported issues

1.1.2 City Roles and Responsibilities

City resources will be assigned prior to the start of each Phase of the Project. One person may be assigned to multiple Project roles.

1.1.2.1 City Executive Sponsor

- Provides clear direction for the Project and how it applies to the organization's overall strategy
- Champions the Project at the executive level to secure buy-in
- Authorizes required Project Resources
- Resolves all decisions and/or issues not resolved at the City Steering Committee level as part of the escalation process
- Actively participates in Organizational Change Communications

1.1.2.2 City Steering Committee

- Works to resolve all decisions and/or issues not resolved at the Project Manager level as part of the escalation process
- Attends all scheduled Steering Committee meetings
- Provides support for the Project team
- Assists with communicating key Project messages throughout the organization
- Prioritizes the Project within the organization
- Provides management support for the Project to ensure it is staffed appropriately and staff have necessary resources
- Monitors Project progress including progress towards agreed upon goals and objectives
- Has the authority to approve or deny changes impacting the following areas:
 - Cost
 - Scope
 - Schedule
 - Project Goals
 - City Policies

1.1.2.3 City Project Manager

The City shall assign Project Manager(s) prior to the start of this Project with overall responsibility and authority to make decisions related to Project Scope, scheduling, and task assignment, and communicates decisions and commitments to the Tyler Project Manager(s) in a timely and efficient manner. When the City Project Manager(s) do not have the knowledge or authority to make decisions, he or she engages the correct resources from City to participate in discussions and make decisions in a timely fashion to avoid Project delays.

- Contract Management

- Validates contract compliance throughout the Project
- Ensures invoicing and Deliverables meet contract requirements
- Acts as primary point of contact for all contract and invoicing questions
- Signs off on contract milestone acknowledgment documents
- Collaborates on and approves change requests, if needed, to ensure proper Scope and budgetary compliance
- Planning
 - Review and acknowledge Implementation Management Plan
 - Defines Project tasks and resource requirements for City Project team
 - Collaborates in the development of and approval of the Project Plan and Project schedule
 - Collaborates with Tyler Project Manager(s) to plan and schedule Project timelines to achieve on-time implementation
- Implementation Management
 - Tightly manages Scope and budget of Project and collaborates with Tyler Project Manager to establish a process and approval matrix to ensure Scope changes and budget planned versus actual are transparent and handled effectively and efficiently
 - Collaborates with Tyler Project Manager to establish and manage a schedule and resource plan that properly supports the Project Plan, as a whole, that is also in balance with Scope/budget
 - Collaborates with Tyler Project Manager to establish risk/issue tracking/reporting process between the City and Tyler and takes all necessary steps to proactively mitigate these items or communicates with transparency to Tyler any items that may negatively impact the outcomes of the Project
 - Collaborates with Tyler Project Manager(s) to establish key business drivers and success indicators that will help to govern Project activities and key decisions to ensure a quality outcome of the Project
 - Routinely communicates with both City staff and Tyler, aiding in the understanding of goals, objectives, current status, and health of the Project by all team members
- Team Management
 - Acts as liaison between Project Team and Stakeholders
 - Identifies and coordinates all City resources across all modules, Phases, and activities including data conversions, Forms design, hardware and software Installation, reports building, and satisfying invoices
 - Provides direction and support to Project team
 - Builds partnerships among the various stakeholders, negotiating authority to move the Project forward
 - Manages the appropriate assignment and timely completion of tasks as defined in the Project schedule, task list, and Production Cutover checklist

- Assesses team performance and takes corrective action, if needed
- Provides guidance to City technical teams to ensure appropriate response and collaboration with Tyler Technical Support Teams to ensure timely response and appropriate resolution
- Coordinates with in Scope third party providers to align activities with ongoing Project tasks

1.1.2.4 City Functional Leads

- Makes business process change decisions under time sensitive conditions
- Communicates existing business processes and procedures to Tyler consultants
- Assists in identifying business process changes that may require escalation
- Attends and contributes business process expertise for current/future state analysis sessions
- Identifies and includes additional subject matter experts to participate in current/future state analysis sessions
- Provides business process change support during Power User and End User training
- Completes performance tracking review with client Project team on End User competency on trained topics
- Provides Power and End Users with dedicated time to complete required homework tasks
- Act as an ambassador/champion of change for the new process.
- Identifies and communicates any additional training needs or scheduling conflicts to City Project Manager
- Prepares and Validates Forms
- Actively participates in all aspects of the implementation, including, but not limited to, the following key activities:
 - Task completion
 - Stakeholder Presentation
 - Implementation management plan development
 - Schedule development
 - Maintenance and monitoring of risk register
 - Escalation of issues
 - Communication with Tyler Project team
 - Coordination of City resources
 - Attendance at scheduled sessions
 - Change Management activities
 - Customization specification, demonstrations, testing and approval assistance
 - Conversion Analysis and Verification Assistance
 - Decentralized End User Training

- Process Testing
- User Acceptance Testing

1.1.2.5 City Power Users

- Participate in Project activities as required by the Project team and Project Manager(s)
- Provide subject matter expertise on City business processes and requirements
- Act as Subject Matter Experts and attending current/future state and Validation sessions as needed
- Attend all scheduled training sessions
- Participate in all required post-training processes as needed throughout Project
- Participate in conversion Validation
- Test all Application configuration to ensure it satisfies business process requirements
- Become Application experts
- Participate in User Acceptance Testing
- Adopt and support changed procedures
- Complete all Deliverables by the due dates defined in the Project schedule
- Demonstrate competency with Tyler products processing prior to Production Cutover
- Provide knowledge transfer to City staff during and after implementation, as necessary

1.1.2.6 City End Users

- Attend all scheduled training sessions
- Become proficient in Application functions related to job duties
- Adopt and utilize changed procedures
- Complete all Deliverables by the due dates defined in the Project schedule
- Utilize software to perform job functions at and beyond Production Cutover

1.1.2.7 City Technical Support

- Coordinates updates and releases with Tyler as needed
- Coordinates the copying of source databases to training/testing databases as needed for training days
- Extracts and transmits conversion data and control reports from City's Legacy System per the conversion schedule set forth in the Project schedule
- Coordinates and adds new users and printers and other Peripherals as needed
- Validates all users understand log-on process and have necessary permission for all training sessions

- Coordinates Interface development for City 3rd party Data Exchanges.
- Develops or assists in creating Reports as needed
- Ensures onsite system hardware meets specifications provided by Tyler
- Assists with software deployment as needed

1.1.2.8 City Upgrade Coordinator

- Becomes familiar with the Software Upgrade process and required steps
- Becomes familiar with Tyler's releases and updates
- Utilizes Tyler Community to stay abreast of the latest Tyler releases and updates, as well as the latest helpful tools to manage the City's Software Upgrade process
- Assists with the Software Upgrade process, if required, during implementation
- Manages Software Upgrade activities post-implementation
- Manages Software Upgrade plan activities
- Coordinates Software Upgrade plan activities with City and Tyler resources
- Communicates changes affecting users and department stakeholders
- Obtains department stakeholder sign-offs to upgrade Production environment

1.1.2.9 City Project Toolset Coordinator

- Ensures users have appropriate access to Tyler Project Toolsets such as Tyler University, Tyler Community, Tyler Product Knowledgebase, SharePoint, etc.
- Conducts training on proper use of toolsets
- Validates completion of required assignments using toolsets

1.1.2.10 City Change Management Lead

- Validates users receive timely and thorough communication regarding process changes
- Provides coaching to Supervisors to prepare them to support users through the Project changes
- Identifies the impact areas resulting from Project activities and develops a plan to address them proactively
- Identifies areas of resistance and develops a plan to reinforce the change
- Monitors post-production performance and new process adherence

6.3 RESUMES OF KEY PERSONNEL

Include resumes for all personnel that will be assigned to the project. If the Vendor is using a subcontractor, please include information on subcontracting staff being used and their specific role on the project.

Tyler actively seeks the best talent to help us develop, implement and support our solutions for our clients. Our staff consists of seasoned professionals with unique and proprietary skills, and years of industry experience, who are focused into dedicated departments. Our product expertise is strengthened by the fact that many of our employees have years of experience working at public sector agencies prior to joining Tyler. These professionals bring a unique perspective to Tyler’s mission because they truly understand what our clients need to operate at their best. We recognize that our ability to hire the best candidates ultimately impacts our clients. We hire exceptional people who become part of the project team for the duration of the project.

Upon award of contract, Tyler Technologies assigns a Project Manager and quality project team to ensure your implementation success. In reviewing and understanding your goals and requirements, we provide an implementation team best suited to deliver services to achieve your needs. We believe this is an important step in the implementation process and appreciate your patience as we make arrangements for resources to be allocated to your project. Tyler staff perform services in a professional, workman-like manner, consistent with industry standards.

Name	Penny	
Title	Implementation Director – Southeast Region	
Education	Chatham University	
Home Office	Raleigh, NC	
Tenure	18+ Years	
Previous Experience	Development Director – Services – 2 years Project Manager – Marketing – 9 years	
Qualifications & Technical Skills	Responsible for all Projects in the Southeast Region. Project Manager for more than 200 Munis Projects. Implementer for more than 30 Munis Projects. Proficient in MS Office, MS Project, MS SharePoint, SQL. Business Process Consulting Experience. Project Management Professional (PMP) [®]	
Reference Projects	<i>Pasco County Schools, FL</i>	<i>Ashville, NC</i>
	<i>Charlotte, NC</i>	<i>Miramar, FL</i>
	<i>St. Louis County, MO</i>	<i>Irving ISD, TX</i>

Name	Ginger
Title	Implementation Manager
Education	University North Carolina
Home Office	Waynesville, NC
Tenure	18+ Years
Previous Experience	IT Director – Government – 9 years Library Technician – University – 5 years
Qualifications & Technical Skills	Project Manager for more than 50 Munis Projects. Implementer for more than 20 Munis Projects. Proficient in MS Office, MS Project, MS SharePoint, SQL, OneNote. Project Management Professional (PMP)®
Reference Projects	<i>US Virgin Islands</i> <i>Northside ISD, TX</i> <i>Falls Church, VA</i> <i>Asheville, NC</i> <i>St. Charles County, MO</i> <i>Boulder, CO</i>

Name	Laurie
Title	Change Management Consulting Manager
Education	University of Massachusetts
Home Office	Amesbury, MA
Tenure	12+ Years
Previous Experience	Consulting Manager – Business Development – 3 years Director of Education – Business Development – 8 years
Qualifications & Technical Skills	Responsible for all Change Management Consulting Projects. Facilitator for more than 30 Change Management Projects. Change Management Trainer. Leadership Development Certification. Proficient in MS Office, MS Project, Visio, SQL, Crystal Report, CAD.

Reference Projects	<i>Victorville, CA</i> <i>Asheville, NC</i> <i>Dallas Municipal Court, TX</i>	<i>Kentucky Department of Education</i> <i>El Dorado County, CA</i> <i>Gila River Indian Community, AZ</i>
---------------------------	---	--

Name	Karen
Title	Project Manager
Education	Southeastern Louisiana University
Home Office	Covington, LA
Tenure	10+ Years
Previous Experience	CFO – Law Enforcement District – 13 years Cash Office Manager – Retail – 3 years
Qualifications & Technical Skills	Project Manager for more than 20 Munis Projects. Implementer for more than 25 Munis Projects. Business Process Consulting Experience. Organizational Consulting Experience. Project Management Professional (PMP) [®] Proficient in MS Office, MS Project, MS SharePoint, SQL, Crystal Reporting.

Reference Projects	<i>City of Miami Beach, FL</i> <i>St. Tammany Parish B.A., LA</i> <i>Katy ISD, TX</i>	<i>Virginia Retirement System, VA</i> <i>Tangipahoa Parish Schools, LA</i> <i>Village of Oak Brook, IL</i>
---------------------------	---	--

Name	Rebecca
Title	Project Manager
Education	Southeastern Louisiana University
Home Office	Ponchatoula, LA
Tenure	10+ Years
Previous Experience	Assistant Director Payroll/HR – Public School – 8 years Accountant – Public School – 2 years
Qualifications & Technical Skills	Project Manager for more than 15 Large Munis Projects. Implementer for more than 25 Munis Projects. Certified Public Accountant, CPA.

Certified Change Management Professional.
 Project Management Professional (PMP)®
 Business Process Consulting Experience.
 Proficient in MS Office, MS Project, MS SharePoint.

Reference Projects

<i>Government of the US Virgin Islands</i>	<i>Columbus City Schools, OH</i>
<i>Rochester, NY</i>	<i>Livingston county, MI</i>
<i>Des Moines, IA</i>	<i>Bridgeport, CT</i>

Name Charles

Title Implementation Consultant

Education Bowling Green State University

Home Office Columbus, OH

Tenure 3+ Years

Previous Experience Auditor – Franklin County, OH – 15 years

Qualifications & Technical Skills Implementer for more than 10 Munis Projects.
 Investment Assessment Experience.
 Certified Public Accountant.
 Certified Public finance Officer.
 Proficient in MS Office, MS Project, MS SharePoint.

Reference Projects

<i>Jefferson County, AL</i>	<i>Miramar, FL</i>
<i>Harrisonburg, VA</i>	<i>Santa Barbara, CA</i>
<i>Forsyth County, GA</i>	<i>Alexandria, VA</i>

Name Chad

Title Implementation Consultant

Education Wake Forest University

Home Office Falmouth, ME

Tenure 3+ Years

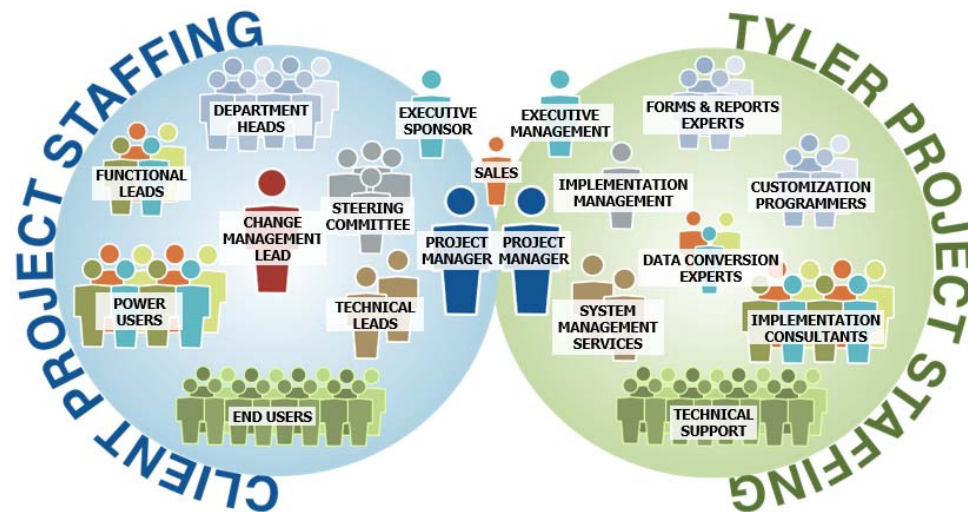
Previous Experience Deputy Chief Appraiser– Gwinnett County, GA – 12 years

Qualifications & Technical Skills	Implementer for more than 10 Munis Projects. Organizational and Facilitation Consulting Experience. Proficient in MS Office, MS Project, MS SharePoint.	
Reference Projects	<i>Herndon, VA Sumner County, TN Pasco County, FL</i>	<i>Vienna Township, VA Altamonte Springs, FL Fayette County BOE, GA</i>
Name	David	
Title	Implementation Consultant	
Education	Arizona State University	
Home Office	Yarmouth, ME	
Tenure	10+ Years	
Previous Experience	Accountant – Financial Services – 2 years Financial Analyst – Government – 5 years	
Qualifications & Technical Skills	Project Manager for more than 20 Munis Projects. Implementer for more than 30 Munis Projects. Business Process Consulting Experience. Organizational Consulting Experience. Proficient in MS Office, MS Project, MS SharePoint, SQL, XML.	
Reference Projects	<i>Salem, NC Providence, RI Miami County, OH</i>	<i>Richland County, OH Green bay, WI Ledyard City & Schools, CT</i>

6.4 PROJECT ORGANIZATIONAL CHART

2. Please provide an overall project organizational structure for City staff involvement during the project (for both a City-hosted and Vendor-hosted solution). Identify the roles and responsibilities of each component of this structure. This includes an appropriate governance structure in which to manage the project.

Please refer to the attached Project Resource Roles document which detail the typical role of both Tyler and your project team members. Below is the overall project team structure suggested for the proposed Munis Implementation.



The purpose of project governance is to define the resources required to adequately establish the business needs, objectives, and priorities for the project; communicate the goals to other project participants; and provide support and guidance to accomplish these goals. Project governance also defines the structure for issue escalation and resolution, Change Control review and authority, and Organizational Change Management activities.

The preliminary governance structure establishes a clear escalation path when issues and risks require escalation above the Project Manager level. Further refinement of the governance structure, related processes, and specific roles and responsibilities occurs during the Initiate & Plan Stage.

The path illustrates an overall team perspective where Tyler and your resource collaborate to resolve project challenges according to defined escalation paths. In the event Project Managers do not possess authority to determine a solution, resolve an issue, or mitigate a risk, Tyler Implementation Management and your Steering Committee become the escalation points to triage responses prior to escalation to your and Tyler Executive Sponsors. As part of the escalation process, each Project Governance tier presents recommendations and supporting information to facilitate knowledge transfer and issue resolution. All Executive Sponsors serve as the final escalation point.

Section 7 ONGOING SUPPORT SERVICES

3.7 Ongoing Support Services (Section 7)

7.1 ONGOING SUPPORT SERVICES FORM

In addition to providing responses to the following items, the Vendor must complete the Ongoing Support Services Form in section 7.16 of this RFP, and include it in this section of the response.

Please reference Ongoing Support Services in Section 12 of this proposal response.

1. Please specify the nature and conditions of any post-implementation support options including:

a. Post-go live support that is included in the proposal response

Tyler's project team resources will assist your team through the transition from implementation to live processing with Munis. Project team members will be on-site during the cut to production environment, as well as during identified critical process during the first 30 – 45 days of production.

POST LIVE SUPPORT

As each project phase approaches production cutover, your team is introduced to a Support Account Manager. This is done approximately 30-60 days prior to going live on a project phase to allow for this new resource to be brought up to speed on all project activities, issues, and concerns. Following implementation, clients are faced with a year of many Tyler firsts. The Support Account Manager sets obtainable goals, and develops a detailed plan for successful navigation of these firsts. They also address any challenges that arise during the process, ensuring successful and productive use of Tyler products.

Through this transitional program, clients learn about the different departments within Tyler, how each department operates, and how best to resolve issues before they reach a critical point. To ensure a successful client experience, the Support Account Manager uses proven Project Management methodologies to develop a transition plan focused on helping clients navigate their way through a successful first live year on Tyler applications. This service is not intended to replace Support, Systems Management, Implementation, Sales or Development, but serves to enhance these services provided by Tyler. In short, the Support Account Manager educates Tyler clients on how to effectively help themselves.

b. Onsite support (e.g. system tuning, application configuration, interface issues, report development, network optimization, user training and tips to optimize the user experience)

Munis Support conducts all of its services remotely utilizing Citrix Go to Assist and Go to Meeting technology. There are a number of other resources available to your team for support, such as the Munis Knowledgebase, eLearning tutorials, on-line classes, and regional and national user groups. If on-site services are needed after Go Live, they would be handled by implementation.

c. Telephone support,

d. Help Desk services (If there is a service level agreement for your help desk, please provide a copy with your RFP response.)

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

As partners with us in the business, our customers have a direct impact on the evolution of the software itself, as well as the policies and procedures for implementing and supporting it. Support services have been expanded to incorporate a variety of options.

7.2 SUPPORT CHANNELS

Tyler Technologies, Inc. provides the following channels of software support:

- Tyler Community – an on-line resource, Tyler Community provides a venue for all Tyler clients with current maintenance agreements to collaborate with one another, share best practices and resources, and access documentation.
- On-line submission (portal) – for less urgent and functionality-based questions, users may create unlimited support incidents through the customer relationship management portal available at the Tyler Technologies website.
- Email – for less urgent situations, users may submit unlimited emails directly to the software support group.
- Telephone – for urgent or complex questions, users receive toll-free, unlimited telephone software support.

7.3 SUPPORT RESOURCES

A number of additional resources are available to provide a comprehensive and complete support experience:

- Tyler Website – www.tylertech.com – for accessing client tools and other information including support contact information.
- Tyler Community – available through login, Tyler Community provides a venue for clients to support one another and share best practices and resources.
- Knowledgebase – A fully searchable depository of thousands of documents related to procedures, best practices, release information, and job aides.
- Program Updates – where development activity is made available for your consumption

e. Toll-free support line

Yes: 800-772-2260 X3

f. Users group (i.e. - information about it, where it is held and when. If no, are you planning one?)

STATE USER GROUPS

Tyler clients benefit from networking and peer-to-peer collaboration through state user groups. The majority of user groups are run by clients, who set the meeting agenda, location and frequency, assign topics, and involve the Tyler resources they need. In large states, there may be several user groups or different sessions planned.

Tyler provides staff to demonstrate new functionality, and assist with materials and collateral. During the sessions, Tyler representatives collect important feedback and report back to product managers. Many clients form lasting connections with other users within these groups, and help to make each other better users of their software.

ANNUAL USER CONFERENCE

Each year Tyler hosts an annual user conference, which brings together staff and clients from across all Tyler products. Tyler has appropriately named our conference Connect, and each year thousands of clients come to learn about Tyler, our products, and to connect with peers and staff. This premier event helps clients get the maximum use of their Tyler software. Clients can learn more about existing or proposed functionality through dozens of classes over several days. Development product managers attend the event to share their plans for the next upgrade and to solicit feedback from clients.

Our clients' input from past conferences continues to impact significantly the direction of software enhancements and changes. Client attendance each year ensures that appropriate needs are reflected in product development strategies. Connect is held in different locations every year to accommodate our geographically diverse client base and to provide fresh and exciting activities for our clients outside of the classes and labs.

g. Online knowledgebase (i.e. – how it is accesses, who updates it, etc.)

KNOWLEDGEBASE

The KnowledgeBase provides users with a single, easily accessible location to find all available documentation related to our software. This tool uses a user-friendly search screen which can be accessed through the Support website. Search criteria include the ability to filter by version, search for key words, include only certain types of documentation, or perform system wide searches. Provided through the KnowledgeBase are process documents, file layouts, user guides, installation manuals, setup documents, system administrator documents, data schemas, training exercises, e-learning classes and much more. More than 90% of the documents available are in MS Word format so that they can be easily customized for use in training materials, custom documentation or process checklists.

2. Describe your maintenance programs and options with associated pricing.

APPLICATION ENHANCEMENTS

Tyler maintains and supports all programmatic modifications of the Munis ERP system. Modifications typically involve changes or additions in program functionality that affects new, desired results within the Munis programs. Interfaces are modifications involving a program change that allows for a data interchange with another automated system. Because an interface is a form of program modification, each can be completed via the same series of tasks. In the following descriptions and diagram, the terms modification and interface can be used interchangeably.

As part of Tyler's Evergreen Development Philosophy, all modifications are built into a single release code stream and then made available to all customers in a subsequent Munis release. Enhancements and software corrections are fully documented and available on the company website for customers to review. User groups, forums, and direct customer feedback through the Munis enhancement program allow clients to influence changes and improvements to the application.

Client enhancement requests can be submitted as either an Enhancement Suggestion or a Request for Development Quote

Product Enhancement Suggestions

Tyler processes client suggestions for programming changes or enhancements by forwarding the detailed submission to the appropriate Product Development team for review. Rather than tracking and responding to each suggestion, our product-specific Strategic Review Committees analyze suggestions throughout the year. During this process, we work to identify patterns within suggestions and to determine areas of the product that may need enhancement. We typically **announce planned** enhancements for the upcoming release during product-specific forums at the annual Munis User Conference.

Request for Development Quote

In the event that program modifications and/or interfaces are necessary for the Munis system, Tyler will provide a dedicated resource to ensure an accurate and timely delivery of the desired functional changes. A Business Analyst is assigned to manage and monitor activities such as discovery calls, definition documents, and delivery milestones. The Business Analyst works closely with Tyler Developers and Implementers, as well as the Client, to reach the goal of a successful modification delivery.

Provided the request is generally consistent with the current direction of the Tyler products, Tyler issues the client a price quote for the enhancement prior to the start of the project. Once the client accepts the quote, the work is then scheduled, completed and delivered. Most requests are billable at a minimum of three days at \$1,500 per day. This fee includes specification, spec approval, coding, code testing, code delivery, etc. All Professional Services work is rolled into the base product and made available to all clients. Enhancement notification is included in the release notes that accompany every Munis release.

Implementation Enhancement Requests

Tyler will provide a quote for the required modification or request more detail, but if elevated to the contract stage will list these modifications as optional, but with a fixed dollar quote. The reason we take this approach is very often in the detailed analysis process that is provided in the beginning of our implementation project, we jointly discover a more effective method of meeting your requirement that does not require a modification. By listing these modifications as optional, we do not need to initiate a change order and you do not have a contractual commitment for a service you did not need.

3. Describe and provide pricing for any “software as a service” (SaaS) model that you offer (where there is no up-front license fee, but instead a monthly charge which may include maintenance).

Software upgrades are provided 2x a year. We strongly urge our customers to keep as current with our upgrades as soon as possible. The life of a software upgrade is 1 1/2 to 2 years. Please see our release life cycle guide for details on recommendations. Patches are provided daily and customers can update individual fixes or all. We recommend loading all patches so our customers are up to date. These patch updates can be scheduled to download daily, weekly or whatever makes sense to our customers.

We post the release schedule on our website. We also provide an email blast for those customers that sign up for the notification and post on our web site when a new release is made generally available. We provide enhancement documentation on our KB for each release as well as sneak peek power point presentations of enhanced functionality at the time of general availability of a release.

4. Post Implementation Assessment: The City of Hollywood is looking to incorporate a philosophy of improvement (akin to Kaizen/Lean) in its project management approach for this initiative as well as for the lifecycle of the proposed enterprise software used in the City.

Traditional software projects and implementation would cease major activity once the go-live milestone has been accomplished. The City’s perspective is that it would, instead, be a starting not an end point for the project. A multi-year post go-live lifecycle should ensue incorporating validation of prior implementation milestones, revisiting inefficiencies, and providing a gradual and iterative optimization of the City’s investment over the period of 4 years. This would not only allow the City to fully utilize the chosen system to its fullest potential, but also cater to the change management challenges usually involved in a major paradigm and system shift by City staff. To this end, we are requesting; periodic revisits of our implementation of major modules every 6-12 months for a duration of at least two weeks where additional time and funds are allocated to optimizing, correcting, and reinforcing efficiencies, processes, and systems, estimated costs for annual trainings and education for appropriate staff, etc. Please provide a description and estimated costs of your approach that aligns with these principles or provide a suitable alternative.

As part of our implementation, Munis provides post-implementation support to all of our customers. We recognize your desire to engage a lifecycle plan with Tyler. We have proposed our Planned Annual Continuing Education (PACE) for Munis. Tyler’s PACE program is designed to support our

clients who are committed in adopting new features and technical enhancements delivered each year as of an annual release. This program delivers ongoing education to train your staff on new available features and functions; thus ensuring your Tyler solution continues to meet your evolving needs and business processes. As part of our EverGuide™ commitment, the PACE includes training with flexible scheduling and Tyler Connect registration. In addition, user/investment assessment is conducted every three years to help your team maximize Munis. This in-depth analysis of your revenue, payroll/HR and financial process outlines opportunities for improved business processes utilizing new and existing functionality. Please reference the included Investment Summary for the proposed level of PACE for your project and the associated cost.

Section 8 FUNCTIONAL SYSTEM REQUIREMENTS

3.8 Functional System Requirements (Section 8)

Responses to the requirements referenced in section 4 of this RFP must be provided in this section of the Vendor's response. As noted earlier in section 1.1, if the City has requested unnecessary functionality or features, given the Hosted/SaaS directive or Vendor optimization, the proposer should indicate which requirements have been deprecated in the appropriate comment section and indicate how the City would be able to conduct business in an equivalent or more efficient manner without providing the functionality that was explicitly requested.

Use the Microsoft Excel specification spreadsheet provided and attach added explanation pages as necessary. Please include any costs associated with modifications in the Microsoft Excel pricing spreadsheet. Please note: The response to these requirements should be provided in the exact format as provided (e.g. no additional macros, formulas, additional columns, modifications, passwords, etc.). Failure to do so can result in disqualification of the entire proposal.

NOTES AND ASSUMPTIONS

Tyler Reporting Services

Wherever Tyler Technologies, Inc. has responded affirmatively to certain functional checklist questions/requirements/specifications as requiring the use of Tyler Reporting Services, (SSRS), the City is solely responsible for development of the necessary/required report(s), unless specifically indicated otherwise.

Interfaces / Customizations

Interface requirements agreed to by Tyler within this response will depend on the customer maintaining an active support agreement with the identified third party system as well as a current version actively supported by the manufacturer/developer of the product installed.

Custom Modifications

Custom modifications, if quoted with a specific dollar value, are priced based upon the total proposed software package and the requirements set forth in the RFP. To the extent system components and/or requirements change, pricing for custom modifications may also change. If a custom modification is identified without a price that identification is provided as an alert that the functionality is not available "out of the box," and additional information is required from the customer before Tyler can price the modification. During the contract negotiation process, Tyler expects to work with the customer to identify the custom modifications that will be considered within the project scope, and to finalize the associated price. Those modifications will be delivered during the project on the schedule the parties mutually agree to during the contracting and/or project planning processes. Any custom modifications that the customer requests post-contracting will be subject to an amendment or change order, which will address at least the pricing and schedule impacts of adding the subject modification to the original project scope and schedule.

Future Functionality

Future Functionality, when and if provided, will be released on the same timeline as the functionality is made generally available to customers under a maintenance agreement with Tyler. If a customer requires that such functionality be committed to within the contract, the functionality will be treated as a custom modification, payable by the customer.

8.1 FUNCTIONAL SYSTEM REQUIREMENTS CHECKLIST

Please reference the Functional Requirements on the following pages.

Accounts Payable

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

4.2 - Accounts Payable			General Ledger & Accounts Payable			
<i>Objective: To efficiently manage all cash disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	General Information					
2	Ability to track and report on the following information in the accounts payable module:	-			General Ledger & Accounts Payable	
3	GL Account (including sub-ledger, if applicable)	L	Y		General Ledger & Accounts Payable	
4	Batch number (manual entry or system assigned), batch date (system recorded) and batch total	H	Y		General Ledger & Accounts Payable	
5	User ID (system recorded)	H	Y		General Ledger & Accounts Payable	
6	Posting date	H	Y		General Ledger & Accounts Payable	
7	Due date	H	Y		General Ledger & Accounts Payable	
8	Purchase order number	H	Y		General Ledger & Accounts Payable	
9	Partial payment number (for multiple payments on the same PO)	H	Y		General Ledger & Accounts Payable	
10	Invoice number (alphanumeric; please indicate the maximum size of invoice number in comments)	H	Y		General Ledger & Accounts Payable	
11	Invoice amount	H	Y		General Ledger & Accounts Payable	
12	Invoice date	H	Y		General Ledger & Accounts Payable	
13	Hold indicator	H	Y		General Ledger & Accounts Payable	
14	Description (Please indicate maximum characters in comments)	H	Y		General Ledger & Accounts Payable	
15	Contract number/information	H	Y		General Ledger & Accounts Payable	

Accounts Payable

4.2 - Accounts Payable			General Ledger & Accounts Payable			
Objective: To efficiently manage all cash disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
16	User-defined fields	H	Y		General Ledger & Accounts Payable	
17	Payment type/code (e.g. special handling for checks that do not get mailed)	H	Y		General Ledger & Accounts Payable	
18	Payment date	H	Y		General Ledger & Accounts Payable	
19	Check number	H	Y		General Ledger & Accounts Payable	
20	Bank clearance date	H	Y		General Ledger & Accounts Payable	
21	Vendor Information	H	Y		General Ledger & Accounts Payable	
22	Void Check Information	H	Y		General Ledger & Accounts Payable	
23	Document or voucher number (separate from check number, system generated)	H	Y		General Ledger & Accounts Payable	
24	City employee user ID (user that created the record)	H	Y		General Ledger & Accounts Payable	
25	1099 Information	H	Y		General Ledger & Accounts Payable	
26	Ability to post invoices which update, in real-time, the accounts payable file, reduce the related encumbrance(s), update the vendor master file, update the general ledger, generate checks or ACH's and create detailed transaction records for audit and analysis.	H	Y		General Ledger & Accounts Payable	
27	Ability to track Vendors payments by fiscal year as well as calendar year	H	Y		General Ledger & Accounts Payable	
28	Ability to handle all transaction processing including file maintenance and transaction entry online or in real time processing mode as determined by the user.	M	Y		General Ledger & Accounts Payable	
29	Ability to provide a method of assigning separate approval levels to users for processing invoices, receiving reports, payments, requisitions and purchase orders (edit and update functions).	H	Y		General Ledger & Accounts Payable	VIA WORKFLOW
30	Ability to establish levels of approval for one or more individuals with approval authority by department and within central review organizations (e.g., Purchasing, Fiscal Management, Budget).	H	Y		General Ledger & Accounts Payable	VIA WORKFLOW
31	Ability to report on and analyze end of year open/encumbered requisitions, purchase orders, and invoices to report the appropriate liability amounts in the financial statements.	H	Y		General Ledger & Accounts Payable	
32	Ability to perform dual year accounting (i.e. ability to select between prior and current year payments when processing each invoice).	M	Y		General Ledger & Accounts Payable	
33	Ability to alert if an invoice is being processed for a vendor that is flagged as debarred or suspended	H	Y		General Ledger & Accounts Payable	

Priority

H - High | M - Medium | L - Low

Availability

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

Accounts Payable

4.2 - Accounts Payable		General Ledger & Accounts Payable				
Objective: To efficiently manage all cash disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
34	Ability to alert if an invoice is being processed for a vendor exceeds a city-wide procurement or contract threshold	M	Y		General Ledger & Accounts Payable	
35	Ability to flag or prohibit the following with the ability of authorized users to override:	-			General Ledger & Accounts Payable	
36	The receiving date from being earlier than the requisition date of a purchase order or effective date of a contract	H	N		General Ledger & Accounts Payable	
37	The quantity received from being greater than the quantity approved on the purchase order / contract	H	Y		General Ledger & Accounts Payable	
38	The unit price from being greater than the unit price approved on the purchase order / contract	H	Y		General Ledger & Accounts Payable	
39	The payment amount is greater than the defined budgetary category or contract balance	H	Y		General Ledger & Accounts Payable	
40	Ability to have a separate comments section on the payable document for internal use only.	H	Y		General Ledger & Accounts Payable	
41	Vendor File Set-Up and Maintenance					
42	Ability to assign classifications to vendors (i.e. Regular, One-Time/Alternate, Employee, accounts payable, bid, governmental agencies, volunteers, EFT, etc.) and limit access for updating vendor information based on an appropriate user level of authority.	H	Y		General Ledger & Accounts Payable	
43	Ability to prevent duplicate entries of vendor information, providing warnings to system users of duplicates. (such as double checking addresses and for similarities in the vendor name, in case for example, either "South" or "S." are used)	H	Y		General Ledger & Accounts Payable	
44	Ability to create multiple addresses per vendor with the ability to assign each address as appropriate (i.e. invoicing, remittance, ordering, etc.); and the ability to select different remit addresses during the voucher payment process.	H	Y		General Ledger & Accounts Payable	
45	Ability to track and search on vendor file address fields including name, address (multiple), phone (multiple), fax and email, contact info, number, type, status (active / inactive), tax ID & type, commodity code (multiple).	H	Y		General Ledger & Accounts Payable	
46	Ability to track and report on number of awards, purchases with dollar amounts for each vendor.	M	Y		General Ledger & Accounts Payable	
47	Ability to input or designate a "Vendor Name and Address" for 1099 Reporting p	H	Y		General Ledger & Accounts Payable	
48	Ability to enter all needed vendor bank information for EFT payments (ABA number, bank account number, bank name, etc.).	H	Y		General Ledger & Accounts Payable	
49	Ability to track and report on the following information in the vendor master file:	-			General Ledger & Accounts Payable	
50	Vendor number	H	Y		General Ledger & Accounts Payable	

Priority

H - High | M - Medium | L - Low

Availability

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

Accounts Payable

4.2 - Accounts Payable				General Ledger & Accounts Payable		
Objective: To efficiently manage all cash disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
51	Status (active or inactive)	H	Y		General Ledger & Accounts Payable	
52	Contact name, address, phone number, remit-to name, and remit-to address	H	Y		General Ledger & Accounts Payable	
53	Bid address	H	Y		General Ledger & Accounts Payable	
54	Vendor bank number (for ACH payments)	H	Y		General Ledger & Accounts Payable	
55	Federal ID/Social Security Number	H	Y		General Ledger & Accounts Payable	
56	Type of minority business	H	Y		General Ledger & Accounts Payable	
57	Type of Vendor (AP, PO, Impact Certificate Vendor)	H	Y		General Ledger & Accounts Payable	
58	Commodity code	H	Y		General Ledger & Accounts Payable	
59	Search ID (if a vendor's name also has an alias that they are known as (i.e. PMI))	H	Y		General Ledger & Accounts Payable	
60	Other user-defined fields	M	Y		General Ledger & Accounts Payable	
61	Ability to input comments regarding account status for the vendor record.	H	Y		General Ledger & Accounts Payable	
62	Ability to establish security for limited access to social security or tax ID numbers on vendor file.	H	Y		General Ledger & Accounts Payable	
63	Ability to make additional notes / comments related to vendors.	M	Y		General Ledger & Accounts Payable	
64	Ability to interact with vendors on-line, place orders, receive invoices and make payments electronically.	M	Y		General Ledger & Accounts Payable	VIA VSS
65	Ability to annually remove inactive vendors based upon flexible, user-generated parameters.	M	Y		General Ledger & Accounts Payable	
66	Ability to generate mailing lists and labels for mailings to vendors (email and physical).	H	Y		General Ledger & Accounts Payable	
67	Ability to make changes or deletions to the vendor master file without affecting vendor information on check (payment) history.	H	Y		General Ledger & Accounts Payable	
68	Ability to prevent inactivation of a vendor if there are unpaid items, open purchase orders or a transaction history during the current fiscal year.	H	Y		General Ledger & Accounts Payable	
69	Ability for vendor payment history to be either retained or archived for an unlimited number of years based upon user criteria.	H	Y		General Ledger & Accounts Payable	
70	Ability to enter a zip code and have multiple city names display for a single zip code.	M	Y		General Ledger & Accounts Payable	
71	Ability to perform the following vendor self service functions, including:	-			General Ledger & Accounts Payable	VIA VSS

Accounts Payable

4.2 - Accounts Payable			General Ledger & Accounts Payable			
<i>Objective: To efficiently manage all cash disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
72	Register online, identify the services they provide (commodity codes)	M	Y		General Ledger & Accounts Payable	
73	Pay registration fees via credit card	M	N		General Ledger & Accounts Payable	no registration fees
74	Inquire when goods/service were received	M	N		General Ledger & Accounts Payable	
75	Inquire when invoice was received	M	Y		General Ledger & Accounts Payable	
76	Inquire on payment status	M	Y		General Ledger & Accounts Payable	
77	Inquire on expected payment date	M	Y		General Ledger & Accounts Payable	
78	Update their contact information	M	Y		General Ledger & Accounts Payable	
79	Inquire on payment history	M	Y		General Ledger & Accounts Payable	
80	Update payment method preferences	M	Y		General Ledger & Accounts Payable	
81	Unlimited user defined fields	M	Y		General Ledger & Accounts Payable	
82	Invoice Entry and Processing					
83	Ability to default the GL expense account in the vendor's record, allowing for the editing of this account when entering the invoice within the Accounts Payable and/or Purchasing module.	M	Y		General Ledger & Accounts Payable	
84	Ability to process one invoice (voucher) or multiple invoices (vouchers) for one purchase order (or encumbrance) and/or for one purchase order line.	H	Y		General Ledger & Accounts Payable	
85	Ability to distribute invoice payments by item or total into multiple general ledger accounts, department, activities, funds and cost categories, project codes, etc.	H	Y		General Ledger & Accounts Payable	
86	Ability to distribute an unlimited number of invoice line items on a invoice (voucher).	M	Y		General Ledger & Accounts Payable	
87	Ability to input detailed line item information on a transaction in searchable fields.	M	Y		General Ledger & Accounts Payable	
88	Ability to limit the processing of a voucher, only up to the amount of the current encumbrance. If the amount due on the vendor invoice exceeds the current encumbrance, key entry would be suspended pending workflow approval and an error message would be displayed.	M	Y		General Ledger & Accounts Payable	
89	Ability to allow for budget and edit checks of all entered vouchers/tallies to ensure appropriate data entry fields are filled in.	M	Y		General Ledger & Accounts Payable	

Priority

H - High | M - Medium | L - Low

Availability

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

Accounts Payable

4.2 - Accounts Payable		General Ledger & Accounts Payable				
Objective: To efficiently manage all cash disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
90	Ability for user to make real-time inquiries into the General Ledger during invoice entry.	H	Y		General Ledger & Accounts Payable	
91	Ability to scan received invoices centrally and route through workflow to the appropriate departments for review and approval with appropriate controls and security established.	M	Y		General Ledger & Accounts Payable	
92	Ability to accommodate decentralized or centralized invoice entry.	M	Y		General Ledger & Accounts Payable	
93	Ability to perform data validation on-line during entry including purchase order number, vendor number, commodity code and coding elements, checking for required fields as well as allowable field values with the ability to override, with appropriate security. System should provide error messages for on-line transactions.	M	Y		General Ledger & Accounts Payable	
94	Ability to have system check for and prohibit entry of duplicate invoices for a vendor, with override and audit log for authorized system users.	M	Y		General Ledger & Accounts Payable	
95	Ability to handle vendor payment retainages by percent of contract or other defined amount.	M	Y		General Ledger & Accounts Payable	
96	Ability to enter and track Invoice retainage all the way to final payment.	M	Y		General Ledger & Accounts Payable	
97	Ability for authorized users to make edits and revisions to unposted invoice transactions with proper audit trail prior to posting.	H	Y		General Ledger & Accounts Payable	
98	Ability to enter invoice and invoice line item description of at least 255 characters	H	Y		General Ledger & Accounts Payable	Invoice description is 50 characters, additional comments allow for up to 2000
99	Ability to enter an invoice without a corresponding purchase order.	H	Y		General Ledger & Accounts Payable	
100	Ability to designate "separate check" on an invoice transaction	H	Y		General Ledger & Accounts Payable	
101	Ability to match purchase orders, receiving reports, and vendor invoices (3 way match).	H	Y		General Ledger & Accounts Payable	
102	Ability of the system to flag transactions detected in error in the batch processing and preclude only erroneous transactions from further processing.	M	Y		General Ledger & Accounts Payable	
103	Ability to delete or modify an invoice record before it is scheduled for payment.	H	Y		General Ledger & Accounts Payable	
104	Ability for the system to generate payment date based on (1) terms assigned to invoice or (2) due dates on the invoice; also the ability for the system generated payment date to be overridden during the voucher data entry process.	L	Y		General Ledger & Accounts Payable	
105	Ability to provide security related to the viewing of entered AP batches where authorized users can view their batches or those batches of users they supervise.	H	Y		General Ledger & Accounts Payable	

Priority

H - High | M - Medium | L - Low

Availability

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

Accounts Payable

4.2 - Accounts Payable		General Ledger & Accounts Payable				
Objective: To efficiently manage all cash disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
106	Ability to adjust an invoice to reflect damaged goods received and returned, unapplied discounts, etc., using debit/credit memos.	M	Y		General Ledger & Accounts Payable	
107	Ability for Debit and Credit Memos to either be applied to specific invoices (vouchers) or be unapplied and on the vendor's account.	M	Y		General Ledger & Accounts Payable	
108	Ability to identify capitalized items as invoices are processed and prompt user to enter fixed assets related details.	M	Y		General Ledger & Accounts Payable	
109	Ability to permit an error to be corrected by the user without having to back out of the invoice and resubmit it.	M	Y		General Ledger & Accounts Payable	
110	Ability to automatically attach the information from the referenced purchase order line item(s) to the invoice.	H	Y		General Ledger & Accounts Payable	
111	Ability to override the referenced procurement information with the proper authority.	H	Y		General Ledger & Accounts Payable	
112	Ability to track and report on pending encumbrances to be liquidated until the final update of the invoice batch.	M	Y		General Ledger & Accounts Payable	
113	Ability to change vendor number and address from PO to invoice/payment with proper authority.	M	Y		General Ledger & Accounts Payable	
114	Ability to process invoices for both the prior fiscal year and current fiscal year.	M	Y		General Ledger & Accounts Payable	
115	Ability to enter more than one invoice against the same purchase order in a single day.	H	Y		General Ledger & Accounts Payable	
116	Ability to make partial payments on purchase orders based on invoice amount.	H	Y		General Ledger & Accounts Payable	
117	Ability to pay both travel and non-travel employee expenses including: mileage, lodging, meal allowance / per diem, transportation fares, parking fees, airline, organizational dues, school reimbursement, magazine subscriptions, seminar fees, car rental, and other expenses.	M	Y		General Ledger & Accounts Payable	via Employee Expense
118	Ability to enter expense advances as prepayments and subsequently reduce the amount of the employee expense report.	M	Y		General Ledger & Accounts Payable	via Employee Expense
119	Ability to enter prepaid tickets (airlines) as prepayments for the employee but paid to the vendor (travel agent) issuing the tickets.	M	Y		General Ledger & Accounts Payable	via Employee Expense
120	Ability to reference other company paid travel expenses (credit card charges) to the employee's expense report for reconciliation.	M	Y		General Ledger & Accounts Payable	via Employee Expense
121	Ability to process check requests for employee's expense report payments as vendor invoice.	M	Y		General Ledger & Accounts Payable	via Employee Expense
122	Ability of the system to automatically generate a check, (with accounting approval & release) if the employee expenses are greater than the advances.	M	Y		General Ledger & Accounts Payable	via Employee Expense
123	Ability to hold/repeat vendor information when keying multiple invoices into a batch.	M	Y		General Ledger & Accounts Payable	via Employee Expense
124	Payment Processing					

Accounts Payable

4.2 - Accounts Payable			General Ledger & Accounts Payable			
Objective: To efficiently manage all cash disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
125	Ability to include the following activities:	-			General Ledger & Accounts Payable	
126	Scheduling of payments	H	Y		General Ledger & Accounts Payable	
127	Calculating and taking of discounts	M	Y		General Ledger & Accounts Payable	
128	Capability of holding payments	H	Y		General Ledger & Accounts Payable	
129	Releasing of payments	H	Y		General Ledger & Accounts Payable	
130	Specifying a minimum payment amount	M	Y		General Ledger & Accounts Payable	
131	Ability to hold invoice or invoices if the vendor payment is below the minimum payment amount up to a user defined period of time (i.e. 30 days)	M	Y		General Ledger & Accounts Payable	
132	Ability to process a check or an EFT transaction using the same vendor number.	H	Y		General Ledger & Accounts Payable	
133	Ability to generate a one-time payment without creating a permanent vendor in the master file. System retains information on name, date, and amount of vendor payment.	M	Y		General Ledger & Accounts Payable	
134	Ability to post invoice payments into a future posting accounting period.	H	Y		General Ledger & Accounts Payable	
135	Ability to calculate pending items (outstanding requisitions) out of appropriations available.	M	Y		General Ledger & Accounts Payable	
136	Ability to enter serial number information on a payment voucher record.	M	Y		General Ledger & Accounts Payable	
137	Ability to support recurring payment vouchers.	H	Y		General Ledger & Accounts Payable	
138	Ability to allow user to specify special routing/handling for payments.	H	Y		General Ledger & Accounts Payable	
139	Ability to designate preferred payment methods for each vendor, by distribution type, and with the ability for authorized users to override.	H	Y		General Ledger & Accounts Payable	
140	Ability to issue Electronic Payment Package (e.g. field purchase orders) and other forms of payment that do not require a Purchase order.	M	Y		General Ledger & Accounts Payable	
141	Those that do not require a PO should include the following capabilities:	M	Y		General Ledger & Accounts Payable	
142	Input and store quantity, price and description	M	Y		General Ledger & Accounts Payable	
143	Calculate and extend price	M	Y		General Ledger & Accounts Payable	
144	Calculate total price	M	Y		General Ledger & Accounts Payable	

Accounts Payable

4.2 - Accounts Payable			General Ledger & Accounts Payable			
Objective: To efficiently manage all cash disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
145	Assign vendor number	M	Y		General Ledger & Accounts Payable	
146	Ability to email Electronic Payment packages	M	Y		General Ledger & Accounts Payable	
147	Ability to view multiple line items/descriptions	M	Y		General Ledger & Accounts Payable	
148	Ability to preview and edit Electronic payment packages on screen exactly as printed	M	Y		General Ledger & Accounts Payable	
149	Ability to automatically close POs after final payment is issued if payment results in a zero balance on the PO. User should have the ability to indicate if this should be processed as a final payment at the time of invoice entry whether the PO amount has a balance or not. Balance of encumbrance would require liquidation when user directed-closed.	M	Y		General Ledger & Accounts Payable	
150	Ability to hold payments on any specific open item or for all invoices of a particular vendor, with the ability to report on held invoices / vendors.	H	Y		General Ledger & Accounts Payable	
151	Ability to process checks or electronic payments from documents other than Purchase Orders.	H	Y		General Ledger & Accounts Payable	
152	System supports approval and tracking of petty cash transactions.	M	Y		General Ledger & Accounts Payable	
153	Ability to restrict certain transactions from being entered as petty cash transactions (for example food and gas).	M	Y		General Ledger & Accounts Payable	
154	Ability to associate payment terms by encumbrance (i.e. PO, contract, etc.), invoice or vendor.	M	Y		General Ledger & Accounts Payable	
155	Ability to override payment terms as specified in the vendor master file.	H	Y		General Ledger & Accounts Payable	
156	Ability to automatically calculate payment due date to take advantage of available discounts.	M	Y		General Ledger & Accounts Payable	
157	System allows for automatic capturing and recording (in A/P and G/L) of vendor discount based on terms code identified upon payment.	M	Y		General Ledger & Accounts Payable	
158	Ability to restrict the payment for an item until fixed asset information is completed and a number has been assigned.	M	Y		General Ledger & Accounts Payable	
159	Ability to prevent the alteration of payment information once approval of the payment has been secured, except for 1099 related fields.	H	Y		General Ledger & Accounts Payable	
160	Ability to capture vendor discount based on terms code identified upon payment.	M	Y		General Ledger & Accounts Payable	
161	Ability to alert the user of a missed discount.	L	Y		General Ledger & Accounts Payable	
162	Ability to track invoice, payment and general ledger dates separately and to change payment due dates and general ledger dates prior to payment.	H	Y		General Ledger & Accounts Payable	

Accounts Payable

4.2 - Accounts Payable		General Ledger & Accounts Payable				
Objective: To efficiently manage all cash disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
163	Ability to report on and separately list debit and credit payment amounts for a payment transaction.	L	Y		General Ledger & Accounts Payable	
164	Ability to prevent double posting of batches.	H	Y		General Ledger & Accounts Payable	
165	Ability to automatically liquidate current or prior year (as applicable) encumbrances upon payment of invoices with ability to track current and prior year purchase order liquidations separately.	H	Y		General Ledger & Accounts Payable	
166	Ability to pay via the following methods:	-			General Ledger & Accounts Payable	
167	ACH/EFT	H	Y		General Ledger & Accounts Payable	
168	Wire transfer	H	Y		General Ledger & Accounts Payable	
169	Check	H	Y		General Ledger & Accounts Payable	
170	P-card	H	Y		General Ledger & Accounts Payable	
171	Virtual Credit Card	H			General Ledger & Accounts Payable	Additional information needed - need to discuss specific requirements
172	Ability to process direct buying and processing of vendor invoices which did not originate via a purchase order with multiple approval workflows based on category.	H	Y		General Ledger & Accounts Payable	
173	Ability to attach multiple addenda records.	M	Y		General Ledger & Accounts Payable	
174	Ability for authorized end user to change the format of the bank file when changes are requested from the bank.	M	Y		General Ledger & Accounts Payable	
175	Check Processing/Printing					
176	Ability to optionally consolidate multiple payments to the same vendor in a check run or have separate checks issued to the same vendor in a check run.	H	Y		General Ledger & Accounts Payable	
177	Ability for user-defined check formatting.	H	Y		General Ledger & Accounts Payable	VIA TYLER FORMS
178	Ability to process one check per vendor with all claims detail support on the corresponding page for additional check stub overflow capacity (if necessary).	H	Y		General Ledger & Accounts Payable	
179	Ability to process check runs at anytime.	H	Y		General Ledger & Accounts Payable	
180	Ability to select vouchers/tallies for check processing based upon various vendor parameters (i.e. regular, express, one-time, EFT, employee, payroll, etc.).	M	Y		General Ledger & Accounts Payable	

Priority

H - High | M - Medium | L - Low

Availability

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

Accounts Payable

4.2 - Accounts Payable			General Ledger & Accounts Payable			
Objective: To efficiently manage all cash disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
181	Ability to allow selected items to be paid and items to be withheld from payment for a particular check run.	M	Y		General Ledger & Accounts Payable	
182	Ability to approve for payment the remaining selected vouchers and print final check register report.	H	Y		General Ledger & Accounts Payable	
183	Ability to have a maximum check amount.	M	Y		General Ledger & Accounts Payable	
184	Ability to have a check written against a purchase order that can be allocated to more than one expenditure account.	H	Y		General Ledger & Accounts Payable	
185	Ability to generate checks on-demand	H	Y		General Ledger & Accounts Payable	
186	Ability to include details for the original PO on the check stub.	M	Y		General Ledger & Accounts Payable	
187	Ability to preview check and check stubs before printing and manually add, remove, or edit information included on the check stub.	H	Y		General Ledger & Accounts Payable	
188	Ability to future date checks to be paid.	M	Y		General Ledger & Accounts Payable	
189	Ability to support a check writing process on a predetermined schedule (schedule date should be different from "due date").	H	Y		General Ledger & Accounts Payable	
190	Ability to print laser checks (including logos) on plain/blank, flexible form paper stock (perforated).	H	Y		General Ledger & Accounts Payable	
191	Ability of the system to NOT print zero amount or negative checks.	H	Y		General Ledger & Accounts Payable	
192	Ability to print invoice detail on the check stub including credits or invoice adjustments	H	Y		General Ledger & Accounts Payable	
193	Ability to customize the order that checks are printed (vendor name, check number or other user-defined order).	H	Y		General Ledger & Accounts Payable	
194	Ability to store an electronic copy of each check.	H	Y		General Ledger & Accounts Payable	
195	Void Check and Reissue Process					
196	Ability to provide full check voiding, where the vendor master file, general ledger distributions, outstanding checks, and accounts payable detail files are reversed in the general ledger to accommodate voided check.	H	Y		General Ledger & Accounts Payable	
197	Ability to reissue a voided check, and enter notes in a comment field.	H	Y		General Ledger & Accounts Payable	
198	Ability for check voiding to provide the option of restoring funds back to the appropriate encumbering document, including blanket POs, or back into the appropriate account's available budget balance, and provides the tracking of the check void on the Purchase Order transaction.	H	Y		General Ledger & Accounts Payable	

Priority

H - High | M - Medium | L - Low

Availability

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

Accounts Payable

4.2 - Accounts Payable		General Ledger & Accounts Payable				
Objective: To efficiently manage all cash disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
199	Ability to void a check in the current year related to a different fiscal year than when it was written.	H	Y		General Ledger & Accounts Payable	
200	Ability to prompt the user if the Purchase Order should be reinstated, when performing a check void.	H	Y		General Ledger & Accounts Payable	
201	Ability to enforce security measures by allowing only certain authorized personnel to reissue checks.	H	Y		General Ledger & Accounts Payable	
202	Ability for any check stub overflow printing to automatically void the check number the overflow is printed on. Additional check pages showing check # should be watermarked/void, stub info still can be read.	H	Y		General Ledger & Accounts Payable	
203	Ability to restart jammed check runs on the printer and void the appropriate checks in the process if necessary.	H	Y		General Ledger & Accounts Payable	
204	Ability to void and replace checks by: individual check, block of checks or entire check run.	H	Y		General Ledger & Accounts Payable	
205	Ability for system to ensure that a Voided Check is properly handled in a Positive Pay run.	H	Y		General Ledger & Accounts Payable	
206	Ability to void a check and have the transaction automatically reflected throughout the financial accounting system.	H	Y		General Ledger & Accounts Payable	
207	Ability to mark in the outstanding check file when a check has been returned and not yet voided.	M	Y		General Ledger & Accounts Payable	
208	1099 Processing					
209	System must comply with IRS reporting requirements for tracking vendor payments that are subject to 1099 reporting.	H	Y		General Ledger & Accounts Payable	
210	Ability to identify Vendors as 1099 vendors and associate their Tax-Id number (TIN).	H	Y		General Ledger & Accounts Payable	
211	Ability to input TIN or SSN with all vendors (1099 or non-1099 vendors).	H	Y		General Ledger & Accounts Payable	
212	Ability to prohibit or provide warnings when a vendor without a TIN or SSN is entered, when it is required.	H	Y		General Ledger & Accounts Payable	
213	System must calculate and deduct backup withholding for vendors that are subject to backup withholding.	H	Y		General Ledger & Accounts Payable	
214	Ability to identify specific invoices and payments for vendors as 1099 transactions or non-1099 transactions.	H	Y		General Ledger & Accounts Payable	
215	Ability to process different types of 1099 forms.	H	Y		General Ledger & Accounts Payable	
216	Ability to support a 1099 S form (real estate)	H	Y		General Ledger & Accounts Payable	
217	Ability to maintain at least 7 fiscal years of 1099 information.	M	Y		General Ledger & Accounts Payable	
218	Ability to change 1099 codes to correct data entry errors.	H	Y		General Ledger & Accounts Payable	

Accounts Payable

4.2 - Accounts Payable		General Ledger & Accounts Payable				
Objective: To efficiently manage all cash disbursements, electronically track paid and outstanding invoices, print checks, and generate completed 1099 forms.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
219	Ability to track all required information for 1099 reporting purposes with ability to make immediate correction (i.e. 1099 payments versus non-1099 payments, vendor information, etc.).	H	Y		General Ledger & Accounts Payable	
220	Updates to annual 1099 forms, IRS file formats, etc. should be provided with the annual software maintenance agreement.	H	Y		General Ledger & Accounts Payable	
221	Ability to generate necessary analysis reporting for 1099 generation purposes (summary and invoice detail history sorted by tax ID, Report combining multiple vendors with same tax ID).	M	Y		General Ledger & Accounts Payable	
222	Ability to print 1099 information and the related forms only for vendors with payments in excess of the designated IRS amount	H	Y		General Ledger & Accounts Payable	
223	Ability to download 1099 information to an electronic file(s) meeting IRS requirements.	H	Y		General Ledger & Accounts Payable	
224	Ability to identify vendors with incomplete 1099 information.	H	Y		General Ledger & Accounts Payable	
225	Workflow					
226	Ability to authorize payments on entered invoices through an optional workflow with an audit trail of approvals stored with the transaction.	H	Y		General Ledger & Accounts Payable	
227	Ability to create a user defined review process before posting an entry.	M	Y		General Ledger & Accounts Payable	
228	Ability to configure a check approval workflow based on multiple amount thresholds that allows approvers to quickly view all supporting documentation for each check.	M	Y		General Ledger & Accounts Payable	
229	Ability to support procurement card transactions with an approval workflow function.	H	Y		General Ledger & Accounts Payable	

Priority

H - High | M - Medium | L - Low

Availability

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

Bank Reconciliation

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

4.3 - Bank Reconciliation			Cash Management			
<i>Objective: To provide automation with the bank reconciliation process including the outgoing City payments, incoming deposits and providing for the inclusion of adjustments by full integration to other ERP modules.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	Bank Reconciliation					
2	Ability to use both automated and manual reconciliation features.	H	Y		Cash Management	
3	Ability to automate daily bank reconciliation.	H	Y		Cash Management	
4	Ability to automate monthly bank reconciliation for certain accounts.	M	Y		Cash Management	
5	Ability to query up-to-date daily balance and have it match to credits at the bank.	H	Y		Cash Management	
6	Ability to compare debits/credits with bank based on exceptions.	H	Y		Cash Management	
7	Ability to group exceptions by type.	M	Y		Cash Management	
8	Ability to correlate every transaction to a debit/credit at the bank, including credit card transactions	H	Y		Cash Management	
9	Ability to accommodate multiple cash accounts in the GL. (Identify cash account limit in comments)	H	Y		Cash Management	
10	Ability to accommodate multiple cash accounts at the bank. (Identify cash account limit in comments)	H	Y		Cash Management	
11	Ability to be able to associate a cash account with the project module.	M	Y		Cash Management	
12	Ability to send positive pay file to the bank from both the AP and Payroll sub-modules.	H	Y		Cash Management	
13	Ability to process and transmit AP and Payroll ACH payments through the sub-modules on demand, at users' discretion.	H	Y		Cash Management	
14	Ability to use drill-down capabilities to see historical and transaction-level data.	H	Y		Cash Management	
15	Ability to import a list of cleared checks from the bank.	H	Y		Cash Management	
16	Ability to use drill-down capabilities to see if a check has been issued/cleared from the AP and Payroll sub-modules and originating transaction documentation via some sort of document management program.	H	Y		Cash Management	
17	Ability to track Manual Check Issues and voids from multiple check registers.	H	Y		Cash Management	
18	Ability to enter manual adjustments with proper authorization.	M	Y		Cash Management	

Bank Reconciliation

4.3 - Bank Reconciliation		Cash Management				
Objective: To provide automation with the bank reconciliation process including the outgoing City payments, incoming deposits and providing for the inclusion of adjustments by full integration to other ERP modules.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
19	Ability to reconcile deposits with cash receipt batch posting details that tie back to a deposit slip with a breakdown of each account number.	H	Y		Cash Management	
20	System Processes					
21	Ability to correct "reconciliation date" in the system after the fact, with the ability to include comments.	M	Y		Cash Management	
22	Ability to create file (daily) of issued checks from Payroll and A/P modules to transmit to the bank (includes Check #, Payee, Amount, Date).	H	Y		Cash Management	
23	Ability to manage and report on unclaimed checks by fiscal or calendar year.	M	Y		Cash Management	
24	Ability to create an outstanding check list.	H	Y		Cash Management	
25	Ability to accept paid check image file from bank which will update A/P and Payroll system.	H	Y		Cash Management	
26	System must provide the ability to void checks (Payables and Payroll) within the sub-modules.	H	Y		Cash Management	
27	System must provide the ability to replace lost checks and reflect new check numbers (interface info from Payroll and A/P modules).	H	Y		Cash Management	
28	Ability to print an outstanding check report, sortable by department and age of the outstanding check	H	Y		Cash Management	
29	Ability to attach documents to individual transactions.	H	Y		Cash Management	
30	Ability to flag customers across all departments who have outstanding NSF transactions.	M	Y		Cash Management	

Budgeting

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

4.4 - Budgeting	Budgeting
-----------------	-----------

Objective: To provide for a semi-automated, on-line, distributed budget preparation and tracking system to save time and effort.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	Budget Preparation					
2	Ability to search within the budgeting process at all levels of account structure.	H	Y		Budgeting	
3	Ability to develop budgets at the cost center level.	H	Y		Budgeting	
4	Ability to support multiple levels of account structure.	H	Y		Budgeting	
5	Ability to distinguish between discretionary and non-discretionary accounts/funds.	H	Y		Budgeting	
6	Ability to access budget online, during budget preparation process and after finalized.	H	Y		Budgeting	
7	Ability to copy budget information between budget approval levels, either overwriting or adding to existing content.	H	Y		Budgeting	
8	Ability to describe a budget item. An unlimited narrative may be input and printed on the final budget document.	M	Y		Budgeting	
9	Ability to provide budgets and tracking for major commodities or services.	L	Y		Budgeting	
10	Ability to maintain a requested, recommended, and approved budget.	H	Y		Budgeting	
11	Ability to identify specific budget items per account.	M	Y		Budgeting	
12	Ability to allow for optional tracking of actual procurement of budget items within an account (commitment control).	H	Y		Budgeting	
13	Ability to allow for departmental budget entry in an account listing style.	H	Y		Budgeting	
14	Ability to allow for budget entry by opening a range by account # or any segment within the account (such as budget entry for the same account for all departments).	H	Y		Budgeting	
15	Ability to view progress by departments in budget preparation, as defined in user setup in conjunction with account authority.	M	Y		Budgeting	
16	Ability to approve all requested budget amounts at the same time.	H	Y		Budgeting	

Priority

H - High | M - Medium | L - Low

Availability

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

Budgeting

4.4 - Budgeting **Budgeting**

Objective: To provide for a semi-automated, on-line, distributed budget preparation and tracking system to save time and effort.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
17	Ability to implement security related to who has access to budget development and view based on their department, organization, and timing within the budget development process.	H	Y		Budgeting	
18	Ability to customize budget scenarios based on department, fund, or organization-code.	M	Y		Budgeting	
19	Ability to perform Budget Prep global (mass) changes (Fringe Benefits, merit increases).	H	Y		Budgeting	
20	Ability to allow for and/or require comments per budget item / line.	H	Y		Budgeting	
21	Ability to allow for per month budgeting (e.g. enter annual total budget line and system assists by spreading the annual amount). Monthly amounts can then be adjusted.	H	Y		Budgeting	
22	Ability to allow for configuration of which accounts require line item detail with the budget request.	H	Y		Budgeting	
23	Ability to modify preliminary budget amounts for a division and automatically update department totals.	H	Y		Budgeting	
24	Ability to designate/flag one-time items and start the budget process with a "base budget" which removes all of the one time items.	H	Y		Budgeting	
25	Ability to generate proposed budget data by extrapolating multi-year historical financial data using user-defined criteria/specifications.	H	Y		Budgeting	
26	Ability to either create a requested budget on-line, or print out the on-line form and complete it manually.	M	N		Budgeting	
27	Ability to limit changes within the unadopted budget after a certain point in the budget process has been reached, and require appropriate user authorization to implement any changes.	H	Y		Budgeting	
28	Ability to perform exception based budgeting, using previous year as a baseline (only changes to budget amounts on budget worksheet that user takes exception with).	M	N		Budgeting	
29	Ability to perform multiple methods of updating departmental budget requests (e.g. departmental account listing, one account at a time, etc.).	H	Y		Budgeting	
30	Ability to enter estimated revenues and expenses for the current year in separate account- or fund-level, which can be used for inquiry or reporting purposes.	H	Y		Budgeting	
31	Ability to enter estimated revenues and expenses during the budgeting process by fund number, with the ability to view the following:	-			Budgeting	
32	Two previous year actuals	H	Y		Budgeting	
33	Current year estimated to date	H	Y		Budgeting	
34	Current year actuals to date	H	Y		Budgeting	
35	Current year actuals / current year estimated	H	Y		Budgeting	
36	Current year original estimated to date	H	Y		Budgeting	

Priority

H - High | M - Medium | L - Low

Availability

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

Budgeting

4.4 - Budgeting			Budgeting			
<i>Objective: To provide for a semi-automated, on-line, distributed budget preparation and tracking system to save time and effort.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
37	Ability to enter estimated non-financial performance measures during the budgeting process.	M	Y		Budgeting	
38	Ability for users to directly inquire by account on current and prior year actual activity during budget entry.	H	Y		Budgeting	
39	Ability to import off-line developed budget information into the system.	H	Y		Budgeting	Via imports
40	Ability to generate a Budget Book from the system.	H	T		Budgeting	Recommend Third Party PatternStream
41	Ability to budget revenues and expenditures by department, division or program.	H	Y		Budgeting	
42	Must be able to support the delegation of budget activities from one qualified user to another qualified user.	H	Y		Budgeting	
43	Provide ability to assign budget responsibility (prepare, review/approve) to another user.	H	Y		Budgeting	
44	Ability to create both separate and consolidated budgets for the City	H	Y		Budgeting	
45	Position Budgeting					
46	Ability to generate budget by position.	H	Y		Budgeting	
47	Ability to enter globally or provide calculation-only fields for:	-			Budgeting	
48	# of pays for upcoming budget year	H	Y		Budgeting	
49	Medicare calculation based on wages	H	Y		Budgeting	
50	Workers' Comp calculation based on wages	H	Y		Budgeting	
51	Health insurance increases	H	Y		Budgeting	
52	Retirement	H	Y		Budgeting	
53	Other user-defined fields	H	Y		Budgeting	
54	Ability to perform position budgeting that includes the calculation of benefits specific to the type of position being budgeted.	H	Y		Budgeting	
55	System's position budgeting functionality is directly integrated with the Payroll and HR modules.	H	Y		Budgeting	
56	Ability to assist with managing new budget implications of live payroll changes (e.g. raises & transfers) performed during the budget development cycle.	H	Y		Budgeting	
57	Ability to generate what-if scenarios based on the timing of filling vacancies, making promotions, or collective bargaining/pension negotiation as part of the budget prep process or mid fiscal year.	M	Y		Budgeting	
58	Ability to accommodate a "refresh" process whereby budget scenarios being developed are updated from current payroll changes (raises, transfers) during the budget development cycle.	H	Y		Budgeting	
59	Ability to perform position budgeting for vacant positions without the need to assign employees to these positions that includes both salary and fringe projections.	H	Y		Budgeting	Vacant (not real) employee records are assigned to vacant position for budget purposes

Budgeting

4.4 - Budgeting	Budgeting
------------------------	------------------

Objective: To provide for a semi-automated, on-line, distributed budget preparation and tracking system to save time and effort.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
60	Ability to calculate a "vacancy factor" equal to the salaries of all vacant positions to add to the budget, because salaries of vacant positions are not available for spending during the year.	M	N		Budgeting	
61	Ability to "split" a position between multiple funds in both salary and fringe projections.	H	Y		Budgeting	
62	Capital Budgeting					
63	Ability to perform capital planning.	H	Y		Budgeting	
64	Ability to integrate with capital project system to assist with capital budget development.	M	Y		Budgeting	
65	System provides budget upload functionality for capital budgets.	H	Y		Budgeting	
66	Ability to automate a distributed "capital budget item request" process providing central approval and reporting.	H	Y		Budgeting	
67	Ability to classify (City can configure the categories) capital project requests and provides reporting by classification.	H	Y		Budgeting	
68	Ability to rank CIP projects based on selected criteria and scoring against this criteria.	H	N		Budgeting	
69	Ability to manage a multi-year (at least five years) CIP program.	H	Y		Budgeting	THROUGH PROJECT LEDGER BUDGETING
70	Project / Grant Budgeting					
71	System must provide the ability to use project budgeting within or across funds and years as specified by the user.	M	Y		Budgeting	
72	Multi-Year Budgeting					
73	Ability to prepare budget for multiple years concurrently.	M	Y		Budgeting	
74	Ability for distributed departments to perform projections periodically including estimate revisions and reporting of actual to estimates - at varying levels of the chart of accounts. Note that estimate revisions cannot be posted without proper approval.	M	Y		Budgeting	
75	Ability to budget out five years (budget year plus four more years of estimates).	M	Y		Budgeting	
76	Program Budgeting					PERFORMANCE BASED BUDGETING
77	Ability to allocate personnel into different programs by percentage time.	H	Y		Budgeting	
78	Ability to apply the allocation of personnel by programs to determine personnel services amounts by program percentage matrix.	H	Y		Budgeting	
79	Total personnel by program must equal total personnel by division.	H	N		Budgeting	
80	Ability for authorized users to allow mass budget input by category for cost centers (operating expenses, other charges & services, contractual services).	H	Y		Budgeting	
81	Ability to allow program percentages to be applied to the accounts in the line item budget.	M	N		Budgeting	
82	Total budget for all programs within a department must equal the total of all divisions.	H	Y		Budgeting	

Budgeting

4.4 - Budgeting		Budgeting				
Objective: To provide for a semi-automated, on-line, distributed budget preparation and tracking system to save time and effort.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
83	Budget Forecasting / Revenue and Expenditure Estimating					
84	Ability to customize budget scenarios based on individual department assumptions.	M	Y		Budgeting	
85	Ability to transfer or change positions between departments/funds for budget and analytical purposes.	M	Y		Budgeting	
86	Ability to support personnel cost projections that include fringe benefit costs (based on existing benefits elected).	M	Y		Budgeting	
87	Ability for departments to develop scenarios which are components that may or may not be included with the base budget / taken out of the final approved budget.	M	Y		Budgeting	
88	Ability to enter and adjust either percentage, flat rate or other variable to salaries and/or benefits provided by position or for all employees.	H	Y		Budgeting	
89	Ability to perform budget forecasting that incorporates planned salary and benefit adjustments at an employee, position or City-wide level.	H	Y		Budgeting	
90	Ability to perform budget projections for salaries and fringes based on merit/review date.	H	Y		Budgeting	
91	Ability to perform revenue and expenditure estimating for multiple future years (Indicate how many future years. Must be at least 5 years).	M	Y		Budgeting	
92	Ability to perform budget projections for salaries and fringes under different scenarios ("versions") without the need to use or impact data in the LIVE system.	H	Y		Budgeting	
93	Ability to calculate revenue and expenditure estimations for the remainder of a fiscal year using actual activity from the first quarter of the fiscal year.	M	Y		Budgeting	
94	Ability for revenue and expenditure estimations to be distributed to departmental financial managers for input.	M	Y		Budgeting	
95	Ability for revenue and expenditure estimations to include report and inquiry features for Budget Office.	H	Y		Budgeting	
96	Ability to import position information from a Payroll system to perform budget projections.	H	Y		Budgeting	Yes, you can import position records into a Munis salary and benefit projection but you must be using Munis Payroll for this to work.
97	Budget Maintenance					
98	Ability to assign budget dollars by month for a budget line item, after the budget is adopted.	H	N		Budgeting	BEFORE BUDGET IS ADOPTED
99	Ability to pre-pre-encumber (hold) funds for known expenditures without submitting a requisition.	M	Y		Budgeting	
100	Ability to track changes in the document that occur from one authorization point to another, and who made the change, by producing an audit "change trail".	H	Y		Budgeting	

Budgeting

4.4 - Budgeting		Budgeting				
Objective: To provide for a semi-automated, on-line, distributed budget preparation and tracking system to save time and effort.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
101	Ability to automate specific allocations and transfers between departments and funds as defined by the user (i.e., internal service funds and debt service).	H	Y		Budgeting	
102	Ability to indicate out-of-balance conditions (such as certain departments that should not be out-of-balance, over a certain threshold) with corrections defined by the user.	H	Y		Budgeting	
103	Ability to request/approve budget adjustments/supplements online, through workflow.	M	Y		Budgeting	
104	Ability to manage position changes within the system, through workflow.	M	Y		Budgeting	
105	Ability to configure the system to allow for distributed (departmental) entry of budget transfer requests - with configurable multi-level approval functionality.	M	Y		Budgeting	
106	Ability to provide real time budget status checking when doing budget transfers (such as a notification if one budget does not have funds available to make a transfer from).	M	Y		Budgeting	
107	Ability to provide and/or require comments with budget revision requests.	M	Y		Budgeting	
108	Ability to distinguish adopted budget from modified budget and require the system to calculate the adjustments.	H	Y		Budgeting	
109	Ability to enter budget amendments during the fiscal year (appropriations or revenue estimates).	H	Y		Budgeting	
110	Ability to record and track multiple budget amendments during the year and inquire on the adjustments after the fact.	H	Y		Budgeting	
111	Ability to have an amendment tracking field where it can store a link to a document or meeting minutes where this amendment was approved.	M	Y		Budgeting	
112	Ability to correct budget amendments with appropriate authorization.	H	Y		Budgeting	
113	Ability to identify a budget adjustment as one-time (temporary) or permanent (affect future base budgets).	H	Y		Budgeting	
114	Ability to make changes simultaneously to one or more of the departmental budgets.	H	Y		Budgeting	
115	Ability to have multi-level budget approvals online, for establishing budgets, line item transfers, budget adjustments.	M	Y		Budgeting	
116	Ability to develop a request for transfer of funds that can be attached to a particular purchase order.	H	Y		Budgeting	Via budget amendment reference fields or attachments.
117	Ability to maintain the date, time and user information that data was last changed.	H	Y		Budgeting	
118	Budget Checking and Controls					
119	Ability to perform funds availability checking at the project level, grant level, division level, department level or line item level.	H	Y		Budgeting	
120	Ability to track original budget and adjusted budget.	H	Y		Budgeting	

Priority

H - High | M - Medium | L - Low

Availability

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

Budgeting

4.4 - Budgeting		Budgeting				
Objective: To provide for a semi-automated, on-line, distributed budget preparation and tracking system to save time and effort.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
121	Ability to track estimated non-financial performance measures versus actual non-financial performance measures.	M	Y		Budgeting	
122	Ability to view detailed, supporting budget information on individual accounts.	M	Y		Budgeting	
123	Ability to view "available budget" during requisition/purchase order entry for any type of purchase order, journal entry, or accounts payable invoice transaction.	M	Y		Budgeting	
124	Ability for departments to view their own available balance per appropriation.	H	Y		Budgeting	
125	Ability to transfer budgets between departments and between divisions.	H	Y		Budgeting	
126	Ability to customize rules for budgets and restrictions on overspending.	H	Y		Budgeting	
127	Ability to prohibit budgeting more, per fund, than the lesser of the current year's estimated revenue and income or the estimated income for the budget year.	L	Y		Budgeting	
128	Ability to have budget control rules by account (e.g. payroll accounts can be overspent).	H	Y		Budgeting	
129	Ability to optionally configure budget control at the cost center level, in addition to the department level.	H	Y		Budgeting	
130	Ability to have budget warnings at the department, grant, project and/or line item level based on user-defined limits.	H	Y		Budgeting	
131	Ability to have budget checking and potentially warnings performed on all system transactions (requisitions, field purchase orders, purchase orders, journal entries, etc.)	H	Y		Budgeting	
132	Ability to restrict transfers to/from specific accounts (e.g., Payroll).	H	Y		Budgeting	VIA PERMISSIONS
133	Ability to use operating budgets to pay for multi year projects.	H	Y		Budgeting	
134	Budget Rollover Procedures					
135	Ability to prepare base budgets from prior year actual or budgeted expenditures.	H	Y		Budgeting	
136	Ability to automatically install the adopted budget by an authorized user.	H	Y		Budgeting	
137	Ability to replicate previous year's budget (minus \$\$ amounts) to assist with budget prep.	H	Y		Budgeting	
138	Ability to view prior year's revenues and expenditures while working on the new year's data.	H	Y		Budgeting	
139	Ability for unfulfilled encumbrances to roll to next year, at year end, along with their associated budget, with prior year liquidation transaction performed.	H	Y		Budgeting	
140	Ability to view rollover encumbrance balances and appropriations separate from current year budgeted amounts for an account.	H	Y		Budgeting	

Priority

H - High | M - Medium | L - Low

Availability

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

Budgeting

4.4 - Budgeting		Budgeting				
<i>Objective: To provide for a semi-automated, on-line, distributed budget preparation and tracking system to save time and effort.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
141	Ability to liquidate a rollover encumbrance while restricting the liquidated amount from being added to the current year budgeted amount (e.g., cancel an outstanding purchase order from a previous year that has an encumbered balance remaining).	H	Y		Budgeting	
142	Ability to rollover grant and project budgets.	H	Y		Budgeting	

Cash Management

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

4.5 - Cash Management	Cash Management
-----------------------	-----------------

Objective: To improve the effective management of City wide cash.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	System Processes					
2	Ability to provide cash management functionality for managing cash account transactions including bank transfers.	M	Y		Cash Management	
3	Ability to interface to and from the City's bank for receipts and payments (e.g., Wells Fargo and Frost Bank) and attach information (e.g., accounts) to the transactions.	M	Y		Cash Management	
4	Ability to initiate banking transactions (cash movement, ACH, wires, etc.).	M	Y		Cash Management	
5	Ability to schedule banking transactions.	M	T		SymPro Cash Management	
6	Fund Accounting, Cash Management, Interest Distribution					
7	Ability to manage and forecast cash flow based on projections and historical trends.	H	Y		Cash Management	
8	Ability to automate input of pre-determined target balances into the current day cash position.	M	T		SymPro Cash Management	
9	Ability to track and report on cash on a fund level.	M	Y		Cash Management	
10	Ability to track daily cash balances by fund and compute an average balance based on user defined dates.	H	Y		Cash Management	
11	Ability to track the book float and project cash flow.	M	Y		Cash Management	
12	Ability to track cash equities by Fund.	M	Y		Cash Management	
13	Ability to track and manage ACH / Wire activity between bank accounts and provide related management and transaction reporting.	H	Y		Cash Management	
14	Ability to track and manage ACH / Wire activity between GL accounts and provide related management and transaction reporting.	H	Y		Cash Management	
15	Ability to automate daily bank polling for prior and current day bank transactions, float, and opening ledger/collected balances into daily cash position worksheet.	M	Y		Cash Management	
16	Ability to obtain detailed/drilled down information of daily bank BAI data from summary level to specific transaction detail.	L	Y		Cash Management	
17	Ability to automate input of control disbursements, lockbox, and bank balances into current day cash position worksheet.	M	T		SymPro Cash Management	

Cash Management

4.5 - Cash Management		Cash Management				
<i>Objective: To improve the effective management of City wide cash.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
18	Ability to automate posting of investment purchases, maturities, calls, sales and interest income into the current day cash position worksheet.	M	T		SymPro Cash Management	
19	Ability to automate (with manual override option) population of current day cash position with cash flow forecast detail data.	M	Y		Cash Management	
20	Ability to prepare a daily cash flow analysis that is used to determine cash needs or amount of excess funds that can be invested. This includes the use of bank reports, estimated deposits, estimated outstanding warrants/checks to clear and known debits and credits.	M	Y		Cash Management	
21	Ability for authorized users to easily manipulate information to add information on the fly.	L	T		SymPro Cash Management	
22	Ability to track payment due dates before they are sent out.	M	Y		Cash Management	
23	Ability to identify deposits with unique identifiers and assign them to an account or activity.	L	T		SymPro Cash Management	
24	Ability to track daily bank balances to estimate bank fees related to bank balance, repurchase agreement costs and interest income.	L	N			
25	Ability to track outstanding checks and warrants.	H	Y		Cash Management	
26	Ability to handle split allocations to different GL codes.	M	Y		Cash Management	
27	Ability to set-up and track activity in zero balance accounts whose activities flows through to the associated general operating accounts.	M	Y		Cash Management	
28	Cash Flow Forecasting					
29	Ability to customize user-defined inflow/outflow categories for the cash flow forecasting.	H	T		SymPro Cash Management	
30	Ability to automate investment interest receipts generated from investment module directly into forecast.	M	T		SymPro Cash Management	
31	Ability to automate calendar input for federal reserve holidays, bank holidays, and City holidays.	M	T		SymPro Cash Management	
32	Ability to forecast in annual summary format for 2 or 3 year projections.	M	T		SymPro Cash Management	
33	Ability to perform trend analysis for actual versus actual, and actual versus forecast.	M	T		SymPro Cash Management	Actual versus Forecast only
34	Ability to create Multi-year forecasts-Original, Dated Version Updates, Final.	M	T		SymPro Cash Management	
35	Ability to forecast generation based on percentage increases, date specific, weekday specific, Saturday/Sunday avoidance dates, specific amount, annual specific amount smoothed daily, monthly or by percentage.	L	T		SymPro Cash Management	
36	Ability to automate investment maturities, calls, sales, purchases from investment module directly into forecast.	M	T		SymPro Cash Management	
37	Ability to create trend generation and forecast population based on previous years' historical data.	M	N			

Priority

H - High | M - Medium | L - Low

Availability

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

Cash Receipting

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

4.6 - Cash Receipting	Accounts Receivable
-----------------------	---------------------

Objective: Upgrading and centralizing the cash receipting and point-of-sale system to streamline the processing of revenues collected from federal and state agencies, individual citizens, and local businesses.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	Daily Processing					
2	Ability to accept multiple payment types including:	-			Accounts Receivable	
3	Cash	H	Y		Accounts Receivable	
4	Checks	H	Y		Accounts Receivable	
5	Credit cards	H	Y		Accounts Receivable	
6	Debit cards	H	Y		Accounts Receivable	
7	Money order	H	Y		Accounts Receivable	
8	Credit memo (internal)	H	Y		Accounts Receivable	
9	ACH	H	Y		Accounts Receivable	
10	EFT	H	Y		Accounts Receivable	
11	Internet e-payments	H	Y		Accounts Receivable	
12	Imported payment file (i.e. from a lockbox)	H	Y		Accounts Receivable	
13	Other/Miscellaneous	H	Y		Accounts Receivable	
14	Ability to establish unique personnel identification numbers with authority to perform specific functions.	H	Y		Accounts Receivable	
15	Ability to process workflows for approvals, review, and modification.	H	Y		Accounts Receivable	
16	Point-of-Sale (POS) System					
17	Ability to connect Point of sale (POS) terminals to the financial system within the departments where volume of transactions warrants the use.	H	Y		Accounts Receivable	
18	Ability to accommodate numerous P.O.S. terminals and consolidate all P.O.S. terminal receipts at day's end.	H	Y		Accounts Receivable	BATCH INFO CAN BE CONSOLIDATED
19	Ability to use extensive on-line inquiry (via the P.O.S. terminal) and printout of customer account history and current balances for all modules to help with lien searches.	H	Y		Accounts Receivable	
20	Ability to sort POS transactions by:	-			Accounts Receivable	
21	Division/Department	H	Y		Accounts Receivable	
22	Date (or date range)	H	Y		Accounts Receivable	
23	Time (or time range)	H	Y		Accounts Receivable	
24	Transaction/Cash Receipt Type	H	Y		Accounts Receivable	

Cash Receipting

4.6 - Cash Receipting		Accounts Receivable				
Objective: Upgrading and centralizing the cash receipting and point-of-sale system to streamline the processing of revenues collected from federal and state agencies, individual citizens, and local businesses.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
25	Transaction Amount	H	Y		Accounts Receivable	
26	Clerk ID/Name	H	Y		Accounts Receivable	
27	Location ID/POS Machine	H	Y		Accounts Receivable	
28	Credit Card Type (MC/V/AMX)	H	Y		Accounts Receivable	
29	Any Segment of the GL Account Number	H	Y		Accounts Receivable	
30	Ability to assign multiple operators per register using separate cash drawers.	H	Y		Accounts Receivable	
31	Ability to provide multiple drawer functionality.	H	Y		Accounts Receivable	
32	Ability to provide both cash register and cash drawer functions.	H	Y		Accounts Receivable	
33	Ability to accept over-the-counter cash register (i.e., point-of-sale-terminal) payments from multiple departments distributed around the City.	H	Y		Accounts Receivable	
34	Ability to accept over-the-counter payments and generate appropriate credit.	H	Y		Accounts Receivable	
35	Ability to quickly access a menu of receivable types when accepting payments over-the-counter.	H	Y		Accounts Receivable	
36	Ability to quickly access a menu of charge code types when accepting payments over-the-counter.	H	Y		Accounts Receivable	
37	Ability to search by charge code/description when entering in a transaction.	H	Y		Accounts Receivable	
38	Ability to filter the list of AR and charge codes when processing a payment based on the user's location.	H	Y		Accounts Receivable	
39	Ability to restrict payment to cash only as directed by item alerts.	H	Y		Accounts Receivable	
40	Ability to validate cash by denomination on an individual transaction.	L	Y		Accounts Receivable	
41	Ability to calculate the amount of change due back from amount tendered.	H	Y		Accounts Receivable	
42	Ability to void all or part of a transaction independent of batch status.	L	Y		Accounts Receivable	
43	Ability to maintain a complete audit trail for all transactions.	H	Y		Accounts Receivable	
44	Ability for cash receipting solution to be certified to Check 21 compliance standards.	H	Y		Accounts Receivable	via Tyler Cashiering
45	Ability to interface with electronic deposit software for check processing.	H	Y		Accounts Receivable	via Tyler Cashiering
46	Ability to image checks and associated attachments.	H	Y		Accounts Receivable	via Tyler Cashiering
47	Payment and Receipt Processing					
48	Ability to define batch payment creation (electronic Checks, over the counter, mail, etc.).	H	Y		Accounts Receivable	
49	Ability to include the following information on receipts for individual transactions:	-			Accounts Receivable	
50	Name of entry clerk	H	Y		Accounts Receivable	
51	Customer Name	H	Y		Accounts Receivable	
52	A/R Account number	H	Y		Accounts Receivable	
53	G/L Account coding	H	Y		Accounts Receivable	

Priority

H - High | M - Medium | L - Low

Availability

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

Cash Receipting

4.6 - Cash Receipting			Accounts Receivable			
Objective: Upgrading and centralizing the cash receipting and point-of-sale system to streamline the processing of revenues collected from federal and state agencies, individual citizens, and local businesses.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
54	Description for the receipt	H	Y		Accounts Receivable	
55	Amount	H	Y		Accounts Receivable	
56	Account Balance	H	Y		Accounts Receivable	
57	Check number (if payment by check)	H	Y		Accounts Receivable	
58	Credit Card Type (Visa, MasterCard, Discover, Diner, etc.)	H	Y		Accounts Receivable	
59	Date	H	Y		Accounts Receivable	
60	Customer ID	H	Y		Accounts Receivable	
61	Location ID	H	Y		Accounts Receivable	
62	Ability to print receipts upon request at any point in time.	H	Y		Accounts Receivable	
63	Ability to process the City's internal payments without actually entering a payment while not affecting the deposit and updating the correct ERP module (i.e. permits, utility billing, misc. billing, etc.)	H	Y		Accounts Receivable	
64	Ability to print customer name, customer address and operator on receipts as well as the ability to print an authorized signature line.	H	Y		Accounts Receivable	
65	Ability to print user configurable comments and messages on the receipt.	H	Y		Accounts Receivable	
66	Ability to require entering of comments on specific user defined receipt types	H	Y		Accounts Receivable	
67	Ability to track and search receipts by:	-			Accounts Receivable	
68	Department	H	Y		Accounts Receivable	
69	Key Code / CR Type	H	Y		Accounts Receivable	
70	Amount	H	Y		Accounts Receivable	
71	Receipt Number/Document Number	H	Y		Accounts Receivable	
72	Terminal	H	Y		Accounts Receivable	
73	Clerk ID/Name	H	Y		Accounts Receivable	
74	Collection Date	H	Y		Accounts Receivable	
75	Entry Date	H	Y		Accounts Receivable	
76	Deposit Date	H	Y		Accounts Receivable	
77	Release Date	H	Y		Accounts Receivable	
78	Time of Day	H	Y		Accounts Receivable	
79	Day of Week/Business Day	H	Y		Accounts Receivable	
80	Day of Month	H	Y		Accounts Receivable	
81	Account Receipted	H	Y		Accounts Receivable	
82	Type of Payment	H	Y		Accounts Receivable	
83	Type of Bill	H	Y		Accounts Receivable	
84	Customer/Type	H	Y		Accounts Receivable	
85	Customer (Number/Name)	H	Y		Accounts Receivable	
86	Deposit Reconciliation Location Code	H	Y		Accounts Receivable	Deposit Reference
87	Bank Account	H	Y		Accounts Receivable	
88	Batch Number	H	Y		Accounts Receivable	
89	Check Number	H	Y		Accounts Receivable	
90	Credit Card Type (i.e. Visa, MasterCard, Discover, Diner, etc.)	H	Y		Accounts Receivable	
91	Other user-defined fields	H	Y		Accounts Receivable	

Priority

H - High | M - Medium | L - Low

Availability

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

Cash Receipting

4.6 - Cash Receipting		Accounts Receivable				
<i>Objective: Upgrading and centralizing the cash receipting and point-of-sale system to streamline the processing of revenues collected from federal and state agencies, individual citizens, and local businesses.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
92	Ability to see the full account description when processing a receipt.	M	Y		Accounts Receivable	
93	Ability to have an unlimited number of detail lines per receipt.	M	Y		Accounts Receivable	
94	Ability to take receipts offline in the system when the main system is non operational (down for maintenance, etc.) and upload after the fact.	M	N		Accounts Receivable	
95	Ability to specify the order in which receipts are processed against outstanding receivables with the option of overriding the order. This would include outstanding receivables across all modules.	H	Y		Accounts Receivable	
96	Ability to prepare online receipts for departments without a point of sale terminal.	H	Y		Accounts Receivable	
97	Ability to customize detailed customer receipts, including but not limited to amount owed and received, type of payment, check number, account number, and transaction number.	H	Y		Accounts Receivable	
98	Ability to designate whether a transaction was post-marked on-time to remove potential interest and late fees that may be applied to the bill associated with that payment.	M	Y		Accounts Receivable	
99	Ability to place receipts on "hold" for subsequent release when the system is online.	M	Y		Accounts Receivable	
100	Ability to release "held" receipts based on user authorization.	M	Y		Accounts Receivable	
101	Ability to define security between users who are allowed to place receipts on "hold" and those that are allowed to "release" receipts.	M	Y		Accounts Receivable	
102	Ability to assign a unique receipt number to each receipt which is auto-generated by the system.	H	Y		Accounts Receivable	
103	Ability to main traceability between a transaction and the associated receipt number.	H	Y		Accounts Receivable	
104	Ability for the receipt numbering system to automatically reset itself based on the City's defined number of digits per receipt.	M	Y		Accounts Receivable	
105	Ability to have receipt number ranges or receipt number format "masks" to be associated to a department or user.	M	Y		Accounts Receivable	
106	Ability to have receipts remain fully editable until the time they are printed and posted.	M	Y		Accounts Receivable	
107	Ability to associate a receipt with the specific user who created it.	H	Y		Accounts Receivable	
108	Ability to void an unposted receipt with proper authority.	M	Y		Accounts Receivable	
109	Ability to change the payment/tender type only (cash, check, credit card, etc.) without voiding a receipt (and no ability to change other data, such as customer account number).	H	Y		Accounts Receivable	
110	Ability to have 24 hour access to the system for receipt functionality.	M	Y		Accounts Receivable	
111	Ability to use Optical Character Recognition (OCR) or laser barcode readers for scanning receipted bills.	M	Y		Accounts Receivable	
112	Ability to take payments and recognize revenue even when a receivable has not been established.	M	Y		Accounts Receivable	

Priority

H - High | M - Medium | L - Low

Availability

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

Cash Receipting

4.6 - Cash Receipting		Accounts Receivable				
Objective: Upgrading and centralizing the cash receipting and point-of-sale system to streamline the processing of revenues collected from federal and state agencies, individual citizens, and local businesses.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
113	Ability to, with proper authorization, have any customer pay any invoice of another customer (i.e., FEMA reimbursements).	H	Y		Accounts Receivable	
114	Ability to apply a payment to multiple invoices or G/L accounts.	H	Y		Accounts Receivable	
115	Ability to accept mail-in payments via multiple batch entry	M	Y		Accounts Receivable	
116	Ability to accept partial payments (such as partial credit card and check payments) to reduce receivable amounts, and to identify the related payment amounts.	H	Y		Accounts Receivable	
117	Ability to process credit memos.	H	Y		Accounts Receivable	
118	Ability to pay multiple bills with a single payment w/description	M	Y		Accounts Receivable	
119	Ability to accommodate multiple check/cash payments for single bill	H	Y		Accounts Receivable	
120	Ability to endorse/validate multiple checks, bills, and documents within a single transaction	H	Y		Accounts Receivable	
121	Ability to print account number and transaction number on checks receipted	H	Y		Accounts Receivable	
122	Ability to print magnetic inscription of amount receipted on checks	M	N		Accounts Receivable	
123	Ability to accept full or partial payments and payments without prior bill. Accepts deposits, bonds, etc.	M	Y		Accounts Receivable	
124	Ability to support multiple depository bank accounts and create separate bank deposit slips.	L	Y		Accounts Receivable	
125	Ability to key in the following information with proper authorization:	-			Accounts Receivable	
126	Receipt date (defaults to current date)	M	Y		Accounts Receivable	
127	User name (drawer)	M	Y		Accounts Receivable	DEPOSIT REFERENCE
128	Receipt number	M	Y		Accounts Receivable	
129	For each line item on the receipt the following information is entered: fund, amount, type (cash, credit card, check, etc.)	M	Y		Accounts Receivable	
130	Receipt total	M	Y		Accounts Receivable	
131	Ability to automatically allocate receipts to several accounts.	H	Y		Accounts Receivable	
132	Ability to enter comments (to be used internally) at time of receipt.	M	Y		Accounts Receivable	
133	Ability to define multiple payment types (i.e., EFT, money order) on the same transaction.	H	Y		Accounts Receivable	
134	Ability to reprint duplicate receipts.	H	Y		Accounts Receivable	
135	Ability to accept grant/bond revenues for distribution to appropriate accounts.	H	Y		Accounts Receivable	
136	Ability to receipt, apply and refund performance and other types of bonds.	H	Y		Accounts Receivable	
137	Ability to provide pre-coded templates for ease of input.	M	Y		Accounts Receivable	
138	Ability to override who is making the payment versus the name on the account when processing a payment.	H	Y		Accounts Receivable	
139	Ability to inquire the lists of pre-coded transaction templates assigned to each department (i.e. department X receipts against GL account code Y for the Z transaction).	M	Y		Accounts Receivable	

Cash Receipting

4.6 - Cash Receipting		Accounts Receivable				
Objective: Upgrading and centralizing the cash receipting and point-of-sale system to streamline the processing of revenues collected from federal and state agencies, individual citizens, and local businesses.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
140	Ability to automatically retrieve account information including amount owed from scanned bills. User only has to "key in" amount paid, if different from amount owed.	H	Y		Accounts Receivable	Assuming this pertains to reporting on receipts collected, these can be organized by conceptual department AR Code, charge code (related GL Accounts) and date.
141	Ability to prompt user at time of entry/scan that the account being receipted to has had a history of bad checks based on user defined rules.	H	Y		Accounts Receivable	
142	Ability to perform online entry of remittance information by the department as payment is received, including account distribution.	M	Y		Accounts Receivable	
143	Ability to enter in a cash receipt "on the fly" that does not have pre-defined codes where the clerk will have to enter in the GL account(s) manually.	M	Y		Accounts Receivable	
144	Ability to break out sales tax payment based on cash receipt code.	H	Y		Accounts Receivable	
145	Ability to enter a reason code to enter a reason for canceling any payment.	H	Y		Accounts Receivable	
146	Ability to apply payments in current year for a future year license.	H	Y		Accounts Receivable	
147	Ability to accommodate payment plans.	H	Y		Accounts Receivable	
148	Online Payment Processing					
149	System has the ability to process online payments made via:	-			Accounts Receivable	
150	Credit Cards / Debit Cards	H	Y		Accounts Receivable	
151	Electronic Checks, Electronic Funds Transfer (EFT), Wire Transfers	H	Y		Accounts Receivable	
152	PayPal and other payment providers	H	Y		Accounts Receivable	
153	System is capable of processing recurring online payments.	H	Y		Accounts Receivable	
154	Ability to perform Electronic Transaction Receipting (includes Internet E-payments) (in other words, providing a confirmation number).	H	Y		Accounts Receivable	
155	Deposits					
156	Ability to track and maintain customer draw down accounts / retainers where customer pre-pays (e.g., deposits, escrows, pre-pays, impact certificates) and as transactions occur/services provided, the balance is adjusted down.	M	Y		Accounts Receivable	
157	Ability to have multiple individual receipts per deposit.	H	Y		Accounts Receivable	
158	Ability to perform after-the-fact adjustments to deposits w/approvals.	L	Y		Accounts Receivable	
159	Ability for Finance to check validity of deposits.	M	Y		Accounts Receivable	
160	Direct Deposits					
161	Ability to process direct deposits and match them with the relevant customer invoice.	M	Y		Accounts Receivable	
162	Ability to cancel any direct deposit payment.	M	Y		Accounts Receivable	
163	Credit Card Processing					
164	Solution conforms to Payment Card Industry (PCI) standards and has received PA-DSS certification.	H	Y		Accounts Receivable	
165	Ability to generate/retrieve credit card authorizations.	H	Y		Accounts Receivable	
166	Ability to print credit card receipts with authorization number.	H	Y		Accounts Receivable	
167	Ability to support credit card refunds.	H	Y		Accounts Receivable	

Cash Receipting

4.6 - Cash Receipting		Accounts Receivable				
<i>Objective: Upgrading and centralizing the cash receipting and point-of-sale system to streamline the processing of revenues collected from federal and state agencies, individual citizens, and local businesses.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
168	Ability to support separate Merchant ID for each physical location for accepting credit cards.	H	Y		Accounts Receivable	
169	Ability to utilize signature pads (hardware)	M	Y		Accounts Receivable	
170	Ability to charge a credit card convenience fee.	M	Y		Accounts Receivable	
171	Closing, Balancing and Depositing					
172	Ability to close registers at any time during the day to a holding area until they are later approved and posted. Summary information is posted to the G/L with drill down capabilities and the detail receipt information posted to the individual modules.	H	Y		Accounts Receivable	
173	Ability to provide detail to support daily closing at the department/cash register level and monthly bank account reconciliation at the overall level.	H	Y		Accounts Receivable	
174	Ability to balance cash drawers at any point in time.	H	Y		Accounts Receivable	
175	Ability to distinguish among cash, check or credit card payment and to provide separate totals at days end to assist in balancing the drawer.	H	Y		Accounts Receivable	
176	Ability to summarize and post daily cash receipts by validated General Ledger account.	H	Y		Accounts Receivable	
177	Ability to assign a department to a batch and change the department on the batch without closing the batch.	M	Y		Accounts Receivable	
178	Ability for tenders within a batch to have different deposit references by tender type.	M	Y		Accounts Receivable	
179	Ability to settle batches individually or by selection versus all open batches.	H	Y		Accounts Receivable	
180	Ability to edit on-line and correct transaction errors prior to posting with proper authorization.	H	Y		Accounts Receivable	
181	Ability to enter cash count of bills for each denomination for individual receipt balancing.	M	Y		Accounts Receivable	
182	Ability to balance cash/checks for each receipt prior to release.	H	Y		Accounts Receivable	
183	Ability to enter/view check list for individual receipt balancing.	H	Y		Accounts Receivable	
184	Ability to support multiple depository bank accounts and create separate bank deposit slips.	M	Y		Accounts Receivable	
185	Ability to assign a bank account to a particular transaction code (such as parking permits always deposit to the respective department's bank account).	M	Y		Accounts Receivable	
186	Ability to print deposit ticket with appropriate deposit reconciliation code.	M	N		Accounts Receivable	
187	Ability to assign a bank bag number to each deposit slip.	M	Y		Accounts Receivable	
188	Ability to provide end-of-day check list by user detailing each check included in a deposit.	H	Y		Accounts Receivable	
189	Ability to provide end-of-day cash report for balancing and deposit purposes.	H	Y		Accounts Receivable	

Priority

H - High | M - Medium | L - Low

Availability

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

Cash Receipting

4.6 - Cash Receipting		Accounts Receivable				
<i>Objective: Upgrading and centralizing the cash receipting and point-of-sale system to streamline the processing of revenues collected from federal and state agencies, individual citizens, and local businesses.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
190	Ability to process NSF checks as a reversal to the original revenue posting.	H	Y		Accounts Receivable	

Contract Management

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

4.7 - Contract Management	Contract Management / Purchasing
---------------------------	----------------------------------

Objective: To create, manage, cancel/deobligate and close contracts.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	Contract Set-Up					
2	Ability to enter, track, search and report on basic contract information online including:	-			Contract Management / Purchasing	SOME MAY REQUIRE USER DEFINED FIELDS
3	Contract name	H	Y		Contract Management / Purchasing	
4	Contract number	H	Y		Contract Management / Purchasing	
5	Vendor number/Client Number	H	Y		Contract Management / Purchasing	
6	Contract amount	H	Y		Contract Management / Purchasing	
7	Not-to-Exceed Amount	H	Y		Contract Management / Purchasing	
8	Solicitation type (Invitation For Bid (IFB), Request For Proposal (RFP), Request For Quotation (RFQ), etc.)	H	Y		Contract Management / Purchasing	
9	Contract type (construction, commodity, service, etc.)	H	Y		Contract Management / Purchasing	
10	Flag if City is the purchaser, seller, or both	H	Y		Contract Management / Purchasing	
11	Contract changes (dollar amount)	H	Y		Contract Management / Purchasing	
12	Audit required	H	Y		Contract Management / Purchasing	
13	Payments against the contract	H	Y		Contract Management / Purchasing	
14	Budget line item	H	Y		Contract Management / Purchasing	
15	Provider name and address	H	Y		Contract Management / Purchasing	

Contract Management

4.7 - Contract Management **Contract Management / Purchasing**

Objective: To create, manage, cancel/deobligate and close contracts.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
16	Contract balance	H	Y		Contract Management / Purchasing	
17	Contract starting date	H	Y		Contract Management / Purchasing	
18	Contract ending date	H	Y		Contract Management / Purchasing	
19	Contract extensions and renewals	H	Y		Contract Management / Purchasing	
20	Additions/change order to the contract	H	Y		Contract Management / Purchasing	
21	Departments (multiple)	H	Y		Contract Management / Purchasing	
22	Commodity code	H	Y		Contract Management / Purchasing	
23	Bonds	H	Y		Contract Management / Purchasing	
24	Insurance effective dates coverage	H	Y		Contract Management / Purchasing	
25	Cooperative contract (yes/no)	H	Y		Contract Management / Purchasing	
26	Maintenance agreements	H	Y		Contract Management / Purchasing	
27	1099 Status	H	Y		Contract Management / Purchasing	
28	Federal debarment	M	Y		Contract Management / Purchasing	
29	State registration status	M	Y		Contract Management / Purchasing	
30	Expense reports required by date range	H	Y		Contract Management / Purchasing	
31	Standard program categories (what services are provided)	H	Y		Contract Management / Purchasing	
32	Payment method (1/12, actual, times unit rate)	H	Y		Contract Management / Purchasing	
33	Funded source including grant or budget account number	H	Y		Contract Management / Purchasing	
34	Project Number	H	Y		Contract Management / Purchasing	
35	Project manager	H	Y		Contract Management / Purchasing	
36	Project group	H	Y		Contract Management / Purchasing	

Contract Management

4.7 - Contract Management **Contract Management / Purchasing**

Objective: To create, manage, cancel/deobligate and close contracts.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
37	Units budgeted	M	Y		Contract Management / Purchasing	
38	Units of service provided	M	Y		Contract Management / Purchasing	
39	Date and name of authorized approval authority	H	Y		Contract Management / Purchasing	
40	Resolution Number (multiple)	H	Y		Contract Management / Purchasing	
41	Motion Number	L	Y		Contract Management / Purchasing	
42	Ordinance Number	H	Y		Contract Management / Purchasing	
43	Contract Signature Date	H	Y		Contract Management / Purchasing	
44	Ability to track, report and alert defined users on various expiration dates. (insurance, contract)	H	Y		Contract Management / Purchasing	
45	Ability to configure notifications to designated staff a defined time period in advance of contract expiration.	H	Y		Contract Management / Purchasing	
46	Ability to configure notifications to designated staff a defined time period in advance of insurance expiration.	H	Y		Contract Management / Purchasing	
47	Able to designate contracts with manual or auto renewals and track terms on manual or auto terminate.	H	Y		Contract Management / Purchasing	
48	Ability to track the following fields for a prime contractor:	-			Contract Management / Purchasing	
49	Contract name	H	Y		Contract Management / Purchasing	
50	Contract number / ID	H	Y		Contract Management / Purchasing	
51	Contractor name	H	Y		Contract Management / Purchasing	
52	Contractor address	H	Y		Contract Management / Purchasing	
53	Contractor contact info (phone, fax, e-mail)	H	Y		Contract Management / Purchasing	
54	Contract dollar amount	H	Y		Contract Management / Purchasing	
55	Contract start date	H	Y		Contract Management / Purchasing	
56	Contract end date	H	Y		Contract Management / Purchasing	
57	Is the contractor a MBE, WBE, DBE firm?	M	Y		Contract Management / Purchasing	

Priority

H - High | M - Medium | L - Low

Availability

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

Contract Management

4.7 - Contract Management		Contract Management / Purchasing				
Objective: To create, manage, cancel/deobligate and close contracts.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
58	Vendor Number	H	Y		Contract Management / Purchasing	
59	Alternate emergency contact info (phone, fax, e-mail)	M	Y		Contract Management / Purchasing	
60	Local Registered Vendor	H	Y		Contract Management / Purchasing	
61	Regional Registered Vendor	M	Y		Contract Management / Purchasing	
62	Ability to track the following fields for a Sub-contractor:	-	Y		Contract Management / Purchasing	
63	Sub-Contractor Name	M	Y		Contract Management / Purchasing	
64	Sub-Contractor address	M	Y		Contract Management / Purchasing	
65	Service provided on contract	M	Y		Contract Management / Purchasing	
66	Ability to automatically assign alphanumeric or numeric contract numbers to contracts, purchase orders and requisitions, and provide for user-defined alphanumeric or numeric assignments.	H	Y		Contract Management / Purchasing	
67	Ability to add a subcontract number for multiple vendors.	M	Y		Contract Management / Purchasing	
68	Ability to set up a contract to make progress payments to more than one contractor.	M	Y		Contract Management / Purchasing	
69	Ability to provide for user-defined boilerplate text that can be directly inserted into contracts and then edited.	H	Y		Contract Management / Purchasing	
70	Ability to link other supporting documents to contracts.	H	Y		Contract Management / Purchasing	
71	Ability to maintain on-line directory of standard purchasing contract language that will print on all purchase orders (with duplex capability).	H	Y		Contract Management / Purchasing	
72	Contract Initiation and Approval Process					
73	Ability to handle contracts and renewals over multiple fiscal years.	H	Y		Contract Management / Purchasing	
74	Ability to convert awarded bids to approved contract.	L	Y		Contract Management / Purchasing	
75	Ability to perform budget check and budget warnings during approval process.	H	Y		Contract Management / Purchasing	
76	Ability to create and track blanket order contracts or encumbrances.	H	Y		Contract Management / Purchasing	
77	Ability to allow multiple contracts per vendor.	H	Y		Contract Management / Purchasing	

Priority

H - High | M - Medium | L - Low

Availability

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

Contract Management

4.7 - Contract Management		Contract Management / Purchasing				
Objective: To create, manage, cancel/deobligate and close contracts.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
78	Ability to allow multiple vendors per contract or bid.	H	Y		Contract Management / Purchasing	
79	Ability to allow for multiple items per contract.	H	Y		Contract Management / Purchasing	
80	Ability to set up retainage percentage or fee.	H	Y		Contract Management / Purchasing	
81	Ability to review and print contract text.	H	Y		Contract Management / Purchasing	
82	Ability to set-up contracts with recurring payments to vendors with the ability to make one-time payment amount adjustments without affecting the remainder of the contract payment schedule and amount.	M	Y		Contract Management / Purchasing	
83	Workflow					
84	Ability to designate a user-defined minimum/maximum dollar threshold for contracts.	M	Y		Contract Management / Purchasing	
85	Ability to configure contract approval workflow based the following:	-			Contract Management / Purchasing	
86	Amount	M	Y		Contract Management / Purchasing	
87	Duration	M	Y		Contract Management / Purchasing	
88	Ability to track multiple versions of contract text in the approval process and who has approved each version.	H	Y		Contract Management / Purchasing	
89	Ability for reviewers to add notes and comments to contract text during the approval process with uneditable timestamp and user name.	H	Y		Contract Management / Purchasing	
90	Ability to route the specification documents electronically to the correct Department for review/revisions.	H	Y		Contract Management / Purchasing	
91	Ability to track the physical location of each contract while being routed for approval signatures.	H	Y		Contract Management / Purchasing	
92	Ability to view and approve contracts within the system.	H	Y		Contract Management / Purchasing	
93	Contract Management/Tracking					
94	Ability to track multiple contracts to a single project.	M	Y		Contract Management / Purchasing	
95	Ability to track a single contract to multiple projects.	M	Y		Contract Management / Purchasing	
96	Ability to budget and encumber contracts per line items and also project accounting data.	H	Y		Contract Management / Purchasing	
97	Ability to track several purchase orders or other reference documents within a single contract.	H	Y		Contract Management / Purchasing	

Priority

H - High | M - Medium | L - Low

Availability

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

Contract Management

4.7 - Contract Management		Contract Management / Purchasing				
<i>Objective: To create, manage, cancel/deobligate and close contracts.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
98	Ability to record and track contract limits (i.e. multi-year contracts) at user specified levels of detail over the life of the contract.	H	Y		Contract Management / Purchasing	
99	Ability to encumber a portion of a contract based on fiscal year.	H	Y		Contract Management / Purchasing	
100	Ability to track and flag contract expiration/extension dates.	H	Y		Contract Management / Purchasing	
101	Ability to administer a process whereby departmental input can be captured and tracked on vendor service performance against a contract.	M	Y		Contract Management / Purchasing	
102	Ability to set contract milestones and track status of each milestone.	H	Y		Contract Management / Purchasing	
103	Ability to link contract numbers to the Invitation for Bid (IFB) and Request for Proposal (RFP) number.	H	Y		Contract Management / Purchasing	
104	Ability to evaluate vendor based on key user-weighted events such as delivery date, quantity return / defective items, and billing problems by contract.	M	N		Contract Management / Purchasing	
105	Ability to track all contract information required by legal authority, including but not limited to:	-			Contract Management / Purchasing	
106	Notice of award	H	Y		Contract Management / Purchasing	w/attachments or user defined fields
107	Contractor Liens	H	Y		Contract Management / Purchasing	w/attachments or user defined fields
108	Notice to proceed	H	Y		Contract Management / Purchasing	w/attachments or user defined fields
109	Insurance coverage	H	Y		Contract Management / Purchasing	
110	Performance and payment bonds	H	Y		Contract Management / Purchasing	
111	Warranty information	H	Y		Contract Management / Purchasing	
112	Ability to attach comments to each contract for users with proper security to view and update. Comments could be free-form or standard user-defined (selected from a menu or drop-down list).	M	Y		Contract Management / Purchasing	
113	Ability to attach documents	H	Y		Contract Management / Purchasing	
114	Ability to access contract information on-line and in real time to central and remote users with appropriate security.	M	Y		Contract Management / Purchasing	
115	Ability to track if the contract is subject to the federal Davis-Bacon requirements.	H	Y		Contract Management / Purchasing	
116	Ability to support procurement from Federal, Public/Private Agencies and State contracts.	H	Y		Contract Management / Purchasing	
117	Ability to track performance and payment bonds.	H	Y		Contract Management / Purchasing	

Priority

H - High | M - Medium | L - Low

Availability

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

Contract Management

4.7 - Contract Management		Contract Management / Purchasing				
Objective: To create, manage, cancel/deobligate and close contracts.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
118	Ability to track and report on Certificate of Insurance and the related expiration dates.	H	Y		Contract Management / Purchasing	
119	Ability to calculate contingency and contract administration fee automatically based on contract dollar amount.	M	N		Contract Management / Purchasing	
120	Ability to track development agreements, related property owner obligations, and link to a related parcel/address.	H	N		Contract Management / Purchasing	
121	Contract Change Management					
122	Ability to accommodate subsequent contract change orders to update dollar amounts and durations.	H	Y		Contract Management / Purchasing	
123	Ability to provide final Adjustment/Approval for payment of contract.	H	Y		Contract Management / Purchasing	
124	Ability to reflect and track updates to change orders.	H	Y		Contract Management / Purchasing	
125	Ability to track the final contract cost.	H	Y		Contract Management / Purchasing	
126	Payments					
127	Ability to export contract data including payment and other contract information.	M	Y		Contract Management / Purchasing	
128	Ability to view all payments at a detail level that are associated with a specific contract number.	H	Y		Contract Management / Purchasing	
129	Ability to print detailed payment information for a specific vendor name/number and distinguish payments to a vendor for different program activities.	H	Y		Contract Management / Purchasing	
130	Ability to track multiple encumbrances and payments against a single contract.	H	Y		Contract Management / Purchasing	
131	Ability to generate payments to contractors based on unit pricing for multiple contract line items.	H	Y		Contract Management / Purchasing	
132	Ability to compare actual contract amounts paid to units provided.	M	Y		Contract Management / Purchasing	
133	Ability to track "waiver of lien" prior to any payments being made.	M	Y		Contract Management / Purchasing	
134	Deobligation / Cancellation					
135	Ability to deobligate, cancel or close contracts.	H	Y		Contract Management / Purchasing	
136	Ability to list deobligate, cancel or close contract that can be deobligated or canceled where the contract has expired and funds were encumbered.	H	Y		Contract Management / Purchasing	
137	Ability to deobligate, cancel or close all selected contracts without having to access each individual PO for the contract.	H	Y		Contract Management / Purchasing	

Priority

H - High | M - Medium | L - Low

Availability

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

Contract Management

4.7 - Contract Management		Contract Management / Purchasing				
<i>Objective: To create, manage, cancel/deobligate and close contracts.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
138	Ability to maintain a deobligation or cancelation list with the following information:	-			Contract Management / Purchasing	
139	Contract type	M	Y		Contract Management / Purchasing	
140	Contract begin date	M	Y		Contract Management / Purchasing	
141	Contract end date	M	Y		Contract Management / Purchasing	
142	Vendor name	M	Y		Contract Management / Purchasing	
143	Vendor number	M	Y		Contract Management / Purchasing	
144	Funding	M	Y		Contract Management / Purchasing	
145	Contract name / description	M	Y		Contract Management / Purchasing	
146	Person who deobligated or canceled the contract	M	Y		Contract Management / Purchasing	
147	Reason for deobligation of contract	M	Y		Contract Management / Purchasing	
148	Renewal date	M	Y		Contract Management / Purchasing	
149	PO # (s)	M	Y		Contract Management / Purchasing	
150	Total Deobligation Amount	M	Y		Contract Management / Purchasing	
151	Ability to do a partial deobligation or cancelation.	H	Y		Contract Management / Purchasing	
152	Ability to deobligate or cancel by each line individually and all lines in a batch.	H	Y		Contract Management / Purchasing	
153	Ability to reinstate a contract deobligated or canceled in error and flag contract administrator.	H	Y		Contract Management / Purchasing	
154	Ability to track MBE/WBE/DBE utilization through contract payments.	M	Y		Contract Management / Purchasing	

Priority

H - High | M - Medium | L - Low

Availability

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

Debt Management

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

4.8 - Debt Management	Replace this text with the primary product name(s) which satisfy requirements.
------------------------------	---

Objective: System to calculate, track, analyze and report on debt obligations of all types.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	Debt Instrument Set-Up					
2	Ability to track and manage the following related to the City's debt:	-			N/A	
3	Bond series	H	T		SymPro Debt	
4	Debt type	H	T		SymPro Debt	
5	Description	H	T		SymPro Debt	
6	Financial institution	H	T		SymPro Debt	
7	CUSIP	H	T		SymPro Debt	
8	Bond Issued amount	H	T		SymPro Debt	
9	Additions	H	T		SymPro Debt	
10	Reductions	H	T		SymPro Debt	
11	Payments	H	T		SymPro Debt	
12	Principal / Year	H	T		SymPro Debt	
13	Remaining issued amount (principal outstanding)	H	T		SymPro Debt	
14	Remaining Original Issue Premium/Discount	H	T		SymPro Debt	
15	Interest / Year	H	T		SymPro Debt	
16	Multiple Accts (Cost of Issue, Escrow, Capitalized Interest, etc.)	H	T		SymPro Debt	
17	Gain/Loss on refinancing	H	T		SymPro Debt	
18	Maturity date	H	T		SymPro Debt	
19	Bond refunding (including partial bond refunding) and relationships	H	T		SymPro Debt	
20	Participation per bond (percent allocated to different activities and to report anything tracked within allocation percentages).	H	T		SymPro Debt	
21	Fund type (proprietary or governmental)	H	T		SymPro Debt	
22	User defined fields	H	T		SymPro Debt	
23	Debt Management					
24	Ability to analyze different financing options through analytics and "what-if" scenarios.	H	T		SymPro Debt Manager	A copy routine allows you to mirror the live portfolio to enter "what if" scenarios and run reporting against the adjusted portfolio.

Debt Management

4.8 - Debt Management		Replace this text with the primary product name(s) which satisfy requirements.				
<i>Objective: System to calculate, track, analyze and report on debt obligations of all types.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
25	Ability to track, initiate and record debt payments.	H	T		SymPro Debt Manager & Cash Management	
26	Ability to track expenditure of accounts held by a trustee.	M	N		N/A	
27	Ability to calculate, track, report cash flows (such as capital project expenditures and investment earnings) for arbitrage calculations.	H	N		N/A	
28	Ability to provide accruals on outstanding debt and interface to G/L system.	H	T		SymPro Debt Manager	
29	Ability to provide amortization entries for original issue premium/discount and gain/loss on refund based on user defined method.	H	T		SymPro Debt Manager	
30	Ability to calculate, track, and report on bond derivatives for GASB 53.	M	N		N/A	
31	Debt Payment Scheduling					
32	Ability to automate debt payments generated from debt module directly into cash flow forecast with authorized approval.	M	T		SymPro Debt Manager & Cash Management	
33	Ability to initiate semi-annual payments (principal and interest) to the paying agent/trustee with authorized approval.	M	T		SymPro Debt Manager & Cash Management	

Fixed Assets

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

4.9 - Fixed Assets			Fixed Assets			
<i>Objective: To provide improved control over fixed asset accounting and management (capitalized and non-capitalized).</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	Activation Process					
2	Ability to define a City wide fixed asset capitalization threshold.	H	Y		Fixed Assets	
3	Ability to optionally flag the purchase as a fixed asset item requiring generation of a property tag	M	Y		Fixed Assets	
4	Ability to store City specific asset numbers	M	Y		Fixed Assets	
5	Ability to identify a purchase as a tentative fixed asset, to accumulate fixed project costs, before being capitalized, and placed into service.	H	Y		Fixed Assets	
6	Ability to collect data to meet GASB34 requirements	M	Y		Fixed Assets	
7	Ability to componentize assets (computer, vehicle, truck, plow, spreader).	M	Y		Fixed Assets	
8	Ability to facilitate mass uploads of similar assets (duplicate entry).	H	Y		Fixed Assets	
9	Ability to include the following items in determining the total cost of an asset:	-			Fixed Assets	
10	Original cost	H	Y		Fixed Assets	
11	Additional costs	H	Y		Fixed Assets	
12	Ability to transfer assets at completion of construction.	H	Y		Fixed Assets	
13	Ability to track non-depreciable assets in the fixed asset module.	H	Y		Fixed Assets	
14	Ability to override, edit, and create original funding source descriptions.	H	Y		Fixed Assets	
15	Ability to maintain master location code table.	H	Y		Fixed Assets	
16	Ability to maintain master item code and associated life of asset.	H	Y		Fixed Assets	
17	Ability to split an asset between two different classes (i.e. building & land).	H	Y		Fixed Assets	
18	Ability to store data related to location of asset documentation (e.g. invoices, approval documents)	M	Y		Fixed Assets	
19	Fixed Asset Master File					
20	Ability to accommodate alpha numeric asset numbers.	M	Y		Fixed Assets	
21	Allow the system to generate tag numbers, have external tag numbers assigned or not have tag numbers.	M	Y		Fixed Assets	

Fixed Assets

4.9 - Fixed Assets		Fixed Assets				
Objective: To provide improved control over fixed asset accounting and management (capitalized and non-capitalized).						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
22	Ability to accommodate parent/child relationships between related assets, such as a supernumber with one or more accessories.	M	Y		Fixed Assets	
23	Ability to reassign child assets to other supernumber/parent assets.	M	Y		Fixed Assets	
24	Ability to accommodate free-form descriptive text to further describe equipment, land, or buildings. The text is electronically associated with the master file. If a limitation on the amount of text that can be entered exists, please indicate the limitation in the Comment field.	H	Y		Fixed Assets	
25	Ability to identify funding for assets (such as grants, bonds, or other):	-			Fixed Assets	
26	by identifying more than one funding source associated with an asset	H	Y		Fixed Assets	
27	by identifying the percentage split, or capitalization breakout (to each funding source) for each asset	H	Y		Fixed Assets	
28	Ability to support user defined fields such that specific grant information can be tracked.	H	Y		Fixed Assets	
29	Ability to identify financing / leasing information for lease assets.	H	Y		Fixed Assets	
30	Ability to attach memos, word documents, picture documents, etc. to asset file.	H	Y		Fixed Assets	
31	Ability to differentiate between General Fund fixed assets and Enterprise Fund assets based on the fund number.	H	Y		Fixed Assets	
32	Ability to record asset acquisition types, e.g., created, purchased, donated, or confiscated.	H	Y		Fixed Assets	
33	System must provide the ability to display and maintain the following key data elements for an asset:	-			Fixed Assets	A FEW MAY REQUIRE USER DEFINED FIELDS
34	System generated asset number	H	Y		Fixed Assets	
35	Tag number	H	Y		Fixed Assets	
36	Multiple fund numbers	H	Y		Fixed Assets	
37	Multiple department numbers	H	Y		Fixed Assets	
38	Cost Center/Division	H	Y		Fixed Assets	
39	Multiple Original Funding Sources - Fund	H	Y		Fixed Assets	
40	Multiple Original Funding Sources - Department	H	Y		Fixed Assets	
41	Location Code	H	Y		Fixed Assets	
42	Item Code or Asset Type	H	Y		Fixed Assets	
43	Quantity	H	Y		Fixed Assets	
44	Accumulated depreciation	H	Y		Fixed Assets	
45	Acquisition Method	M	Y		Fixed Assets	
46	Asset Cost (999,999,999,999.99)	H	Y		Fixed Assets	Field Length Allows Up to \$99,999,999,999.99
47	Comment	H	Y		Fixed Assets	
48	Disposal date	H	Y		Fixed Assets	
49	Disposal method	H	Y		Fixed Assets	
50	Disposal reason	H	Y		Fixed Assets	
51	Emergency Management/Disaster Recovery asset flag	M	Y		Fixed Assets	

Fixed Assets

4.9 - Fixed Assets		Fixed Assets				
Objective: To provide improved control over fixed asset accounting and management (capitalized and non-capitalized).						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
52	Estimated life (in months or years)	H	Y		Fixed Assets	
53	Extended description	H	Y		Fixed Assets	
54	Fiscal year depreciation	H	Y		Fixed Assets	
55	Fleet specific data fields	H	Y		Fixed Assets	
56	General description	H	Y		Fixed Assets	
57	Insurance Company	M	Y		Fixed Assets	
58	Insurance Policy Number	M	Y		Fixed Assets	
59	Insurance Policy Expiration	M	Y		Fixed Assets	
60	License number	H	Y		Fixed Assets	
61	Make	H	Y		Fixed Assets	
62	Manufacturer	H	Y		Fixed Assets	
63	Model Number	H	Y		Fixed Assets	
64	Model Year	H	Y		Fixed Assets	
65	Motor Detail	M	Y		Fixed Assets	
66	Purchasing date (mm/dd/yyyy)	H	Y		Fixed Assets	
67	Purchase order	H	Y		Fixed Assets	
68	Risk Management specific data fields	H	Y		Fixed Assets	
69	Sale price	H	Y		Fixed Assets	
70	Serial number (twenty-five alpha/numeric characters)	H	Y		Fixed Assets	
71	Spot Audit Date or Inventory Audit Date (mm/dd/yy)	M	Y		Fixed Assets	
72	Equipment / Vehicle ID Number (VIN) (alpha numeric)	H	Y		Fixed Assets	
73	Multiple vendor names (at least as long as Vendor record in Purchasing and AP)	H	Y		Fixed Assets	
74	Multiple vendor numbers (six digit numeric can have an alpha prefix)	H	Y		Fixed Assets	
75	Check date (mm/dd/yyyy)	M	Y		Fixed Assets	
76	In-Service Date (mm/dd/yyyy)	H	Y		Fixed Assets	
77	Check number (six digits)	M	Y		Fixed Assets	
78	Warranty Information	H	Y		Fixed Assets	
79	Unlimited user defined fields	H	Y		Fixed Assets	
80	Project Number and Name	H	Y		Fixed Assets	
81	Ability to identify leased equipment	H	Y		Fixed Assets	
82	Asset Classes					
83	Ability to code fixed assets according to a classification scheme by item code (i.e., desks, cars, etc.).	H	Y		Fixed Assets	
84	Ability to maintain information for unlimited classes / accounts of fixed assets (e.g. land, roads, bridges, computer equipment, police equipment)	H	Y		Fixed Assets	
85	Asset Management (Adds, Adjustments, Retirements, Transfers)					
86	Ability to perform a "mass change" of ownership for the following fields:	-			Fixed Assets	
87	Fund	H	Y		Fixed Assets	

Fixed Assets

4.9 - Fixed Assets		Fixed Assets				
Objective: To provide improved control over fixed asset accounting and management (capitalized and non-capitalized).						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
88	Department	H	Y		Fixed Assets	
89	Division	H	Y		Fixed Assets	
90	Location	H	Y		Fixed Assets	
91	Funding source	H	Y		Fixed Assets	
92	Asset class	H	Y		Fixed Assets	
93	Ability to capitalize multiple purchases in aggregate (as a group).	H	Y		Fixed Assets	
94	Ability to perform asset additions, transfers, and dispositions (i.e. transfers, disposals, surplus, etc.) online via an automated, customizable multi-level workflow process.	H	Y		Fixed Assets	
95	System provides standard functionality to configure notifications to various users (e.g. Risk Manager) upon surplussing of assets, inventory or expensed consumable items	M	Y		Fixed Assets	
96	Ability to transfer assets between departments, divisions, locations and funds, accommodating interfund and inter-dept. transfers, duplicating all identifying data from original record with proper authority.	H	Y		Fixed Assets	
97	Ability to track improvements on an existing asset.	M	Y		Fixed Assets	
98	Ability to perform a partial disposition / retirement.	H	Y		Fixed Assets	
99	Ability to make disposals effective as soon as the disposal information is entered versus waiting until the end of the year.	H	Y		Fixed Assets	
100	Ability to delete an asset that was set-up in error, by authorized personnel only.	H	Y		Fixed Assets	
101	Ability to move an asset into "pooled storage" in which it is inactive but yet remains in the possession of the City.	M	N		Fixed Assets	
102	Ability to record asset as a retirement and maintain history in system	H	Y		Fixed Assets	
103	Ability to maintain on-line history of transactions for active and retired assets including:	-			Fixed Assets	All stored in either audit history or the transaction history of the asset.
104	ID Number Changes	M	Y		Fixed Assets	All stored in either audit history or the transaction history of the asset.
105	Status change	M	Y		Fixed Assets	All stored in either audit history or the transaction history of the asset.
106	Partial disposals	M	Y		Fixed Assets	All stored in either audit history or the transaction history of the asset.
107	Valuation change	M	Y		Fixed Assets	All stored in either audit history or the transaction history of the asset.
108	Fund - Department Changes	M	Y		Fixed Assets	All stored in either audit history or the transaction history of the asset.
109	Location Changes	M	Y		Fixed Assets	All stored in either audit history or the transaction history of the asset.
110	Account Number Changes	M	Y		Fixed Assets	All stored in either audit history or the transaction history of the asset.

Fixed Assets

4.9 - Fixed Assets **Fixed Assets**

Objective: To provide improved control over fixed asset accounting and management (capitalized and non-capitalized).

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
111	Cost Changes	M	Y		Fixed Assets	All stored in either audit history or the transaction history of the asset.
112	Date of Last Depreciation Adjustment	M	Y		Fixed Assets	All stored in either audit history or the transaction history of the asset.
113	Other user-defined fields	H	Y		Fixed Assets	All stored in either audit history or the transaction history of the asset.
114	Asset Inventory					
115	Ability to read bar coded asset tags and bar code readers for performing physical inventories.	M	T		Fixed Assets	Requires additional 3rd Party HW/SW BMI
116	Ability to print bar-coded tags or labels for fixed asset identification.	M	T		Fixed Assets	Requires additional 3rd Party HW/SW BMI
117	Ability to track custodianship of assets.	H	Y		Fixed Assets	
118	Ability to track amortization based on depreciation	H	N		Fixed Assets	
119	Ability to manage inventory and fixed asset levels at different locations in real-time.	M	Y		Fixed Assets	
120	Asset Depreciation					
121	Ability to calculate depreciation expense, and periodically update each master file using straight-line depreciation schedules and activity status (active, fully depreciated but still in use, not depreciable, retired).	H	Y		Fixed Assets	
122	Ability to retain fully depreciated assets in the fixed asset master file for inventory control purposes.	H	Y		Fixed Assets	
123	Ability to transfer assets from one type to another and effectively manage the new depreciation amount.	L	Y		Fixed Assets	
124	Ability to set-up a different depreciation life for each asset that is within a certain pre-defined range.	H	Y		Fixed Assets	
125	Ability to depreciate assets monthly using a straight line-half year convention.	H	Y		Fixed Assets	
126	Ability to allocate depreciation costs for a specific asset to multiple accounts by percentage.	L	Y		Fixed Assets	
127	Ability to support multiple depreciation schedules / per asset.	L	N		Fixed Assets	
128	Ability to associate multiple capital accounts and multiple related depreciation expense accounts with an asset, and assign a percentage split between each.	L	Y		Fixed Assets	
129	Ability to depreciate fixed assets and allocate depreciation to department and/or function.	M	Y		Fixed Assets	
130	Ability to provide a Schedule of Current Year's Depreciation associated with each asset.	H	Y		Fixed Assets	
131	Ability to handle multiple depreciation schedules.	M	Y		Fixed Assets	An asset can only have one depreciation method/schedule.
132	Ability of the system to produce a complete audit trail of all depreciation calculations.	L	Y		Fixed Assets	

Fixed Assets

4.9 - Fixed Assets		Fixed Assets				
Objective: To provide improved control over fixed asset accounting and management (capitalized and non-capitalized).						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
133	Ability to map governmental depreciation to GFA.	H	Y		Fixed Assets	
134	Ability to idle assets (suspend depreciation).	M	Y		Fixed Assets	
135	Ability to establish configurations by fund for the rules of posting depreciation (e.g. governmental fund depreciation does not post but proprietary funds do post to the general ledger).	H	Y		Fixed Assets	
136	Land to automatically not depreciate without affecting other asset depreciation schedules.	H	Y		Fixed Assets	
137	Ability to set a depreciation threshold based on asset value.	H	Y		Fixed Assets	
138	Risk Management					
139	Ability to track "non-capitalized" asset / equipment items (i.e.: computer equipment, non-licensed vehicles) per department / division for risk management purposes.	M	Y		Fixed Assets	
140	Ability to track non-depreciable technology inventory items (desktops, laptops, etc.) including detailed information such as component detail, serial numbers, technical specifications, etc.	H	Y		Fixed Assets	
141	Ability to accommodate an asset value replacement costs for insurance purposes.	M	Y		Fixed Assets	
142	Ability to support asset value appreciation for real property and provides a detailed audit trail. Any appreciation does not affect cost basis.	M	Y		Fixed Assets	
143	System provides standard functionality to configure notifications to various users (e.g. Risk Manager) upon capitalization of assets	M	Y		Fixed Assets	
144	Ability for the Fixed Asset module to collect information from the Accounts Payable and Purchasing modules. Information on newly obtained fixed assets is reported for verification, then automatically transferred from the A/P and Purchasing modules into the Fixed Assets master file system. Users are able to adjust and or remove assets that are misclassified.	H	Y		Fixed Assets	
145	Ability to collect data from the Project Accounting system to capture project costs for aggregate / project assets	H	Y		Fixed Assets	
146	Ability to allow a project to be associated with multiple assets	M	Y		Fixed Assets	
147	Ability to allow an asset to be associated with multiple projects	M	Y		Fixed Assets	
148	Ability to code transactions as CIP (Construction In Progress) for future capitalization.	H	Y		Fixed Assets	
149	Ability to retrieve purchase information from Accounts Payable module (e.g., Vendor Name, description for validation.)	H	Y		Fixed Assets	
150	Ability to integrate to Cash Receipting (for fixed Asset disposals).	M	Y		Fixed Assets	
151	Ability to capture maintenance and operational costs in accounts payable and tie to assets.	L	Y		Fixed Assets	
152	Ability to integrate to Purchasing for capital purchase order set-up.	H	Y		Fixed Assets	
153	Ability to integrate to Purchasing for fixed asset dispositions.	H	Y		Fixed Assets	
154	Ability to integrate to Budget for line item approval.	M	Y		Fixed Assets	

Priority

H - High | M - Medium | L - Low

Availability

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

Fixed Assets

4.9 - Fixed Assets		Fixed Assets				
<i>Objective: To provide improved control over fixed asset accounting and management (capitalized and non-capitalized).</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
155	Ability to integrate to General Ledger to confirm the chart of accounts segments are valid combinations for the initial asset account coding.	H	Y		Fixed Assets	
156	Ability to integrate to the General Ledger for posting Fixed Asset module activity (i.e. purchases, transfers, dispositions, etc.).	H	Y		Fixed Assets	
157	Ability to configure the Fixed Asset System such that fixed costs and depreciation are posted to the General Ledger in summary.	H	Y		Fixed Assets	
158	Ability to post automatic inter-fund activity journal entries to General Ledger with appropriate audit trail.	H	Y		Fixed Assets	
159	Ability to establish and maintain a separate subsidiary classification system for management of fixed asset records for major categories of investment, funding sources, etc..	H	Y		Fixed Assets	

General and Technical

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

4.10 - General and Technical	Munis
------------------------------	-------

Objective: To ensure that the application operates consistently and to the technical standards.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	Documentation					
2	Ability to provide contextual, searchable, online software documentation for all software application modules.	H	Y		Munis	
3	Ability to provide an on-line tutorials.	L	Y		Munis	
4	Ability to provide all vendor supplied software that is accompanied by sufficient documentation to enable comprehensive understanding of its internal structure and operating procedures.	H	Y		Munis	
5	Ability to provide Release Notes that document changes between version releases. These documents must be written in a fashion that is easily understandable by the end user. The format of the Release Notes must be conducive to analyzing which changes effect the organization as well as differentiate between items end users need to know about versus IT.	H	Y		Munis	
6	Help System					
7	Ability to provide a menu-driven system with comprehensive utility and "help" screen capabilities.	H	Y		Munis	
8	Ability to provide field-level and screen level help throughout the application that can be customized by trained users.	H	Y		Munis	
9	Online Vendor Customer Support Portal					
10	Ability to provide a portal solution to the access various on-line information regarding the vendor's solution including:	-			Munis	
11	Knowledge base of user documentation	M	Y		Munis	
12	Release notes	M	Y		Munis	
13	Other documentation (i.e., chats)	M	Y		Munis	
14	Ability to provide a portal solution that allows users to submit enhancement requests and system bugs on-line that allows for tracking of progress on individual items.	M	Y		Munis	
15	Ability to be used by the public without any installation of software on the customer's hardware, i.e. must run fully within all standard internet browsers.	H	Y		Munis	

General and Technical

4.10 - General and Technical		Munis				
Objective: To ensure that the application operates consistently and to the technical standards.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
16	Ability to provide a portal solution that allows users to query on specific items that they have submitted.	M	Y		Munis	
17	Error Processing					
18	Ability to log error messages and store for future review and reporting. Error messages should be meaningful to the user versus being of a technical nature.	M	Y		Munis	
19	Ability to allow the system administrator or designated end-users to view the error log on-line to provide support for the users.	M	Y		Munis	
20	Ability to perform error checking to verify the quality of the information being entered and that system balances are maintained.	M	Y		Munis	
21	Forms Processing					
22	Ability to provide an integrated or SSRS Forms Solution that allows designated users to custom develop various forms within the system that can be integrated with all modules.	M	Y		Munis	
23	Ability to store form data in the application, both blank forms for users to use, as well as completed forms that need to be attached to a specific transaction or employee.	M	Y		Munis	
24	Ability for trained users to customize forms without the need for Vendor assistance. Customized forms will be able to be incorporated into future vendor releases.	M	Y		Munis	TOOLS CAN BE PURCHASED
25	Security and Auditing					
26	Ability to use Active Directory (AD) as the source for security credentials. AD shall be used as the primary authentication level for user sign-on into the system. LDAP is also an acceptable alternative. (Single sign-on).	H	Y		Munis	
27	Ability to limit access to, or updating of, the information stored on the computer through use of a account security system at the terminal, operator, and menu application levels. Security should additionally revolve around add/update/view/delete access at the transaction level.	H	Y		Munis	
28	Ability to deliver security in a layered format (i.e. data, database, application, network physical).	H	Y		Munis	
29	Ability to log all file changes in a detailed permanent audit trail, by user ID.	H	Y		Munis	
30	Ability to provide role based and class based system security; must be configurable and must establish rules for editing.	H	Y		Munis	
31	Ability for an administrator to change a user's status to inactive.	H	Y		Munis	
32	Ability to support electronic/digital signatures.	M	Y		Munis	
33	Ability to support the encryption of data communications between the client and the server.	H	Y		Munis	

Priority

H - High | M - Medium | L - Low

Availability

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

General and Technical

4.10 - General and Technical		Munis				
Objective: To ensure that the application operates consistently and to the technical standards.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
34	Ability to define specific user access to processes, icons, screens, reports, records and code tables based on individual and group profiles.	M	Y		Munis	
35	Ability to apply security restrictions to report writer utilities.	M	Y		Munis	
36	Ability to apply security restrictions to global update functions.	H	Y		Munis	
37	Ability to apply security restrictions to all ODBC and OLE activities.	M	Y		Munis	
38	Ability to differentiate access between ability to view versus update for specific data elements.	H	Y		Munis	
39	Ability to restrict the accessing of security configuration and audit logs.	H	Y		Munis	
40	Standard system functionality restricts System Administrator account from performing transactions on the system with the ability to override.	H	Y		Munis	
41	Ability to provide single sign on with any third-party products proposed. (SAML a	H	Y		Munis	Active Directory only
42	Ability to require both user ID and password to access system functionality.	H	Y		Munis	
43	if single sign on without need to log in is implemented, credentials must be supplied for admin functionality	H	Y		Munis	
44	Ability to provide password security which will automatically restrict access after a specified number of erroneous attempts to access.	H	Y		Munis	
45	Ability to monitor concurrent users to the database.	M	Y		Munis	
46	Ability to automatically log off an inactive user.	H	Y		Munis	
47	Ability to track the relevant audit trails and allow "drill down to the source" functionality to review the history of all changes to the data.	M	Y		Munis	
48	Ability to allow management to review the system administrator's activities.	M	Y		Munis	
49	Ability to trace transactions through the system using audit reports.	M	Y		Munis	
50	Archiving					
51	Ability to provide an archiving solution for all data elements which provide configuration options for archiving schedules.	M	Y		Munis	REPORTS
52	System design provides an "archive" environment for historical data.	M	Y		Munis	
53	Integration and Interfacing					
54	Ability to import / export non-configuration data (e.g. transaction data) to/from a common data interchange format (e.g. ASCII, XML, etc.)	H	Y		Munis	
55	Ability to support the following mobile devices; iOS, android, Microsoft etc.	M	Y		Munis	
56	Ability to import / export configuration data to/from a common data interchange format (e.g. ASCII, XML, etc.)	M	Y		Munis	
57	Ability for all data import functions in the system to observe all pre-set data validation rules to enforce data / database integrity.	H	Y		Munis	
58	Ability to support web services as a means of real-time data exchange with other applications, such as third party time keeping, recruiting and training applications.	H	Y		Munis	

General and Technical

4.10 - General and Technical			Munis			
Objective: To ensure that the application operates consistently and to the technical standards.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
59	Ability to import data.	H	Y		Munis	
60	Ability to apply security restrictions to all imports performed by a user.	H	Y		Munis	
61	Ability to attach multiple documents / images to a single HRIS transaction and have that attachment flow with the transaction throughout it's life in the HRIS (i.e. hire to retire).	M	Y		Munis	
62	System Installation					
63	Ability to provide capabilities for system to be deployed with an "agentless client" (i.e. no software on the desktop).	M	Y		Munis	
64	Ability to retain user preferences when installing new releases of the vendor's software.	H	Y		Munis	
65	Ability to support the following environments during system implementation including: TEST, PROD at no additional licensing cost.	H	Y		Munis	Production, Train, and Test environments included in standard installation
66	Ability to provide a configuration management solution to allow for easy management of moving data and programs between the various environments.	M	Y		Munis	
67	System Operations and Administration					
68	Ability to supply various utilities to facilitate file maintenance, data manipulation, and backup/recovery. These may include, but are not limited to, sorts, file generators, and file-to-file copying utilities.	M	Y		Munis	
69	Solution must be compatible to run on Citrix	M	Y		Munis	Tyler applications are primarily browser based and should function in a Citrix environment with little or no issue. One area Citrix environments may have issue however, is attempting to use directly attached hardware (e.g. scanners, point-of-sale equipment).

Priority

H - High | M - Medium | L - Low

Availability

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

General and Technical

4.10 - General and Technical			Munis			
Objective: To ensure that the application operates consistently and to the technical standards.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
70	Ability for system to include the appropriate administrative and programming toolsets to configure, modify and customize the software applications.	M	Y		Munis	Tyler applications are developed as commercial off-the-shelf (COTS) solutions and include various levels of configuration and customization. All configuration and customization tools are application-based allowing end-users and administrators alike to tailor the system to their specific business needs. In addition, by using application-based tools, all customizations are retained upon system upgrade eliminating timely re-tooling, conversions or re-programming typically required from other systems.
71	Ability for the software vendor(s) to have the facilities to diagnose and maintain the application software and database remotely. Using the city's standards for access.	H	Y		Munis	
72	Ability for the vendor to provide ongoing software maintenance and new software releases periodically to meet all State, Federal and Local requirements at no additional charge.	H	Y		Munis	
73	Ability to terminate session based on inactivity.	H	Y		Munis	
74	Ability to scroll forward and back during inquiry.	M	Y		Munis	
75	Ability for users to have multiple screens/sessions open without consuming multiple licenses.	M	Y		Munis	
76	Ability to provide employee self service capabilities that must be available on a PC or kiosk through standard web browsers (e.g. entering sick time from home).	M	Y		Munis	
77	Ability to provide support for a system administrator to control functional access by employees. Employees should only be presented with those functions to which they have access, according to their role and needs.	H	Y		Munis	
78	Technical Standards & Preferences - Applies to ALL products being proposed by the vendor.					
79	Ability to provide a system that operates under a Service Oriented Architecture (SOA) environment.	M	Y		Munis	
80	Ability to apply effort to use existing computers and printers.	H	Y		Munis	Must meet proposed system requirements
81	Data Management					
82	System has cut/copy/paste functionality.	H	Y		Munis	

Priority

H - High | M - Medium | L - Low

Availability

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

General and Technical

4.10 - General and Technical		Munis				
Objective: To ensure that the application operates consistently and to the technical standards.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
83	Ability for all informational data elements tracked to be maintained in a (SQL Server) ODBC-compliant integrated database to allow efficient data sharing, customized report writing, and automated posting.	M	Y		Munis	
84	Ability for system to interact with the relational database and offer robust querying and online analysis tools that do not require programming knowledge, allowing users to pick and choose fields, link tables, and establish criteria.	M	Y		Munis	
85	Ability to log all on-line input and provide the ability to recover the data files to the point of the last transaction in the event of a programming or system failure. This process should minimize user involvement.	H	Y		Munis	
86	Ability to access tables from other systems using both SQL and non-SQL data sources.	M	Y		Munis	Munis offers a variety of methods of interfacing with external third party systems, including file-based import and exports and real-time integration using web services.
87	Ability to support referential integrity through the use of data definitions.	M	Y		Munis	System defined; not client defined.
88	Ability to create database integrity constraints that match the business rules enforced by the system through the modules code.	M	Y		Munis	
89	Ability for the database to allow for data access in a seamless manner even though the data may physically reside on another server.	M	Y		Munis	
90	User Interface					
91	Ability for system to ensure that all features and functions within the application will be available and operate identically regardless of the user interface that is used (i.e., web-based or client-based).	M	Y		Munis	
92	Ability to have access to the system outside of our network (Mobile/Tablet friendly and access from a home computer).	M	Y		Munis	
93	Ability to ensure that the software applications provide functionality for or are compatible with third party industry standard (Lunar, Supernova, Zoom Text, Magic) screen magnification products to enlarge the print on the computer screen and configure print size, contrast and color selection for blind users. Please note third party product compatibility in Comment field.	M	N		Munis	Tyler uses industry standards and best business practices throughout the lifecycle of all Tyler applications. Munis Self Service is ADA compliant to assist with screen reader compatibility. Other Tyler applications may work with third party screen magnification and screen reader software, but Tyler does not test, support, or guarantee functionality with these types of applications.

Priority

H - High | M - Medium | L - Low

Availability

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

General and Technical

4.10 - General and Technical **Munis**

Objective: To ensure that the application operates consistently and to the technical standards.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
94	Ability for the software applications to provide functionality for or are compatible with third party industry standard (Hal, JAWS for Windows, Windows Eyes, etc.) screen reading software (used to operate a speech synthesizer, which voices the contents of a computer screen) for blind users. Please note third party product compatibility in comment field.	M	N		Munis	Tyler uses industry standards and best business practices throughout the lifecycle of all Tyler applications. Munis Self Service is ADA compliant to assist with screen reader compatibility. Other Tyler applications may work with third party screen magnification and screen reader software, but Tyler does not test, support, or guarantee functionality with these types of applications.
95	Ability for system to provide a Web-based interface that uses "point and click" device functionality.	M	Y		Munis	
96	Ability for system to ensure a consistent use of command keys and screen layouts across the application.	M	Y		Munis	
97	Ability to allow any screen to be modified to use the customized terminology.	M	Y		Munis	
98	Ability to modify pull down menus and pick lists.	H	Y		Munis	
99	Ability for system to display all dollar amounts formatted with dollar signs and commas.	M	Y		Munis	
100	Ability to ensure that the software complies with ADA accessibility standards. To comply with the Americans with Disabilities Act (ADA), Information technology must be accessible to people with disabilities. And the information technology's accessibility level must comply with accessibility standards set forth in Section 508 of the Rehabilitation Act.	M	Y		Munis	Munis Self Service only
101	Data Entry & Transaction Processing					
102	Ability to spell-check.	M	Y		Munis	Using standard web browser functionality
103	Ability to accommodate up to four decimal places.	M	Y		Munis	Select applications only
104	Ability to control entry of data to ensure user enters data into all required fields on the screen.	H	Y		Munis	
105	Ability to effective date transactions.	M	Y		Munis	Select processes only
106	Ability to have data entry fields automatically default to a specific value (e.g., date fields should default to current date, city address, union codes that prepopulate other fields).	M	Y		Munis	Select applications only
107	Ability to perform batch data entry of transactions with batch totals.	M	Y		Munis	
108	Ability for system to provide data entry transaction templates (i.e. onboarding, performance evaluations, requisitions, etc.), with custom defined fields as a default.	M	Y		Munis	
109	Ability for system architecture to support distributed data (i.e. mobile) entry or approvals by authorized users.	M	Y		Munis	
110	Ability to configure tabbing order on all data entry screens.	M	N		Munis	

Priority

H - High | M - Medium | L - Low

Availability

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

General and Technical

4.10 - General and Technical		Munis				
Objective: To ensure that the application operates consistently and to the technical standards.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
111	Ability to "auto fill" fills in field level information (i.e. – department).	M	Y		Munis	
112	Ability for back-ups or other transactions in one module to not block, delay, or otherwise interfere with transactions in other modules.	M	Y		Munis	Using industry standard 3rd party backup solutions
113	Ability for the system, excluding complete system backup activities, to be available 24 hours a day.	H	Y		Munis	With proper configuration
114	System provides record locking functionality which only allow viewing, and query access to system records by users, while a user is making edits to the record.	M	Y		Munis	
115	Ability for system to provide free form comments fields for all transactions – prior to posting, after the fact (multiple un-editable comments with user stamping and date stamping)	M	Y		Munis	
116	Central Document / Transaction Workflow Engine					
117	Ability to provide workflow functionality, automating business processes within the system that can be controlled and managed by a trained end-user. This workflow includes routing based on roles defined in the system and assigned to each user and rules determining how a process is handled and works consistently across all module areas and user interfaces within the application.	M	Y		Munis	
118	System provides audit trail history of approvals.	H	Y		Munis	
119	Ability to set ad-hoc approval rule for individual transactions.	M	Y		Munis	
120	Ability to provide workflow functionality that is role based such that departments can perform approvals in a "person independent" manner.	M	Y		Munis	
121	Ability to provide tickler / reminder functionality throughout the system that could be set to trigger based on certain events (e.g., more than 2 weeks have passed and you are responsible for completing this step, contract is going to expire soon, etc.). Optionally, be able to trigger a standard email to be sent through Outlook.	M	Y		Munis	
122	Ability to provide the same workflow rules and engine regardless of the user interface that is used (i.e., web-based or client-based interface).	M	Y		Munis	
123	Ability to provide workflow functionality that allows a user to enter comments justifying their approval/denial.	M	Y		Munis	
124	Ability to provide workflow functionality that allows a user to forward workflow items for a user-designated period of time to another user who will act as a surrogate in being able to review, approve and reject all workflow items in the first user's absence.	M	Y		Munis	
125	Ability to provide workflow functionality that allows for items to be put into workflow with a combination of parallel or sequential approvals.	M	Y		Munis	
126	Ability to provide workflow functionality that allows for reporting on how long each step in a workflow is taking to perform.	M	Y		Munis	

Priority

H - High | M - Medium | L - Low

Availability

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

General and Technical

4.10 - General and Technical **Munis**

Objective: To ensure that the application operates consistently and to the technical standards.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
127	Ability to provide workflow functionality with the following options when reviewing an item:	-	Y		Munis	
128	Approve	M	Y		Munis	
129	Forward	M	Y		Munis	
130	Hold	M	Y		Munis	
131	Reject	M	Y		Munis	
132	Ability to provide workflow functionality that allows for notification of the results of a workflow step to be sent to a user via email or be viewable internally within the application. The type of notification (email or internal to application) can be customizable for each individual user.	M	Y		Munis	
133	Ability to provide workflow functionality that allows for users receiving workflow updates via email to click on a link provided within the email that takes the user to the appropriate area within the application to perform the next steps on that workflow.	M	Y		Munis	
134	Address Management					
135	Ability to support a standard naming convention including segments for all addresses within the system.	H	Y		Munis	
136	Ability to store all components of an address record in separate fields.	M	Y		Munis	
137	Ability to support a single employee record that is not duplicated within the system.	M	Y		Munis	
138	Reporting and Printing					
139	Ability to provide a user-configurable 'management dashboard' which allows users to identify and view key summary performance statistics from various components of the system and drill into them for further detail.	M	Y		Munis	
140	Ability for system to have an ad-hoc report writer with the following features:	-	Y		Munis	
141	Report Writer capability with file organization structure consistent between all application modules	H	Y		Munis	
142	Integration with all other application modules on the same processor for custom report creation	H	Y		Munis	
143	Flexible report formatting capabilities	H	Y		Munis	
144	Mailing list and label generation capability	H	Y		Munis	
145	Ability to retrieve information from multiple tables / files	H	Y		Munis	
146	Ability to specify desired subtotal breaks and totaling fields	H	Y		Munis	
147	Ability to obtain reports in different sort sequences	H	Y		Munis	
148	Ability to calculate percentages	H	Y		Munis	
149	Ability to calculate averages	H	Y		Munis	
150	Ability to make minor alterations to previously defined reports.	H	Y		Munis	
151	Ability to prepare / print reports from any accounting period and across periods.	H	Y		Munis	

Priority

H - High | M - Medium | L - Low

Availability

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

General and Technical

4.10 - General and Technical		Munis				
Objective: To ensure that the application operates consistently and to the technical standards.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
152	Ability to set up menus of created reports for easy access and printing.	H	Y		Munis	
153	Option available to send report to the screen, a printer, or to a file.	H	Y		Munis	
154	"Wildcard" and/or "Keyword" capability to allow easy accessing of a range of values when creating reports	H	Y		Munis	
155	Sequentially numbered pages on reports	H	Y		Munis	
156	Shows current date and reports "as of" date (including future dates).	H	Y		Munis	
157	Data fields include commas, decimal points, dollar signs, +/- signs, etc. and are right or left justified as appropriate	H	Y		Munis	
158	Ability to select any department (or cost center) or range(s) of departments (or cost centers) for inclusion or exclusion in/from reports	H	Y		Munis	
159	System has an easily accessible and end user-friendly data dictionary.	H	Y		Munis	For database views only
160	Ability to support ACA reporting requirements	H	Y		Munis	
161	Ability to "drill down" allowing a user to begin with a summary level screen / online report and inquire on progressively more detailed (i.e., source) transactions.	M	Y		Munis	
162	Ability to provide a simple, easy drill down / drill around – with minimal keystrokes.	M	Y		Munis	
163	Ability to output electronically (e.g. file, cd, etc.) to all external organizations as required.	M	Y		Munis	
164	Ability for reports to be scheduled to run.	H	Y		Munis	
165	Ability to allow end users to directly print reports and inquiry screens to printer, without cumbersome use of a "print queue".	M	Y		Munis	
166	Ability to allow search criteria on reports to be not-exact matches, partials, or similar.	M	Y		Munis	
167	Ability to automatically route reports via a workflow.	M	Y		Munis	
168	Ability for system to allow users to perform inquiries and searches by any field available for data entry.	H	Y		Munis	
169	Ability to allow formatted output to be matched to printer device characteristics without intervention by the user.	M	Y		Munis	

Priority

H - High | M - Medium | L - Low

Availability

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

General Ledger

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

4.11 - General Ledger			General Ledger			
<i>Objective: To provide an automated, integrated, in-house General Ledger system that will improve the city's ability to manage and accurately report its financial affairs.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	General Requirements					
2	Ability to comply with financial accounting and reporting standards in accordance with:	H			General Ledger	
3	GAAP (Generally Accepted Accounting Principles)	H	Y		General Ledger	
4	GASB (Governmental Accounting Standards Board) statements	H	Y		General Ledger	
5	CAFR (Comprehensive Annual Financial Reporting) requirements	H	Y		General Ledger	
6	International Public Sector Accounting Standards	L			General Ledger	Need more information on specifics
7	Florida Truth In Millage (TRIM)	H			General Ledger	Need more information on specifics
8	Cash basis of accounting	H	Y		General Ledger	
9	Budget basis of accounting	H	Y		General Ledger	
10	Modified accrual basis of accounting	H	Y		General Ledger	
11	Accrual basis of accounting	H	Y		General Ledger	
12	Ability to support a different basis of accounting for expenditures and revenues simultaneously.	H	Y		General Ledger	
13	Ability to utilize different types of accounting for different transactions (i.e. modified accrual for governmental accounting, accrual for enterprise accounting)	L	Y		General Ledger	In some applications with proper setup.
14	Ability to support 'split-fund' accounting requirements	H	N		General Ledger	VERY POSSIBLE BUT NEED MORE INFO REGARDING SPLIT FUND ACCOUNTING
15	Ability to produce trend reports, illustrating patterns and trends in GL records over a user defined period of time and report on expenditures, revenues, performance measurements, categories, dates and patterns reoccurring.	M	Y		General Ledger	MAY REQUIRE SSRS
16	Ability to have the system allow multiple fiscal years to be open and have transactions (including payables) processed against them simultaneously including the ability to have related reversing entries automatically post to new year (i.e. AP, inter-fund journals, accruals, etc.).	M	Y		General Ledger	

General Ledger

4.11 - General Ledger	General Ledger
------------------------------	-----------------------

Objective: To provide an automated, integrated, in-house General Ledger system that will improve the city's ability to manage and accurately report its financial affairs.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
17	Ability to identify and separately account for, as a business-type activity, those activities within the general fund or other governmental funds that charge a fee in which the historic pricing policies have recovered the cost of providing that service, including capital costs, whether depreciation or debt service (i.e. solid waste).	H	Y		General Ledger	
18	Ability to define a default set of posting codes.	H			General Ledger	Need more information on specifics
19	Ability to define details including: fiscal year, posting periods, valid posting date ranges, etc.	H	Y		General Ledger	
20	Ability to support the match Florida state program numbers	M			General Ledger	Need more information on specifics
21	Chart of Accounts					
22	Ability to maintain current Chart of Accounts hierarchical structure in each chart field (i.e. the ability to define the breakdown of each chart of accounts segment).	H	Y		General Ledger	
23	Ability to generate chart of accounts codes based on chart "segments" defined within the system.	H	Y		General Ledger	
24	Ability to modify and customize the chart of accounts structure to be specific to the organization.	H	Y		General Ledger	
25	Ability to establish rules to validate segments of the components of the Chart of Accounts.	H	Y		General Ledger	
26	Ability to have chart of account segment numbers that are alphanumeric.	M	Y		General Ledger	
27	Ability to expand chart of account segments at any point in time without re-entering/re-converting entire chart.	M	Y		General Ledger	
28	Ability to provide options for account roll-up capabilities and any level of the chart of account segments; however, defining account roll-up levels is not required.	H	Y		General Ledger	
29	Ability to reassign an account to a different department/division while maintaining roll-up configuration.	M	Y		General Ledger	
30	Ability to support sub-level chart of account codes that roll up to standard account codes.	M	Y		General Ledger	
31	Ability to maintain financial and programmatic coding within the chart of accounts structure and allow programmatic hierarchical rollups.	M	Y		General Ledger	
32	Ability to associate user logins with a department, or other segment within the chart, and only allows user access to edit transactions and balances related to that user's department as defined by the chart. However, all can view all transactions.	H	Y		General Ledger	
33	Ability to associate an account type (fund, department, revenue, expense, asset, liability, etc.) with each account when defining the chart of accounts.	H	Y		General Ledger	
34	Ability to support crosswalk from existing chart of accounts for data conversion purposes.	H	Y		General Ledger	

General Ledger

4.11 - General Ledger **General Ledger**

Objective: To provide an automated, integrated, in-house General Ledger system that will improve the city's ability to manage and accurately report its financial affairs.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
35	Ability to support all converted data to retain old chart of accounts numbering in an unused description field.	H	Y		General Ledger	
36	Ability for a user to inquire on an account segment ("chart fields") master file and have the system display the following data:	-			General Ledger	
37	Segment Number	M	Y		General Ledger	
38	Segment Description	M	Y		General Ledger	
39	Debit/Credit Normal Indicator	M	Y		General Ledger	
40	Ability to retain history on account segment combinations:	M			General Ledger	
41	Current Year Budget Amount (expenditures or revenue)	M	Y		General Ledger	
42	Current monthly and Year-to-Date Amounts (expenditures or revenue)	M	Y		General Ledger	
43	Current Year Budget Adjustments	M	Y		General Ledger	
44	Balance Remaining (Adjusted Budget minus Year-to-Date)	M	Y		General Ledger	
45	Amounts Encumbered	M	Y		General Ledger	
46	Prior Year Monthly Totals	M	Y		General Ledger	
47	Prior Year Final Budget Amount	M	Y		General Ledger	
48	Prior Year Budget Amount	M	Y		General Ledger	
49	Month-to-Date Transaction Totals	M	Y		General Ledger	
50	Year-to-Date Transaction Totals	M	Y		General Ledger	
51	Life-to-Date Transaction Totals	M	Y		General Ledger	
52	Account Balance	M	Y		General Ledger	
53	Last Transaction Date	M	Y		General Ledger	
54	Ability to support a multiple division and department organizational structure.	H	Y		General Ledger	
55	Ability to search chart of accounts for inactive accounts with no history (by user defined time period) / budget to permit batch deletion / inactivation.	H	Y		General Ledger	VIA SSRS
56	Ability to inactivate account number in mass by specifying any segment of the account number.	H	Y		General Ledger	
57	Account Information					
58	Ability to ease data entry by providing the user the capability to lookup account numbers.	H	Y		General Ledger	
59	Ability to accommodate an unlimited number of accounts, with roll-up capability.	H	Y		General Ledger	
60	Ability to define roll-up segments within the account structure.	M	Y		General Ledger	
61	Ability to accommodate up to a 255-character transaction description.	H	Y		General Ledger	
62	Ability to define master "account code shortcuts" (i.e. – abbreviated accounts) that cross-reference shortcut name to an account code.	H	Y		General Ledger	
63	Ability to restrict departments access to only their own General Ledger account codes.	H	Y		General Ledger	
64	Ability to allow the user to use synonym/account names to inquire on accounts (user specific names that relate to specific account codes).	H	Y		General Ledger	

General Ledger

4.11 - General Ledger		General Ledger				
Objective: To provide an automated, integrated, in-house General Ledger system that will improve the city's ability to manage and accurately report its financial affairs.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
65	Ability to maintain a self balancing set of accounts for each fund including assets, liabilities, fund balance, budgetary accounting, expenditures and revenues including the ability to automatically close to fund balance to open the new year.	H	Y		General Ledger	
66	Ability to use account roll-up definitions with system provided financial reporting tools.	M	Y		General Ledger	
67	Ability to restrict expenditure adjustments that cause account balances to go into a deficit.	H	Y		General Ledger	
68	Ability to maintain balances on-line for each accounting subdivision such as account, fund, department, account group or type, cost center.	H	Y		General Ledger	
69	Ability to capture, track, and report non-dollar statistical performance such as labor hours, units processed, etc., based on account code.	M	Y		General Ledger	
70	Ability to inquiry on an account's current balance and historical balances without exiting a screen.	M	Y		General Ledger	
71	Ledgers					
72	Ability to provide sub-ledger functions for tracking programmatic activity that does not affect financial reporting.	H	Y		General Ledger	Via statistical accounts and performance based budgeting
73	Ability to maintain control account balances from subsidiary ledgers for revenue, expenditures (CY, Prior Year), encumbrances (CY, Prior Year), appropriation (CY, Prior Year).	H	Y		General Ledger	
74	Fund Information					
75	Ability to accommodate fund/encumbrance-based accounting.	H	Y		General Ledger	
76	Ability to summarize and have a hierarchy for funds.	H	Y		General Ledger	
77	Ability to consolidate individual fund groupings into columns on financial report.	H	Y		General Ledger	
78	Ability to reverse encumbrances in the period when they were established.	M	Y		General Ledger	
79	Ability to maintain different levels of security for viewing vs. editing data.	H	Y		General Ledger	
80	Ability to add new funds into the appropriate location in the fund hierarchy.	H	Y		General Ledger	
81	Ability to map the fund hierarchy to the trial balance.	H	Y		General Ledger	
82	Ability to roll-up / consolidate funds within the structure / Index.	H	Y		General Ledger	
83	Ability for departments to access ONLY department specific information (raw data sets) for individualized reporting.	H	Y		General Ledger	
84	Allocations					
85	Ability for automatic allocations between specific ledgers/accounts/funds/departments (or account groups) as defined by the user.	H	Y		General Ledger	
86	Ability for journal entry functionality to provide assistance in performing allocations, by a percentage or based on a separate allocation table.	M	Y		General Ledger	

Priority

H - High | M - Medium | L - Low

Availability

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

General Ledger

4.11 - General Ledger		General Ledger				
Objective: To provide an automated, integrated, in-house General Ledger system that will improve the city's ability to manage and accurately report its financial affairs.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
87	Ability to allow investment allocation to specified G/L accounts (interest revenue distribution; interest cash distribution and fair value investment adjustments).	H	Y		General Ledger	
88	Ability to calculate interest allocations across funds based on daily cash balances. Also, provides the appropriate reporting of the interest allocation and provides for comparative reporting of interest allocations across funds by month.	H	Y		General Ledger	MUNIS DOES INTEREST ALLOCATIONS VIA AVERAGE DAILY BALANCES FOR CASH ACCOUNTS
89	Ability to override transaction validation rules based on authorized approval levels.	H	Y		General Ledger	WITHIN CERTAIN CONSTRAINTS
90	Ability to accommodate grants and bond proceeds that span multiple fiscal years.	H	Y		General Ledger	
91	Ability to allocate accrued charges to a department.	M	Y		General Ledger	
92	Ability to allocate certain expenditures of one fund and department to another (or several) fund(s) and department(s) using an expenditure reimbursement account (offset account) to avoid double counting expenditures for the entity as a whole.	H	Y		General Ledger	
93	Transaction Processing					
94	Ability to import General Ledger transactions from external data sources with validation rules.	H	Y		General Ledger	
95	Ability for security to have individual levels of authorization.	H	Y		General Ledger	
96	Ability to have transaction posting require authorization based on user security.	H	Y		General Ledger	
97	Ability to allow for transaction / batch approval prior to posting the transaction.	H	Y		General Ledger	
98	Ability to restrict users from posting transactions to inactivated accounts.	H	Y		General Ledger	
99	Ability to retain all transactions for an unlimited number of periods on-line.	H	Y		General Ledger	
100	Ability to archive all transactions (vendor: please describe archive access in comments, e.g. live archive or otherwise).	H	Y		General Ledger	
101	Ability to identify the sub-ledger source from which a transaction comes.	H	Y		General Ledger	
102	Ability to enter transactions and inquire of data in an on-line, interactive mode; provides an audit trail of each transaction.	M	Y		General Ledger	
103	Ability to allow one-sided transactions to only authorized users in order to correct out of balance situations.	H	Y		General Ledger	
104	Ability to attach files / images / documents to a transaction within the system.	H	Y		General Ledger	
105	Ability to use transaction workflows within the system.	H	Y		General Ledger	
106	Inter-Fund Accounting					
107	Ability for transfers between funds to automatically affect cash.	H	Y		General Ledger	
108	Ability to perform inter-fund transfers.	H	Y		General Ledger	

General Ledger

4.11 - General Ledger		General Ledger				
Objective: To provide an automated, integrated, in-house General Ledger system that will improve the city's ability to manage and accurately report its financial affairs.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
109	Ability to use due to / from accounts for inter-fund transfers posted to the prior year and have those transfers affect cash in the current year (with automatic due to / from and cash reversal).	M	Y		General Ledger	
110	Ability to identify inter-fund transactions and balances between governmental activities.	M	Y		General Ledger	
111	Ability to flag inter-fund entries for review and reconciliation of inter-fund receivables and payables. System has the ability to automatically generate the required inter-fund transactions based on fund relationship definitions.	H	Y		General Ledger	
112	Edits/Validations					
113	Ability to add validation rules defined by the city.	M	Y		General Ledger	
114	Ability to apply all established validation rules during the posting process.	M	Y		General Ledger	
115	Ability to apply all established validation rules during the data entry process, giving the user a warning but allowing them to save the transaction – for further review and edit / approval.	M	Y		General Ledger	
116	Ability for an authorized user to optionally override any transactions that do not meet validation edit rules.	H	Y		General Ledger	
117	Ability to maintain module specific validation edit rules.	M	Y		General Ledger	
118	Journaling					
119	Ability to process automated and manual journal entries.	H	Y		General Ledger	
120	Ability to establish unique journal entry numbering schemes specific to a department, separate from the main journal entry numbering scheme.	H	Y		General Ledger	
121	Ability to establish, save and use journal entry templates that will allow users to easily create new journal entries using pre-saved journal entry details.	H	Y		General Ledger	
122	Ability to setup and use recurring journal entries.	H	Y		General Ledger	
123	Ability to have journal entry approval functionality include rejection abilities, comment abilities and re-routing to originator for correction.	H	Y		General Ledger	
124	Ability to maintain Disaster Tracking information through quick setup of chart of accounts codes and by adding additional fields to journal transactions (quantities of materials, material types, equipment rates, equipment types).	H	Y		General Ledger	
125	Ability to record recurring accruals and the related reversing journal entries in the next period or next year.	H	Y		General Ledger	
126	Ability to warn the user at journal entry transaction entry if a cash balance creates a negative balance.	M	Y		General Ledger	
127	Ability to specify account subtotals and totals; computer automatically performs totals.	M	Y		General Ledger	
128	Ability to automatically reverse adjusting journal entries.	H	Y		General Ledger	
129	Ability to automatically copy journal entries.	H	Y		General Ledger	

Priority

H - High | M - Medium | L - Low

Availability

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

General Ledger

4.11 - General Ledger		General Ledger				
Objective: To provide an automated, integrated, in-house General Ledger system that will improve the city's ability to manage and accurately report its financial affairs.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
130	Ability to provide Journal Entry transactions in the General Ledger with multiple description fields to allow users to enter descriptive information.	H	Y		General Ledger	
131	Ability to allow entries to unlimited accounts with one journal entry (one credit and multiple debits, multiple debits and multiple credits, etc.) with validation of all transactions being in balance.	H	Y		General Ledger	
132	Ability to guarantee that all entries are in balance before updating master files - in balance on a fund-by-fund basis.	H	Y		General Ledger	
133	Ability to open and adjust prior periods (based on user security level) and provide the appropriate audit trail.	H	Y		General Ledger	
134	Ability to automatically generate an appropriation entry related to and based on a journal or receipt affecting fund cash.	M	Y		General Ledger	
135	Ability to submit journal entries on hold for later review and release based on authorized security (using workflows).	H	Y		General Ledger	
136	Ability to make memo entries that do not affect the GL but allow for necessary reclassifications for financial reporting.	H	Y		General Ledger	
137	Posting					
138	Ability to enter, calculate and post account balances up to \$99,999,999,999.99.	H	Y		General Ledger	
139	Ability to allow posting of entries only when debits equal credits.	H	Y		General Ledger	Permission driven ability to post out of balance journals
140	Ability for an authorized user to override postings where debits do not equal credits (i.e., to fix out of balance conditions if they occur).	H	Y		General Ledger	With permissions
141	Ability to post journal entries in batches via an approval workflow.	H	Y		General Ledger	
142	Ability to provide for error identification and correction before actual posting occurs (on-line and/or by report).	H	Y		General Ledger	
143	Ability to post to closed periods based on appropriate security.	H	Y		General Ledger	
144	Financial Audit Trail					
145	Ability to track status changes (e.g., pending, posted, undone).	H	Y		General Ledger	
146	Ability to track workflow components (e.g., status in queues, duration, approver and other steps in the process).	H	Y		General Ledger	VIA SSRS
147	Ability to drill down into fund/department/account for transaction detail.	H	Y		General Ledger	VIA SSRS
148	Period End Processing					
149	Ability to lock postings monthly and perform an annual year-end close.	H	Y		General Ledger	
150	Ability to close ONLY payments (from Cash Receipting) every three months.	L	Y		General Ledger	
151	Ability to maintain detail on prior year activity.	H	Y		General Ledger	
152	Ability to archive "prior year history," at close of year, to a location that can be accessed "live" to be able to run multi-year reports.	H	Y		General Ledger	

General Ledger

4.11 - General Ledger		General Ledger				
Objective: To provide an automated, integrated, in-house General Ledger system that will improve the city's ability to manage and accurately report its financial affairs.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
153	Ability to roll forward unexpended prior year (PY) encumbrances to begin the current year. These amounts should remain in the same division but be identified in a separate PY category with separate PY accounts within the CY.	M	Y		General Ledger	
154	Ability to maintain open purchase orders while rolling forward encumbrances.	H	Y		General Ledger	
155	Ability to move specified balance sheet accounts, unexpended available balances and unexpended encumbrances over to a new year.	H	Y		General Ledger	
156	Ability to roll specified balance sheet accounts to user specified destination accounts in conjunction with the year end closing process (e.g. current taxes receivable accounts roll to a delinquent taxes receivable account in the subsequent year, fund equity accounts are combined and rolled to a beginning fund balance).	H	Y		General Ledger	
157	Ability to suppress roll forward of account balances, appropriations and encumbrances at fund level, department level and/or the grant level.	H	Y		General Ledger	
158	Ability to integrate with a budget system or upload/download data to load beginning of year adopted budgets for multiple funds and accounts.	H	Y		General Ledger	
159	Ability to start processing against any period in the new fiscal year prior to close of last fiscal year. Retroactive transactions are allowed.	H	Y		General Ledger	
160	Ability to provide year-end closing procedures that close-out revenues and expenditures/expenses, and carry forward the appropriate balances.	H	Y		General Ledger	
161	Ability to set rules by fund type for year-end closing procedures that close-out revenues and expenditures/expenses, and carry forward the appropriate balances.	H	Y		General Ledger	
162	Integration					
163	Ability to review and edit transactions from other application modules prior to posting to the General Ledger.	H	Y		General Ledger	Journals imported into a proof state where the can be edited or put through workflow prior to posting.
164	Ability to track posting status of other ERP application modules.	H	Y		General Ledger	
165	Ability to maintain the budget as compared to actual reporting, by fund, account, cost center, division and department (i.e. any segment) within the General Ledger module, regardless of whether the Budget module is implemented.	H	Y		General Ledger	
166	Ability to define budget transfer approvals by account segments (i.e. certain inter-departmental transfers for grants only need departmental approval).	H	Y		General Ledger	
167	Ability to set up a disaster project to record a series of activities against, including distribution of time and labor costs, materials and equipment usage.	H	Y		General Ledger	
168	On-Line Inquiry					

General Ledger

4.11 - General Ledger		General Ledger				
Objective: To provide an automated, integrated, in-house General Ledger system that will improve the city's ability to manage and accurately report its financial affairs.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
169	Ability to provide a financial system report writer that allows for custom report configurations to be saved for future use, based on appropriate security.	H	Y		General Ledger	MAY REQUIRE SSRS
170	Ability of the system to provide revenue and expense inquiry screen that allow access to budget to actual inquiry for each fund – with the ability to drill into other segments of the chart.	H	Y		General Ledger	
171	Ability to inquire / drill-down / drill-around in the system to inquire on all activity for any (or multiple) segment(s) of the chart – then further inquire on the related transactions.	H	Y		General Ledger	
172	Ability to view Journal Entries by posted batch, and drill down to see line items.	H	Y		General Ledger	
173	Ability to report financial information using budget basis; modified and/or full accrual basis of accounting.	H	Y		General Ledger	
174	Ability to support cross-department and cross-fund account analysis.	M	Y		General Ledger	
175	Ability to allow the departments to produce monthly and quarterly financial reports available via on-line queries.	H	Y		General Ledger	

Priority

H - High | M - Medium | L - Low

Availability

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

Human Resources

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

4.12 - Human Resources			Human Resource and AT			
<i>Objective: To provide an automated system to improve management of online employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services,</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	General Requirements					
2	Ability for authorized users to make changes to employee records in the past (retro).	H	Y		Human Resource and AT	
3	Ability for users to view/display employee records and time sheets without allowing any changes to the records during payroll processing.	H	Y		Human Resource and AT	
4	System allows for attachment of electronic documents from the Electronic Document Management System (documents, spreadsheets, images, PDF's, emails saved to HTML, etc.) to employee record, and that information can transition during the move from applicant to employee.	H	Y		Human Resource and AT	
5	Ability to tie certain job characteristics to a position.	H	Y		Human Resource and AT	
6	Position Control, Classification & Tracking					
7	Ability to have unique identifier for each position	H	Y		Human Resource and AT	Numeric only; max of 9
8	Ability to handle several types of position classifications, including part time, full, temp part / full time, seasonal, elected, other	H	Y		Human Resource and AT	
9	Ability for system to track allocation of hours for positions.	H	Y		Human Resource and AT	
10	Ability to make classification changes automatically to individual positions, by job classes, categories, status, employee group, union, across all positions in the classification, etc.	H	Y		Human Resource and AT	
11	Ability to have system warnings or prevent users from entering inconsistent class characteristics.	H	Y		Human Resource and AT	
12	Ability to alternately fill and track a budgeted position (i.e. position is budgeted at a Doctor, but the City must alternately fill position with two Nurses, or a budgeted managers position must be filled with a temporary manager).	H	Y		Human Resource and AT	
13	Ability to report on salary savings from an alternately filled position.	H	Y		Human Resource and AT	
14	Ability to create, view, inquire and report on online class specifications (i.e., pay plan).	H	Y		Human Resource and AT	
15	Ability to perform online class specification approvals.	H	Y		Human Resource and AT	

Human Resources

4.12 - Human Resources		Human Resource and AT				
<i>Objective: To provide an automated system to improve management of online employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services,</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
16	Ability to maintain history of creations, promotions, changes and abolishment's to coding, position attributes (e.g., end dates), title, pay range assignments, definitions, minimum qualifications.	H	Y		Human Resource and AT	
17	Ability to associate an employee with a position or multiple positions	H	Y		Human Resource and AT	
18	Ability to allocate FTE or budget allocation of a position based upon the hours of the job (i.e. 75 or 80 hours)	H	Y		Human Resource and AT	
19	Ability to calculate and monitor employee turnover rates by job classification, department, and other user-defined criteria.	H	Y		Human Resource and AT	
20	Ability to create Head Count Reports.	H	Y		Human Resource and AT	
21	Ability to maintain Position Control history	H	Y		Human Resource and AT	
22	Ability to manage workforce planning by development of future positions and association of class and comp structures for financial forecasting (e.g., Reduction in Force) - allow for modeling of the new organization, provide org charts and provide multiple versions of the model	H	Y		Human Resource and AT	via salary and benefits projections
23	Ability to track length of time (by date) positions have been vacant.	M	Y		Human Resource and AT	
24	Ability to create and track all position request activities, status and progress.	H	Y		Human Resource and AT	
25	Ability to maintain a history of classification codes and cross-walk to new classification codes (codes should have relevant relationships that indicate classification characteristics and relate to SOC if reassigned).	H	N		Human Resource and AT	
26	Ability to report salary change history by single class or group of classes.	H	Y		Human Resource and AT	
27	Ability to incorporate salary schedule and pay ranges into system.	H	Y		Human Resource and AT	
28	Ability to flag classifications (positions) that will not be filled, allow for deletion of positions but retain the history at the City and employee level (e.g., retired person leaving a position that will no longer be filled.)	H	Y		Human Resource and AT	position could be inactivated but not deleted
29	Ability to track time in job class (including tracking hours separately for each class if an employee has two classifications)	H	Y		Human Resource and AT	
30	Ability to track positions based upon they type of position characteristic (i.e. limited term, non-budgeted, etc.)	H	Y		Human Resource and AT	
31	Ability to tie an alternatively filled position to the related budgeted position.	H	Y		Human Resource and AT	
32	Ability to flag a particular job that there is a re-employment list.	M	Y		Human Resource and AT	based on flags on the position but there is no "re-employment list" flag
33	Ability to distinguish between budgeted and non-budgeted positions.	H	Y		Human Resource and AT	
34	System must support designation of a position as the "primary"	H	N		Human Resource and AT	
35	Ability to track start / effective dates and end dates for all tables, employee records, position records, etc.	H	Y		Human Resource and AT	

Priority

H - High | M - Medium | L - Low

Availability

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

Human Resources

4.12 - Human Resources		Human Resource and AT				
<i>Objective: To provide an automated system to improve management of online employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services,</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
36	Ability to support "cascading" of class characteristics to reduce error in data entry (e.g., positions that fall within particular class characteristics)	M	Y		Human Resource and AT	
37	System must support reporting of all available historical data	H	Y		Human Resource and AT	MAY REQUIRE SSRS
38	Employee Onboarding					
39	Ability to perform 'hire' action which will pull over any information on the applicant into the HR and Payroll functions	M	Y		Human Resource and AT	
40	Ability to define and establish a listing of onboarding activities and track onboarding progress against them for each employee hire, including extra hires.	M	Y		Human Resource and AT	
41	Ability to define and establish electronic forms and workflows that need to be completed for onboarding activities, which populate the appropriate HR and payroll information.	M	Y		Human Resource and AT	
42	Ability to track pre-employment process status (e.g. drug test complete, all forms complete).	H	Y		Human Resource and AT	
43	Ability to track multiple hire dates including original hire, position hire and benefit date.	H	Y		Human Resource and AT	
44	Ability to track additional dates including seniority,	H	Y		Human Resource and AT	
45	Ability to report on all employee and non-employee data for planning/management purposes.	H	Y		Human Resource and AT	
46	Ability to provide web based (whether cloud or on premise) user interface for new hire prior to actual hiring to allow for onboarding process	M	Y		Human Resource and AT	
47	Ability to create different onboarding workflows based on the new hire's employment classification and/or union	M	Y		Human Resource and AT	
48	Personnel Administration					
49	Ability to calculate service by:	-			Human Resource and AT	
50	Hours	H	Y		Human Resource and AT	
51	Elapsed time	H	y		Human Resource and AT	
52	Elapsed time with multiple breaks in service	H	y		Human Resource and AT	
53	Ability to maintain the current status and chronological history of all employees and allow comprehensive searching/sorting/reporting on the following information:	-			Human Resource and AT	
54	Identification number (different from Social Security Number)	H	Y		Human Resource and AT	
55	Employee name	H	Y		Human Resource and AT	
56	Address (unlimited) and address type	M	Y		Human Resource and AT	
57	Phone (unlimited) and phone type	M	Y		Human Resource and AT	
58	Former/maiden name (unlimited)	H	Y		Human Resource and AT	
59	ADA	H	Y		Human Resource and AT	
60	Adjusted effective hire date	H	Y		Human Resource and AT	
61	Allowance amounts	H	Y		Human Resource and AT	
62	Anniversary date (i.e., time in job)	H	Y		Human Resource and AT	

Human Resources

4.12 - Human Resources		Human Resource and AT				
Objective: To provide an automated system to improve management of online employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services,						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
63	Base, range and current salary	H	Y		Human Resource and AT	
64	Birth date	H	Y		Human Resource and AT	
65	Certifications/licenses (license number, expiration date(s), endorsements)	H	Y		Human Resource and AT	
66	Citizenship	M	Y		Human Resource and AT	
67	Completed physical	H	Y		Human Resource and AT	
68	Job classification and grade change history	H	Y		Human Resource and AT	
69	Date of death	H	Y		Human Resource and AT	
70	Days worked	H	Y		Human Resource and AT	
71	Department	H	Y		Human Resource and AT	
72	Department date	H	Y		Human Resource and AT	
73	Dependents (names, ages, social security numbers)	H	Y		Human Resource and AT	
74	Discipline records	H	Y		Human Resource and AT	
75	Division date	H	Y		Human Resource and AT	
76	Driver's License number (including type, expiration and restrictions, state issued and number)	H	Y		Human Resource and AT	
77	Education/training received (degrees, majors/minors/training)	H	Y		Human Resource and AT	
78	Email (both Work / Personal)	H	Y		Human Resource and AT	
79	Emergency information i.e. contact name (minimum of 3), phone, address, doctor preference and medical alert)	H	Y		Human Resource and AT	
80	Employment status changes (including dates)	H	Y		Human Resource and AT	
81	Ethnic background/EEOC classification/Standard Occupational Classification (SOC)	H	Y		Human Resource and AT	
82	Gender	H	Y		Human Resource and AT	
83	Hiring dates/termination dates (cumulative employment history)	H	Y		Human Resource and AT	
84	I-9 certification status	H	Y		Human Resource and AT	
85	e-Verify status	H	Y		Human Resource and AT	USER DEFINED FIELD
86	Immunizations	H	Y		Human Resource and AT	USER DEFINED FIELD
87	Languages spoken	H	Y		Human Resource and AT	USER DEFINED FIELD
88	Last date worked	H	Y		Human Resource and AT	USER DEFINED FIELD
89	Layoff/leave of absence/recall/return dates (including military leave)	H	Y		Human Resource and AT	
90	Leave accrual	H	Y		Human Resource and AT	
91	Leave of absence start and stop dates, type of leave, hours, remarks	H	Y		Human Resource and AT	
92	Longevity date	H	Y		Human Resource and AT	
93	Marital status	H	Y		Human Resource and AT	
94	Military status	H	Y		Human Resource and AT	
95	Other/user-defined	M	Y		Human Resource and AT	
96	Overall wage history	H	Y		Human Resource and AT	
97	Past Work experience (including prior employers)	M	Y		Human Resource and AT	
98	Pay for performance with eligibility and amounts received.	H	Y		Human Resource and AT	
99	Pay range, step	H	Y		Human Resource and AT	

Human Resources

4.12 - Human Resources			Human Resource and AT			
Objective: To provide an automated system to improve management of online employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services,						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
100	Performance evaluations and dates (including next review date)	H	Y		Human Resource and AT	
101	Photograph of employee (including date)	H	Y		Human Resource and AT	
102	Position change history (including dates)	H	Y		Human Resource and AT	
103	Position number	H	Y		Human Resource and AT	
104	Preferred name / alias	H	Y		Human Resource and AT	
105	Probation dates	H	Y		Human Resource and AT	
106	Probationary status	H	Y		Human Resource and AT	
107	Promotions/demotions and dates	H	Y		Human Resource and AT	
108	Retirement effective date and number	H	Y		Human Resource and AT	
109	Safety sensitive position	H	Y		Human Resource and AT	
110	Scheduled hours	H	Y		Human Resource and AT	
111	Seniority dates (multiple) with adjustments	H	Y		Human Resource and AT	
112	Social Security number (not to be changed by employee, only by HR)	H	Y		Human Resource and AT	
113	Spouse's name	H	Y		Human Resource and AT	
114	Step increase date	H	Y		Human Resource and AT	
115	Supervisor (multiple levels)	H	Y		Human Resource and AT	
116	Termination date	H	Y		Human Resource and AT	
117	Training History (City and prior employers)	H	Y		Human Resource and AT	
118	Transfers	H	Y		Human Resource and AT	
119	Veteran status including classification	H	Y		Human Resource and AT	
120	Visa type & expiration	H	Y		Human Resource and AT	
121	W4 information	H	Y		Human Resource and AT	
122	Work location	H	Y		Human Resource and AT	
123	Workers Compensation code	H	Y		Human Resource and AT	
124	Unlimited user defined fields	H	Y		Human Resource and AT	
125	Ability to provide/support hardware and software in order for City to take photographs of employees, create badges, and store photographs within the ERP system	M	Y		Human Resource and AT	
126	Ability to auto-generate unique employee id number for new hires with no duplicate id numbers.	H	Y		Human Resource and AT	
127	System provides an "Employee Communications" log which can be used by Personnel staff to log conversations with employees related to various aspects of their employment. Log is easily visible from the main electronic employee record.	M	Y		Human Resource and AT	
128	Ability to grant review rights and set security levels on active/terminated/retired employee history.	H	Y		Human Resource and AT	
129	Ability to set up employees with regular and special work hour schedules.	H	Y		Human Resource and AT	Munis does not track advanced scheduling
130	Ability to track the same information for employees, regardless of temporary or regular status.	H	Y		Human Resource and AT	
131	System allows for employee building access assignments.	M	Y		Human Resource and AT	

Priority

H - High | M - Medium | L - Low

Availability

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

Human Resources

4.12 - Human Resources		Human Resource and AT				
Objective: To provide an automated system to improve management of online employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services,						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
132	System provides functionality to manage assignment of other organization materials (e.g. security ID badges/key fobs, fire extinguishers, AED, vehicles, IT resources, etc.) to employees, including tracking of historical assignments and retrieval of assignments upon termination	H	Y		Human Resource and AT	
133	Ability to submit future personnel/payroll actions, e.g., be able to submit April, May, June actions at the time the actions are known rather than waiting until effective date.	H	Y		Human Resource and AT	
134	Ability to enter/key more than one personnel action at a time (e.g. a supervisor sends a list of all their employee's salary increases - system has a panel where all can be entered at once).	H	Y		Human Resource and AT	
135	Ability to create a workflow for approvals to hire above the minimum for the salary.	H	Y		Human Resource and AT	
136	Ability to track re-employment eligibility for laid off employees and to factor that into the rehire process	H	Y		Human Resource and AT	
137	Ability to assign only one employee identification number per employee regardless of the number of positions held.	H	Y		Human Resource and AT	
138	Ability to enter one employee in multiple positions with multiple job titles, pay rates, classifications, cost centers, etc. during the same pay cycle without the need for manual journal entries; show cross reference in payroll register.	M	Y		Human Resource and AT	
139	Ability to flag terminated employees who are ineligible for rehire.	H	Y		Human Resource and AT	
140	Ability to automatically give cost of living increases based on the base salary	H	Y		Human Resource and AT	
141	Ability to produce mass changes by employee group using percentages or flat rates with effective dates	H	Y		Human Resource and AT	
142	Ability to track supervisor relationships on the employee level. When positions are moved, there should be system defaults established to move/assign supervisors automatically so no employee is in the system without a supervisor.	H	Y		Human Resource and AT	
143	Ability for new hire to attach electronically required supporting documentation as needed during onboarding	H	y		Human Resource and AT	
144	Automated dependent enrollment and unenrollment of dependents for benefit purposes in case of life event	M	y		Human Resource and AT	
145	Point in Time capability to properly incorporate these changes. IE a termination at the end of the month leaves the employee as an Active employee until then, particularly in displaying that status via employee self service	H	Y		Human Resource and AT	actions posting based on effective date
146	Ability to move from Active employee to retiree.	H	y		Human Resource and AT	
147	Ability to move from Active employee to COBRA participant.	H	y		Human Resource and AT	
148	Ability to end date an employee from one position without terminating the entire employee record.	H	y		Human Resource and AT	

Priority

H - High | M - Medium | L - Low

Availability

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

Human Resources

4.12 - Human Resources		Human Resource and AT				
Objective: To provide an automated system to improve management of online employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services,						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
149	Ability for department location to have an end date	H	N		Human Resource and AT	
150	Compliance Tracking & Reporting					
151	Ability to track and report all necessary elements for compliance with the following laws:	-			Human Resource and AT	
152	Equal Employment Opportunity (EEO) - all categories including ADEA (Age Discrimination and Employment Act) and any other data fields needed record Standard Occupational Classification (SOC) codes and EEO 4 data	H	Y		Human Resource and AT	
153	COBRA	H	Y		Human Resource and AT	
154	INS - immigration laws including fields for tracking I-9 documents verified	H	Y		Human Resource and AT	
155	Veterans	H	Y		Human Resource and AT	
156	Disabilities (ADA)	H	Y		Human Resource and AT	
157	Accommodations - free form text field for accommodations provided	H	Y		Human Resource and AT	
158	Fair Labor Standards (FLSA) status by position for all positions	H	Y		Human Resource and AT	
159	Unemployment claims	H	Y		Human Resource and AT	
160	Child Labor	M	Y		Human Resource and AT	
161	Federal Aviation Administration (FAA)	L	N		Human Resource and AT	not aware of FAA specific reporting
162	Approved exceptions to Fair Labor Standards (FLSA) status for all positions.	H	Y		Human Resource and AT	
163	Off boarding					
164	Ability to track exit activities, including return of material assignments, exit interview results, etc.	H	Y		Human Resource and AT	
165	Vendor provides software updates to maintain compliance with all applicable Federal and State laws related to HR tracking and management	H	Y		Human Resource and AT	electronic submitted federal and state reporting
166	Ability to assist with security changes, inactivating badges	M	Y		Human Resource and AT	possibly through existing exports
167	Ability to support collection of assets (phone, laptop, etc.)	H	Y		Human Resource and AT	employee tasks and workflow
168	Ability to provide user-configurable checklist for exiting employees	H	y		Human Resource and AT	
169	Ability to support activation of administered pension plan	H	N		Human Resource and AT	
170	Ability to provide a user-configurable checklist for the death of an employee	H	Y		Human Resource and AT	
171	Ability to assign and track assets related to employee	H	Y		Human Resource and AT	
172	Employee Relations					
173	Ability to track grievances and complaints, including status	H	Y		Human Resource and AT	
174	Ability to generate user defined reports on grievance and complaint information.	H	Y		Human Resource and AT	VIA SSRS
175	Ability to track online grievances and complaints by department, employee and type / class	H	Y		Human Resource and AT	
176	Benefit Enrollment/Eligibility					

Human Resources

4.12 - Human Resources		Human Resource and AT				
Objective: To provide an automated system to improve management of online employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services,						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
177	Ability to enter dependents and beneficiaries in one table and then tie the appropriate records from that table to all applicable benefits (avoiding entering the same dependent/benefit data multiple times).	H	Y		Human Resource and AT	
178	Ability to determine benefit eligibility based on a combination of employee class and FTE.	H	Y		Human Resource and AT	
179	Ability to manually override benefits assigned based on above rules.	H	Y		Human Resource and AT	
180	Ability to perform online update of employees benefit enrollment status.	H	Y		Human Resource and AT	
181	Ability to automatically flag for FMLA leave eligibility after 12 continuous months of employment if 1250 hours are worked based on a rolling 12 months	H	Y		Human Resource and AT	
182	Ability to have multiple FMLA instances open at a single time with overlapping dates	H	Y		Human Resource and AT	
183	Ability to interface to time/attendance system to track FMLA hours	H	Y		Human Resource and AT	
184	Ability to automatically flag HR when non-benefited personnel attain a user-defined level of hours	M	Y		Human Resource and AT	SSRS
185	Ability to automatically assign end dates for benefits when employee is terminated.	H	Y		Human Resource and AT	
186	Ability to handle employees with multiple retirement programs based on employee group.	H	Y		Human Resource and AT	
187	Ability to automatically calculate service for benefit eligibility.	H	Y		Human Resource and AT	
188	Ability to identify all COBRA eligible actions and flag employees/dependents as they become COBRA eligible.	H	Y		Human Resource and AT	
189	Ability to bill employees on leave or retirees with insufficient benefit for coverage.	H	Y		Human Resource and AT	
190	Ability to allow pre-enrollment posting	H	Y		Human Resource and AT	
191	Benefit Calculation/Billing					
192	Ability to accommodate varying employer benefit contribution amounts by employee group.	H	Y		Human Resource and AT	
193	Ability to set and calculate variable employee and employer contribution amounts on employee benefit deduction records based on the following input transaction fields:	-			Human Resource and AT	
194	Effective date	H	Y		Human Resource and AT	
195	Benefit plan	H	Y		Human Resource and AT	
196	Dependent coverage (individual +1, family)	H	Y		Human Resource and AT	
197	Employee group	H	Y		Human Resource and AT	
198	Eligibility	H	Y		Human Resource and AT	
199	Combination of the above fields	M	Y		Human Resource and AT	
200	Ability to calculate and deduct life insurance, short-term and long-term disability premiums each month for all employees based on gross wages and employee age.	H	Y		Human Resource and AT	
201	Benefit Plans					

Human Resources

4.12 - Human Resources		Human Resource and AT				
<i>Objective: To provide an automated system to improve management of online employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services,</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
202	Ability to support a self-administered benefit plan.	H	y		Human Resource and AT	
203	Ability to accommodate and identify multiple types of benefit plans (i.e., health, dental, life insurance, etc.) that are employee and/or employer paid with multiple premium amounts per plan (individual, individual+1, family).	H	y		Human Resource and AT	
204	Ability to handle a "true" cafeteria plan by allowing employees to select benefits with certain dollars, including:	-			Human Resource and AT	we may need definition of what "true" cafeteria plan means
205	Dependent care	H	y		Human Resource and AT	
206	Medical expense reimbursement	H	y		Human Resource and AT	
207	Medical premiums	H	y		Human Resource and AT	
208	Dental premiums	H	y		Human Resource and AT	
209	Vision premiums	H	y		Human Resource and AT	
210	Life insurance	H	y		Human Resource and AT	
211	Short-term disability	H	y		Human Resource and AT	
212	Long-term disability	H	y		Human Resource and AT	
213	User Defined Other	H	y		Human Resource and AT	
214	Ability to maintain the following data elements for a flexible benefits plan:	-			Human Resource and AT	
215	Deduction amounts	H	y		Human Resource and AT	
216	Reimbursements (on payroll side, not in A/P)	H	y		Human Resource and AT	
217	Contribution adjustments	H	y		Human Resource and AT	
218	Health care coverage history	H	y		Human Resource and AT	
219	Waive check minimum	H			Human Resource and AT	need more information on this one
220	Ability to print quarterly flex benefit statements	H	y		Human Resource and AT	ssrs
221	System provide flex benefits reports including: payment register, contribution detail posting control, account balance detail activity, payment processing, forfeitures, error reports	H	M		Human Resource and AT	flex benefits functionality is somewhat limited but meets most of these needs. Needs analysis to quote
222	Benefit Tracking					
223	Ability to calculate time in medical plan for employee and dependents (history).	H	y		Human Resource and AT	
224	Ability to calculate service by:	-			Human Resource and AT	
225	Hours (i.e.. FMLA eligibility of 1250 hours)	H	y		Human Resource and AT	
226	Elapsed time	H	y		Human Resource and AT	
227	Elapsed time with multiple breaks in service	H	y		Human Resource and AT	
228	Ability to export lost work time due to an accident or illness to external systems	M	y		Human Resource and AT	
229	Ability to check and flag dependents who no longer qualify for insurance benefits.	H	y		Human Resource and AT	
230	Ability to record employee and dependents enrollment in health and dental insurance programs	H	y		Human Resource and AT	
231	Ability to retain dependent data for a user-specified period of time after the dependent is no longer covered on the employee's insurance.	H	y		Human Resource and AT	available until deleted

Human Resources

4.12 - Human Resources		Human Resource and AT				
Objective: To provide an automated system to improve management of online employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services,						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
232	Ability to track and report on all benefit enrollment history including employee and dependents.	H	Y		Human Resource and AT	
233	Ability to automatically update all master files when certain insurance master file data is updated.	H	Y		Human Resource and AT	
234	Ability to store salary and other employee information for a user-defined time interval.	M	Y		Human Resource and AT	available until deleted
235	Ability to record and summarize benefits by any employee group level.	H	Y		Human Resource and AT	
236	Ability to pool hours for catastrophic leave, allowing employees to donate sick and vacation time to the pool from their accrued balances.	H	Y		Human Resource and AT	hr admin must do this
237	Ability to track information on each employee (including deductibles, coverage's, and co-pays of health benefits), by type	H	Y		Human Resource and AT	benefits enrollment can link to this information but it is not stored with the deduction in Munis
238	Ability to track benefit change history by employee	H	Y		Human Resource and AT	
239	Ability to store at least 10 years of employee retirement wages and retirement information.	H	Y		Human Resource and AT	Yes although Munis does not track pension information
240	Accruals					
241	Ability to automatically record leave time and accruals per pay period according to City policies.	H	Y		Human Resource and AT	
242	Ability to report on hours and cost of time off, either with or without pay (i.e., military leave, jury duty, FMLA leave).	H	Y		Human Resource and AT	
243	Ability to track FMLA leave used either in pay or non-pay status for the previous 12 months ("rolling calendar").	H	Y		Human Resource and AT	
244	Ability to automatically adjust the paid leave accrued balance by type when leave time is taken (PTO, sick vacation, floating holiday, sick incentive).	H	Y		Human Resource and AT	
245	Ability to manipulate an employee's time-off balance based on user defined rules	H	Y		Human Resource and AT	
246	Ability to pay excess accruals based on user defined rules	H	Y		Human Resource and AT	
247	Ability to automatically transfer maximums and accruals from the prior year.	H	Y		Human Resource and AT	
248	Ability to zero out or liquidate employee hours based on user defined rules.	H	Y		Human Resource and AT	
249	Ability to use compensatory time for exempt employees based on user defined rules	H	Y		Human Resource and AT	
250	Benefit Reporting					
251	Ability to produce letter for COBRA and HIPAA that include all necessary data.	H	Y		Human Resource and AT	
252	Ability to view/print deduction reports to document the sources and amounts of the employee and employer contributions by:	-			Human Resource and AT	
253	Payee	H	Y		Human Resource and AT	SSRS
254	Deduction type	H	Y		Human Resource and AT	
255	Fund	H	Y		Human Resource and AT	

Priority

H - High | M - Medium | L - Low

Availability

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

Human Resources

4.12 - Human Resources		Human Resource and AT				
Objective: To provide an automated system to improve management of online employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services,						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
256	Department	H	Y		Human Resource and AT	
257	Division	H	Y		Human Resource and AT	
258	Ability to produce electronic file of any deduction report.	H	Y		Human Resource and AT	
259	Ability to view/print a list of employees contributing to charitable organizations and amount contributed.	M	Y		Human Resource and AT	
260	Ability to view/print a list of all employees receiving medical/dental/vision insurance benefits, listing deductions - monthly.	H	Y		Human Resource and AT	
261	Ability to create a leave activity report.	H	Y		Human Resource and AT	
262	Ability to create a leave balance report.	H	Y		Human Resource and AT	
263	Ability to create annual health insurance benefits summaries by carrier, employee or other user sort.	H	Y		Human Resource and AT	
264	Ability to view/print benefit enrollment by benefit or by employee.	H	Y		Human Resource and AT	
265	Ability to view/print an annual statement on leave balances carried over to new fiscal year by type.	H	Y		Human Resource and AT	
266	Ability to view/print reports indicating vacation balances in excess of maximum allowable.	H	Y		Human Resource and AT	
267	Ability to view/print semiannual notices to all employees concerning leave balances.	H	Y		Human Resource and AT	
268	Ability to report on census data for insurance providers and the actuary.	H	Y		Human Resource and AT	
269	Ability to create an employee statement of current benefits.	H	Y		Human Resource and AT	
270	Ability to create an employee confirmation statement.	H	Y		Human Resource and AT	
271	Ability to produce a 'total compensation' statement annually.	H	Y		Human Resource and AT	
272	Ability to create an employee benefit report that details insurance benefits and costs for each employee.	H	Y		Human Resource and AT	
273	Ability to produce a notice of benefit changes whenever any of the following conditions is encountered:	-			Human Resource and AT	
274	Employee's name changes	H	Y		Human Resource and AT	
275	Employee's social security number changes	M	Y		Human Resource and AT	
276	Employee terminates employment	H	Y		Human Resource and AT	
277	Employee moves to a non-pay status	H	Y		Human Resource and AT	
278	Employee's deduction is administratively canceled	H	Y		Human Resource and AT	
279	Employee and/or the employer contribution amount is administratively changed	H	Y		Human Resource and AT	
280	On demand	M	Y		Human Resource and AT	
281	Employee's health plan changes	H	Y		Human Resource and AT	
282	Ability to report on sick leave taken for a historical period and sort by employee enrollment/not enrolled in wellness program.	M	M		Human Resource and AT	needs analysis to quote. This could be accommodated using enrollment in training and link to accruals via SSRS report but Munis does not offer wellness program tracking

Priority

H - High | M - Medium | L - Low

Availability

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

Human Resources

4.12 - Human Resources		Human Resource and AT				
Objective: To provide an automated system to improve management of online employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services,						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
283	Ability to view/print benefit enrollment worksheets.	H	Y		Human Resource and AT	
284	Ability to view/print benefit confirmation statements.	H	Y		Human Resource and AT	
285	Ability to view/print a report or flag employee when move from full time benefit eligible to less than full time benefit eligible.	H	Y		Human Resource and AT	
286	Ability to prompt, via inquiry or reports, when an employee is eligible for a raise or merit increase based on longevity for a seasonal or part time employees.	H	y		Human Resource and AT	
287	Ability to report on the number of total pay periods worked for seasonal / part time / intermittent employees since their last pay increase dated who do not have consecutive pay periods.	H	y		Human Resource and AT	ssrs
288	Ability to report on the number of total pay periods worked for seasonal / part time / intermittent employees who do not have consecutive pay periods.	H	y		Human Resource and AT	SSRS
289	Training Management & Administration					
290	Ability to maintain employee training records	H	Y		Human Resource and AT	
291	Ability to register employees for training courses offered	H	Y		Human Resource and AT	
292	Ability to develop, maintain, inquire and report on the following data elements for each training course available:	-			Human Resource and AT	
293	Course Number	H	y		Human Resource and AT	
294	Course Description	H	y		Human Resource and AT	
295	Course Hours	H	y		Human Resource and AT	
296	Materials Requirements	H	y		Human Resource and AT	
297	Computer hardware / software requirements	H	y		Human Resource and AT	
298	Min/Max number of Employees	H	y		Human Resource and AT	
299	Ability to develop, maintain, inquire and report on the following data elements for each section (instance) of when a course is offered:	-			Human Resource and AT	
300	Date	H	y		Human Resource and AT	
301	Location	H	y		Human Resource and AT	
302	Instructor	H	y		Human Resource and AT	
303	Feedback	H	y		Human Resource and AT	
304	Registrants / participants	H	y		Human Resource and AT	
305	Class Time (to the quarter hour)	H	y		Human Resource and AT	
306	Training Status	H	y		Human Resource and AT	
307	Cost of the class	H	y		Human Resource and AT	
308	Ability to enter courses a trainer is eligible to teach.	M	Y		Human Resource and AT	Munis can track Type/Area of course that a trainer is eligible to teach.
309	Ability to enter trainer's certifications.	M	y		Human Resource and AT	if trainer is an employee
310	Ability to automatically update employee records for attendance in a class.	H	y		Human Resource and AT	
311	Ability to notify the supervisor if employee did not attend class.	H	Y		Human Resource and AT	
312	Ability to enroll specific employee groups in training courses	H	y		Human Resource and AT	

Human Resources

4.12 - Human Resources		Human Resource and AT				
Objective: To provide an automated system to improve management of online employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services,						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
313	Ability to categorize training by various job categories (i.e. , management, supervisory, professional, technical, clerical, skilled, semiskilled and service related).	H	Y		Human Resource and AT	Via Target Audience or use of Course Restrictions
314	Ability to subcategorize training with in job categories by required, strongly encouraged and optional.	M	Y		Human Resource and AT	With proper setup
315	Ability to flag a class as a requirement for various certificate programs (i.e.. CDL, ESDP or ICMA).	H	Y		Human Resource and AT	
316	Ability to put employees on wait list when maximum capacity of class has been reached.	H	y		Human Resource and AT	
317	Ability to automatically fill a class from wait list.	M	y		Human Resource and AT	
318	Ability to record training time completed during night and weekend courses, classes, and seminars.	H	y		Human Resource and AT	
319	Ability to provide edits/warnings if employee tries to enroll in a class already taken.	H	y		Human Resource and AT	
320	Ability to view/print training by school, department, employee and job category.	H	Y		Human Resource and AT	
321	Ability to view/print a report indicating those employees who have received training and those scheduled for future training classes.	H	Y		Human Resource and AT	
322	Ability to list outside (not internal program) courses identified as effective in meeting specific training needs.	H	Y		Human Resource and AT	
323	Ability to select specific employees and view/print individual training profiles.	H	y		Human Resource and AT	
324	Ability to view/print a full-year or monthly training calendar by course name and job category.	H	Y		Human Resource and AT	VIA ESS OR SSRS
325	Ability to view/print number of training hours completed annually by individual, by department and by division.	H	Y		Human Resource and AT	
326	Ability to view/print a roster of class attendees.	H	Y		Human Resource and AT	
327	Ability to automatically notify or print confirmations/reminders of training prior to class start date.	H	y		Human Resource and AT	
328	Ability to view/print a list of available training programs and prerequisites to the individual programs.	H	Y		Human Resource and AT	
329	Ability to view/print a report to conduct employee program review, curriculum development, new discipline candidates, and skills and general program development.	M	Y		Human Resource and AT	Requires Professional Development
330	Ability to view/print a list of employees who have not taken a specific class based on additional user defined criteria.	H	Y		Human Resource and AT	VIA SSRS
331	Ability to view/print employee transcript.	H	Y		Human Resource and AT	
332	Risk Management					
333	Ability to track Workers' Compensation claim activity, including date of loss, injury type, WC-1, restrictions, appointments, notes, etc.	H	y		Human Resource and AT	
334	Ability to auto populate employee demographic information when submitting a claim	L	Y		Human Resource and AT	

Human Resources

4.12 - Human Resources		Human Resource and AT				
<i>Objective: To provide an automated system to improve management of online employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services,</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
335	Ability to set different worker's comp rules for the different groups (i.e. Admin vs. Union employees)	M	N		Human Resource and AT	
336	Ability to provide functionality to track, manage, inquire and report on basic first aid supplies for and with departments	L	N		Human Resource and AT	
337	Ability to provide functionality to track, manage, inquire and report on accidents, incidents and losses.	H	Y		Human Resource and AT	
338	Ability to track manual accident refresher training in the case of an accident.	H	Y		Human Resource and AT	
339	Ability for accidents to trigger an automated workflow.	H	Y		Human Resource and AT	
340	Ability to track, manage, inquire and report on property, casualty and liability claims.	M	Y		Human Resource and AT	
341	Ability to provide functionality to track insurance certificates	M	Y		Human Resource and AT	munis fixed assets
342	Ability to provide functionality to track what insurable properties are owned	M	Y		Human Resource and AT	munis fixed assets
343	Ability to track all drug and alcohol testing information.	M	Y		Human Resource and AT	Munis HR
344	Ability to track whether an employee has reported active medical prescriptions and approval and conditions for use.	M	N		Human Resource and AT	
345	Reporting - Pension / Retirement					
346	Ability to support multiple retirement plans.	H	Y		Human Resource and AT	
347	Ability to track the status of employees applying for disability retirement	M	Y		Human Resource and AT	
348	Ability to track total employer/employee contribution information by plan.	H	Y		Human Resource and AT	
349	Ability to track total voluntary contributions by individual and total by plan.	H	Y		Human Resource and AT	
350	Ability to report on the following data fields: Employee name, no., SSN (mask), Address, Age, Hire Date, Birth Date, Gross Pay, Retirement Date, and Position.	H	Y		Human Resource and AT	
351	Ability to track % of employer and employee mandatory contribution designated based on individual %'s by employee group or class	H	Y		Human Resource and AT	
352	Ability to create a list of employees retiring in specific month.	M	Y		Human Resource and AT	
353	Pension Administration					
354	System must accumulate and track employee earnings applicable to retirement.	H	N		Human Resource and AT	
355	System must accumulate and track employee credited service applicable to retirement.	H	N		Human Resource and AT	
356	System must convert retirement hours worked and accumulated sick leave (up to 2 years) into months and years of credited service	H	N		Human Resource and AT	
357	System must allow designated users to adjust credited service due to transferred service (including offsets), purchased service, periods of no pay, changes in retirement plan membership.	H	N		Human Resource and AT	

Human Resources

4.12 - Human Resources		Human Resource and AT				
Objective: To provide an automated system to improve management of online employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services,						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
358	System must calculate employee contribution due to changes in plan membership (e.g., public safety to non-public safety, non-public safety to public safety).	H	N		Human Resource and AT	
359	System must retroactively adjust earnings and credited service for the appropriate period due to retro pay/reinstatement actions.	H	N		Human Resource and AT	
360	System must track and accumulate employee contributions and credit specific interest as an employee account over their career (for purposes of Defined Benefit Plan, Deferred Retirement Option Plan, Cash Balance Plan).	H	N		Human Resource and AT	
361	System must calculate retirement benefits for multiple defined benefit plans (formulas based on credited service, earnings, payment type).	H	N		Human Resource and AT	
362	System must maintain multiple benefit formulas for each retirement plan based on retirement date.	H	N		Human Resource and AT	
363	System must calculate average final earnings as defined by the retirement plan.	H	N		Human Resource and AT	
364	System must maintain multiple payment option types.	H	N		Human Resource and AT	
365	System must maintain user defined business rules associated with each payment option for amounts due beneficiaries	H	N		Human Resource and AT	
366	System must maintain retirement actuarial data, such as Social Security Covered Compensation data, payment option factors, cost-of-living history.	H	N		Human Resource and AT	
367	System must calculate service purchase amounts based on actuarial formulas.	M	N		Human Resource and AT	
368	System must calculate service transfer and Qualified Domestic Relations Order (QDRO) offsets based on actuarial formulas	M	N		Human Resource and AT	
369	System must project normal and early retirement dates based on credited service, age, sick leave hours.	H	N		Human Resource and AT	
370	System must project personal retirement benefits via employee self service (web).	H	N		Human Resource and AT	
371	System must generate reports for Third Party Administrators for retirement benefit set-up	H	N		Human Resource and AT	
372	Ability to track investment fund results	H	N		Human Resource and AT	
373	DEFINED CONTRIBUTION RETIREMENT ADMINISTRATION					
374	System must generate auto enrollment data to a Third Party Administrator upon	M	Y		Human Resource and AT	
375	Employee and Manager Self Service Portal					
376	Ability to maintain the current status and chronological history of all employees.	M	Y		Human Resource and AT	
377	Allow attachment of any electronic forms for submission (i.e. change in life even	M	Y		Human Resource and AT	
378	Allowable search and reporting on any of the attached forms based on security r	M	Y		Human Resource and AT	
379	Allow use of electronic signatures and timestamps on all documents as needed.	M	Y		Human Resource and AT	
380	Provide on-line, rules-driven routing of job changes based on signature/approva	M	N		Human Resource and AT	
381	Allowable search and reporting of when electronic signatures are used based on	M	N		Human Resource and AT	

Priority

H - High | M - Medium | L - Low

Availability

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

Human Resources

4.12 - Human Resources		Human Resource and AT				
<i>Objective: To provide an automated system to improve management of online employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services,</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
382	Self Service Portal General Requirements					
383	Ability to flag a job requisition that a particular job class has a re-employment list.	M	Y		Human Resource and AT	
384	Ability for employee to change their own demographic data with appropriate workflows and approvals as required or needed.	M	Y		Human Resource and AT	
385	System provides capabilities to configure and administer an online employee open enrollment, allowing employees to view their benefit choices, costs, copays, deductibles, prior election and how their current elections affect their paychecks (e.g., annual out-of-pocket costs), etc.	M	Y		Human Resource and AT	
386	Ability for an employee to enter dependent and beneficiary information, make changes, and create notifications automatically when one change requires the employee to make another change (adding a dependent, need to change health plan, etc.)	M	Y		Human Resource and AT	via benefits enrollment
387	Ability for manager to view their employees demographics (i.e. including pay rate in bi-weekly / hourly / monthly figures, range, job title, next review date, original hire date, position hire date, general leave balances including holiday, comp time earned/taken, and training hours/courses YTD, merit date, retirement participation date, history of earnings for 10 years, working title, etc). Employee's view provides the same, personal information.	M	Y		Human Resource and AT	Yes but not all data mentioned is available for supervisor to view in ESS such as history of earnings
388	Ability for designated personnel to view information and enter status changes for designated employees and employees with no self-service (i.e., Manager Self-Service).	M	Y		Human Resource and AT	
389	Manager receives notification of impending "tasks" (upcoming review dates, transactions awaiting approval, merit actions, leave actions, termination/new hire actions) through a dashboard/portal or email.	M	M		Human Resource and AT	some but not all are available in manager self service. Analysis needed to quote
390	Ability for employees to enroll in training classes online	M	Y		Human Resource and AT	
391	Ability for employees to view and enroll in wellness program activities online	M	M		Human Resource and AT	Analysis needed to quote
392	Ability for managers to access a screen which will allow cash value calculation of general leave balances based on balance, rate of pay and available unused vacation.	M	Y		Human Resource and AT	
393	Ability for employees to schedule time off requests electronically	M	Y		Human Resource and AT	
394	Ability to manage and workflow an employee suggestion box	M	y		Human Resource and AT	ESS Actions or Surveys
395	Allow for access and entry of Employee information via Smart device (iPad, Smartphone, etc. with all the aspects of security roles in place for all devices)	M	y		Human Resource and AT	
396	Portal Supports links to internal city sites while enforcing county security profiles	M	y		Human Resource and AT	

Human Resources

4.12 - Human Resources		Human Resource and AT				
<i>Objective: To provide an automated system to improve management of online employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services,</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
397	Enable employee to access a competency management system in order to maintain a talent/qualification profile. (I.e. skills, talents, and knowledge, including the proficiency level, certifications, licenses etc). Including a validity date of each qualification	M	M		Human Resource and AT	skills can be updated but opening other areas would be custom development. Analysis needed to quote
398	Provide on-line, rules-driven routing of job changes based on signature/approval guidelines.	M	M		Human Resource and AT	Analysis needed to quote
399	Enable workflow notifications from e-mail(other media, fax, and letter) of separation to internal(manager/HR) and external entities (unions) for information and action as appropriate.	M	Y		Human Resource and AT	via personnel actions
400	System allows users to change personal passwords.	H	Y		Human Resource and AT	
401	System provides a full audit trail (searchable) of employee and manager self-service changes which can be filtered and printed.	M	Y		Human Resource and AT	
402	System enables supervisor to maintain and track leave of absence on-line, including expected date of return and check list of steps for the employee/supervisor to take when the employee goes or returns from leave.	M	N		Human Resource and AT	
403	Ability to apply data validations "up front" to prevent managers and other users from omitting required information relevant to the specific transaction (e.g., date of hire, personnel number, name, address, DOB, SS#, effective date) or entering invalid data combinations (e.g., job code vs. department).	M	Y		Human Resource and AT	within the application, not ESS
404	Ability for managers to manage vacation scheduling and requests (approved and pending) with ability to view other existing division schedules and coverage.	M	y		Human Resource and AT	
405	Ability to save a transaction in progress so that a manager may return to finish the transaction later.	M	Y		Human Resource and AT	evaluations and job applications only
406	System allows for access to employee and job data to others than immediate manager (via proxy capability), e.g., in the case of a transfer in progress.	M	y		Human Resource and AT	within the application, not ESS
407	Ability for system administrator to establish/override "skip levels", i.e., the ability to automatically advance a workflow to next level of approval after a certain period of time.	M	y		Human Resource and AT	
408	Ability to allow workers to log into a self-service website to see their vacation/sick/other balances and request time off.	M	y		Human Resource and AT	
409	Ability for employee self service transactions, such as approving timecard, leave requests, review schedule, review time entry, and review accruals balances to be available at the data collection terminal.	M	y		Human Resource and AT	
410	Ability to provide employee self service capabilities that must be available on a PC or kiosk through standard web browsers.	M	y		Human Resource and AT	
411	Ability for employees to approve their timesheets. This approval must be available within employee self service and the data collection terminals. The attestation language must be configurable.	M	y		Human Resource and AT	

Human Resources

4.12 - Human Resources		Human Resource and AT				
<i>Objective: To provide an automated system to improve management of online employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services,</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
412	System must project personal retirement benefits via employee self service (web).	M	N		Human Resource and AT	
413	Ability for scheduled workers to log into a self-service website and sign up for or remove activities from their schedule.	M	Y		Human Resource and AT	Executime integration
414	Benefits					
415	Ability to notify the user of a change to benefits eligibility resulting from a change in employment status via email linking to enrollment site	M	Y		Human Resource and AT	
416	Ability to provide on-line enrollment capability for open enrollment and ongoing life events (e.g., marriage, birth, divorce, etc.)	M	Y		Human Resource and AT	
417	Ability to apply the policies/SPD (summary plan description) of the benefit plans based on life event and regulations.	M	Y		Human Resource and AT	
418	Ability to provide online confirmation statement of benefits elections and dependent/beneficiary data.	M	Y		Human Resource and AT	
419	Ability to provide links to carriers so employee can look at carrier content.	M	Y		Human Resource and AT	
420	Ability to provide links to claim forms.	M	Y		Human Resource and AT	
421	Ability to allow users access to searchable SPDs online.	M	Y		Human Resource and AT	
422	Ability for employee to create side-by-side plan comparison charts.	M	Y		Human Resource and AT	
423	Ability to provide modeling/tools - for the employee to use in selecting benefits (e.g., FSA calculator, impact to net pay with benefit choices).	M	Y		Human Resource and AT	
424	Ability to allow employees to save elections and return at a later time to complete enrollment.	M	Y		Human Resource and AT	
425	Ability to validate policies and rules for benefits for participant and dependent data.	M	Y		Human Resource and AT	
426	Ability to provide employee inquiry status of direct billing and payment status.	M	Y		Human Resource and AT	
427	Ability to maintain family data (e.g., number of dependents, date of birth of dependents, relationship of dependents to employee).	M	Y		Human Resource and AT	
428	Ability to designate an emergency contact.	M	Y		Human Resource and AT	
429	Ability to provide any type of bulletin (i.e., Benefits etc..) on user defined basis and user defined content	M	Y		Human Resource and AT	
430	Ability to provide Benefits education content (i.e. plan information, wellness education, hot topics, programs available, etc.) User developed content and content management	M	N		Human Resource and AT	Munis can provide links to external providers
431	Ability for electronic signature approvals from employees' benefit requests.	M	Y		Human Resource and AT	
432	Performance Management					
433	Ability for on-line update of skills, competencies, development completed, etc. by the employee following the appropriate work flow approvals.	M	M		Human Resource and AT	online update of skills only. Analysis needed to quote

Priority

H - High | M - Medium | L - Low

Availability

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

Human Resources

4.12 - Human Resources		Human Resource and AT				
<i>Objective: To provide an automated system to improve management of online employee records and facilitate the preparation of reports, to provide automated Human Resource and Benefit Administration services,</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
434	Ability for employee and/or manager to complete performance evaluations/assessments on-line (paper capability for workforce with no computer capability) and route for additional input or approvals.	H	Y		Human Resource and AT	
435	Ability for employee to view past performance appraisals and performance plans.	H	Y		Human Resource and AT	
436	Ability for employee and/or manager to view and update performance plans.	H	Y		Human Resource and AT	
437	Ability to allow routing and tracking of forms completion for any evaluation program including a 360-degree program. Capture and retain comments, notes, forms, etc.	H	Y		Human Resource and AT	
438	Ability for manager to review employees' past performance appraisals and plans. Ability to secure views by roles.	H	Y		Human Resource and AT	
439	Ability for manager to complete employee performance appraisals on-line, including reminders, notifications to employees, and e-signatures.	H	Y		Human Resource and AT	
440	System enables on-line capability for self-assessment (e.g., diversity, leadership, etc.). To support a 360 degree program.	M	Y		Human Resource and AT	
441	Ability to allow employees to request forms online such as compliant forms, appeal forms, etc.	M	Y		Human Resource and AT	
442	Affordable Care Act					
443	System has the ability to flag employees that are not eligible for the Affordable c	H	y		Human Resource and AT	
444	System is fully compliant with the Affordable Care Act as it pertains to a self-insured environment and can provide federal reporting as required under the ACA.	H	y		Human Resource and AT	
445	Workers' Compensation Administration					
446	Ability to support a self-insured and self-administered workers' compensation environment.	M	y		HR and Case Management	
447	Ability to track workers' compensation cases with access restricted to select employees.	M	Y		HR and Case Management	
448	Ability to track workers' compensation payments.	M	Y		HR and Case Management	
449	Ability to track workplace safety incidents.	M	y		Human Resource and AT	
450	Ability to aggregate workers' compensation claims for reporting to the State.	M	Y		Human Resource and AT	ssrs

Priority

H - High | M - Medium | L - Low

Availability

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

Misc Billing and AR

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

4.13 - Misc Billing and AR		Munis Accounts Receivable and General Billing				
<i>Objective: To provide for fully integrated billing and tracking of all City-wide receivables.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	Customer Management					
2	Ability to associate Customer number ranges or Customer number format "masks" to a department, receivable or payable type, GL account, or user.	H	N		Munis Accounts Receivable and General Billing	
3	Ability for flexibility with creating system generated customer ID numbers based on number format "masks" defined within the system.	H	N		Munis Accounts Receivable and General Billing	
4	Ability to manually assign customer ID's and disallow duplicates (e.g., in instances where the customer ID is created in a different system).	H	Y		Munis Accounts Receivable and General Billing	Can manually assign CID's
5	Ability to split or combine customer accounts.	H	Y		Munis Accounts Receivable and General Billing	
6	System must provide the ability to maintain the following customer information:	-			Munis Accounts Receivable and General Billing	
7	Customer Number	H	Y		Munis Accounts Receivable and General Billing	
8	Name of Customer	H	Y		Munis Accounts Receivable and General Billing	
9	Owner / Business Address	H	Y		Munis Accounts Receivable and General Billing	
10	Bill To Address	H	Y		Munis Accounts Receivable and General Billing	
11	Ship To Address	H	Y		Munis Accounts Receivable and General Billing	
12	Nine Digit Zip Code	H	Y		Munis Accounts Receivable and General Billing	
13	Legal Description	H	Y		Munis Accounts Receivable and General Billing	
14	Telephone - Work	H	Y		Munis Accounts Receivable and General Billing	

Misc Billing and AR

4.13 - Misc Billing and AR **Munis Accounts Receivable and General Billing**

Objective: To provide for fully integrated billing and tracking of all City-wide receivables.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
15	Telephone - Cell Phone	H	Y		Munis Accounts Receivable and General Billing	
16	Fax Number	H	Y		Munis Accounts Receivable and General Billing	
17	Customer Type	H	Y		Munis Accounts Receivable and General Billing	
18	Number of Insufficient Fund Checks Received	H	Y		Munis Accounts Receivable and General Billing	
19	Date of Last Insufficient Fund Check Received	H	Y		Munis Accounts Receivable and General Billing	
20	State Tax Exempt Number plus expiration date	H	Y		Munis Accounts Receivable and General Billing	
21	Federal Tax ID number	H	Y		Munis Accounts Receivable and General Billing	
22	Hotel/Motel State ID number	H	Y		Munis Accounts Receivable and General Billing	
23	Drivers License Number	H	Y		Munis Accounts Receivable and General Billing	
24	Last payment date	H	Y		Munis Accounts Receivable and General Billing	
25	Last payment amount	H	Y		Munis Accounts Receivable and General Billing	
26	Email Address	H	Y		Munis Accounts Receivable and General Billing	
27	Customer Notes	H	Y		Munis Accounts Receivable and General Billing	
28	PO Number Field	H	Y		Munis Accounts Receivable and General Billing	
29	Unlimited number of user defined fields	H	Y		Munis Accounts Receivable and General Billing	
30	Ability to track multiple location addresses per customer.	H	Y		Munis Accounts Receivable and General Billing	
31	Ability to track a customer interaction log of notes that is automatically updated with date/time of input and user.	M	Y		Munis Accounts Receivable and General Billing	
32	Ability to review a customer's billing/transaction history at a summary level and be able to drill down and select a bill or transaction item to view in detail.	H	Y		Munis Accounts Receivable and General Billing	
33	Ability to perform customer inquiries by account name; account number; and invoice number, amount due, or any other invoice or customer field.	H	Y		Munis Accounts Receivable and General Billing	
34	Ability for the system to automatically maintain and allow viewing of an audit log of all changes to a customer account.	H	Y		Munis Accounts Receivable and General Billing	

Priority

H - High | M - Medium | L - Low

Availability

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

Misc Billing and AR

4.13 - Misc Billing and AR		Munis Accounts Receivable and General Billing				
Objective: To provide for fully integrated billing and tracking of all City-wide receivables.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
35	Ability to flag a customer account as "Cash Only".	H	Y		Munis Accounts Receivable and General Billing	
36	Accepts overpayments and stores a credit balance in the appropriate account/customer record, including the appropriate accounting entry based on City defined accounts.	H	Y		Munis Accounts Receivable and General Billing	
37	Ability to apply overpayment amounts to other invoices for that customer.	H	Y		Munis Accounts Receivable and General Billing	
38	Ability to support eGovernment customer self-service function, whereby each customer has the ability to access customer account level information, including viewing their invoices, payments, a statement, etc.	M	Y		Munis Accounts Receivable and General Billing	Statement would need to be provided but the remainder could be queried
39	Ability to see all liens and outstanding receivables on a customer account.	H	Y		Munis Accounts Receivable and General Billing	
40	Ability to see all outstanding receivables on a customer's account across all modules.	H	Y		Munis Accounts Receivable and General Billing	
41	Ability to accept a deposit and apply to billings on user defined bill types.	H	Y		Munis Accounts Receivable and General Billing	
42	Miscellaneous Billing and Invoicing					
43	Ability to set charge codes that are tied to specific GL accounts	H	Y		Munis Accounts Receivable and General Billing	
44	Ability to support recurring billing functions allowing the user to establish effective date and frequency of recurring billing.	H	Y		Munis Accounts Receivable and General Billing	
45	Ability to bill a minimum amount based on bill type.	H	Y		Munis Accounts Receivable and General Billing	
46	Ability to change the bill type which will automatically check if the minimum requirements have been met.	H	Y		Munis Accounts Receivable and General Billing	
47	Ability to build standard invoices that are recurring and bill each month/year the same customer and amount.	H	Y		Munis Accounts Receivable and General Billing	
48	Ability to automatically start/stop recurring bills on a customer account, based upon information in the customer file (i.e. if the customer owns a property that is flagged as vacant, bill customer yearly).	H	Y		Munis Accounts Receivable and General Billing	
49	Ability to select the "remit to" address on the invoice from a list of centrally approved/managed addresses.	H	Y		Munis Accounts Receivable and General Billing	
50	Ability to establish a series of department specific bill types for various charges.	H	Y		Munis Accounts Receivable and General Billing	
51	Ability to establish bill types and rate tables and schedules for each with the ability for authorized users to change these default rates on invoices.	H	Y		Munis Accounts Receivable and General Billing	
52	Ability to accommodate various bill calculation methods (flat rate, unit charge, etc.).	H	Y		Munis Accounts Receivable and General Billing	
53	Ability to establish rate tables as having multiple components (i.e., rate plus a flat charge).	H	Y		Munis Accounts Receivable and General Billing	Multiple charges can included with differing charge structures

Priority

H - High | M - Medium | L - Low

Availability

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

Misc Billing and AR

4.13 - Misc Billing and AR **Munis Accounts Receivable and General Billing**

Objective: To provide for fully integrated billing and tracking of all City-wide receivables.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
54	Ability to calculate a discount based on bill type and/or customer type.	H	Y		Munis Accounts Receivable and General Billing	
55	Ability for a particular bill type to be configured to require the association of that bill to a reference number/field.	M	N		Munis Accounts Receivable and General Billing	
56	Be able to maintain the following information associated with a particular bill type:	-			Munis Accounts Receivable and General Billing	
57	Interest codes	H	Y		Munis Accounts Receivable and General Billing	Interest routines aligned with tax bills
58	Charge codes	H	Y		Munis Accounts Receivable and General Billing	
59	Interest %	H	Y		Munis Accounts Receivable and General Billing	
60	Penalty / late fee type (flat rate, percentage)	H	Y		Munis Accounts Receivable and General Billing	
61	Penalty amount (percent or flat rate)	H	Y		Munis Accounts Receivable and General Billing	
62	Associated accounts	H	Y		Munis Accounts Receivable and General Billing	
63	Revenue and receivable accounts	H	Y		Munis Accounts Receivable and General Billing	
64	Related department	H	Y		Munis Accounts Receivable and General Billing	
65	Frequency	H	Y		Munis Accounts Receivable and General Billing	
66	Be able to generate miscellaneous bills that can include the following bill types:	-			Munis Accounts Receivable and General Billing	
67	Special Events	H	Y		Munis Accounts Receivable and General Billing	
68	False alarms	H	Y		Munis Accounts Receivable and General Billing	
69	50/50 Sidewalk	H	Y		Munis Accounts Receivable and General Billing	
70	Police Services for 3rd Parties	H	Y		Munis Accounts Receivable and General Billing	
71	Inspections	H	Y		Munis Accounts Receivable and General Billing	
72	Roll-off Dumpsters (ROD)	H	Y		Munis Accounts Receivable and General Billing	
73	Sidewalk Replacement	H	Y		Munis Accounts Receivable and General Billing	
74	Code Enforcement	H	Y		Munis Accounts Receivable and General Billing	

Misc Billing and AR

4.13 - Misc Billing and AR **Munis Accounts Receivable and General Billing**

Objective: To provide for fully integrated billing and tracking of all City-wide receivables.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
75	Magistrate Violations	H	Y		Munis Accounts Receivable and General Billing	
76	Grant payment requests	H	Y		Munis Accounts Receivable and General Billing	
77	Cell tower rentals	H	Y		Munis Accounts Receivable and General Billing	
78	Cost recovery	H	Y		Munis Accounts Receivable and General Billing	
79	Other, unlimited, user defined types	H	Y		Munis Accounts Receivable and General Billing	
80	Ability to define an invoice format specific to each bill type without programming intervention required.	H	Y		Munis Accounts Receivable and General Billing	
81	Ability to define each invoice format to include GL account coding on each line item (to assist with the receipting process).	M	Y		Munis Accounts Receivable and General Billing	
82	Ability for the bill print formatting features to be enabled by vendor provided/supported forms design tools not performed through mail merge.	H	Y		Munis Accounts Receivable and General Billing	
83	Ability to create and print/reprint invoices/bills showing the account and bill number, amount due, date due, and the customer's name and address and line item description on-demand.	H	Y		Munis Accounts Receivable and General Billing	
84	Ability to print/reprint invoices in a specified order such as customer number, customer name, invoice number, etc.	H	Y		Munis Accounts Receivable and General Billing	
85	Ability to initiate a bill based on a prior bill to that customer (acting as a customer invoice template).	H	Y		Munis Accounts Receivable and General Billing	
86	Ability to setup automatically recurring bills at user-defined intervals.	H	Y		Munis Accounts Receivable and General Billing	
87	Ability to establish installment payment schedules and take partial payments.	H	Y		Munis Accounts Receivable and General Billing	
88	Ability to process simple loans that will show a principal, interest and payment information.	H	Y		Munis Accounts Receivable and General Billing	
89	Ability for multiple revenue lines (types) to be credited on a single bill.	H	Y		Munis Accounts Receivable and General Billing	
90	Ability to allow user to select GL period when posting transactions.	H	Y		Munis Accounts Receivable and General Billing	
91	Ability to automatically generate separate GL batches when processing invoices, payments, adjustments, etc.	H	Y		Munis Accounts Receivable and General Billing	
92	Ability to establish user-defined receivable types using charge code tables and to track them separately.	H	Y		Munis Accounts Receivable and General Billing	AR CODES/ CHARGE CODES
93	Ability to input billing information at the departmental level.	H	Y		Munis Accounts Receivable and General Billing	
94	Ability to generate a credit memo/adjustments to specific invoices or to a group of invoices.	H	Y		Munis Accounts Receivable and General Billing	

Misc Billing and AR

4.13 - Misc Billing and AR		Munis Accounts Receivable and General Billing				
----------------------------	--	---	--	--	--	--

Objective: To provide for fully integrated billing and tracking of all City-wide receivables.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
95	Ability to import invoice line item information from external data sources (i.e., Excel) into a working (not yet printed/posted) invoice.	H	Y		Munis Accounts Receivable and General Billing	
96	Ability to bar code invoices and have receipting scanners identify the customer account/invoice for applying payments.	M	Y		Munis Accounts Receivable and General Billing	
97	Ability to support real-time posting of invoices.	H	Y		Munis Accounts Receivable and General Billing	
98	Ability to support real-time posting of credit memos.	H	Y		Munis Accounts Receivable and General Billing	
99	Ability to establish payment terms (# days until due) based on bill type.	H	Y		Munis Accounts Receivable and General Billing	
100	Ability to generate a zero-charge invoice that will allow for aging based reporting on those items, as a reminder.	H	Y		Munis Accounts Receivable and General Billing	
101	Ability to allow one-time invoices.	H	Y		Munis Accounts Receivable and General Billing	
102	Ability to bill multiple items on a single invoice.	H	Y		Munis Accounts Receivable and General Billing	
103	Ability to support pre-payments.	H	Y		Munis Accounts Receivable and General Billing	
104	Ability to credit each line item on an invoice to multiple revenue accounts.	H	Y		Munis Accounts Receivable and General Billing	
105	Ability to reprint billings/invoices.	H	Y		Munis Accounts Receivable and General Billing	
106	Ability to designate a charge priority indicator for each bill type, which will designate the priority of applying payments during cash receipting.	H	Y		Munis Accounts Receivable and General Billing	
107	Ability to develop invoices with multiple pages of detail with the option to summarize the charges onto one line item with an attachment.	H	Y		Munis Accounts Receivable and General Billing	
108	Ability to specify due dates for bills, based on type of bill or billing frequency, such as 30 days from the printing or mailing date or other user-defined criteria.	H	Y		Munis Accounts Receivable and General Billing	
109	Ability to e-mail an invoice versus printing and mailing.	H	Y		Munis Accounts Receivable and General Billing	
110	Ability to review any and all remotely entered information for accuracy <i>before</i> posting (i.e., supervisor approval of batches for posting to G/L).	H	Y		Munis Accounts Receivable and General Billing	
111	Invoice numbering					
112	Ability to specify invoice numbering schemes specific to each bill type (i.e., alphanumeric).	H	N		Munis Accounts Receivable and General Billing	
113	Ability to have a user defined invoice numbering scheme that applies to all invoices.	H	Y		Munis Accounts Receivable and General Billing	
114	Ability to automatically assign invoice numbers with user defined ranges based on department or bill type.	H	N		Munis Accounts Receivable and General Billing	

Priority

H - High | M - Medium | L - Low

Availability

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

4.13 - Misc Billing and AR		Munis Accounts Receivable and General Billing				
Objective: To provide for fully integrated billing and tracking of all City-wide receivables.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
115	Late Charges/ Interest/Penalty					
116	Ability to automatically calculate interest and penalties on a delinquent bill based on bill type with user defined rules (e.g. billing date, first day of month, etc.).	H	Y		Munis Accounts Receivable and General Billing	
117	Ability to establish late charges and penalties as a percentage of overdue amount or a flat penalty.	H	Y		Munis Accounts Receivable and General Billing	
118	Ability to establish late charges as a flat rate per day.	H	Y		Munis Accounts Receivable and General Billing	
119	Ability to establish late charges with user definable frequency as to when late charges are applied (I.e. daily, weekly, monthly, quarterly, etc.).	H	Y		Munis Accounts Receivable and General Billing	
120	Ability to waive penalty for an individual customer or invoice with proper authorization.	H	Y		Munis Accounts Receivable and General Billing	
121	Statement Processing					
122	Ability to generate electronic or paper billing statements on a regular, customer-defined basis to all accounts with either current period activity and/or carry forward balances.	H	Y		Munis Accounts Receivable and General Billing	
123	Ability to support statement processing by bill type.	H	Y		Munis Accounts Receivable and General Billing	
124	Ability to generate one statement for all bill types being billed to same customer.	H	Y		Munis Accounts Receivable and General Billing	
125	Ability to support statement processing functionality that fully accesses customer account information including all invoices, credits, fees and payments.	H	Y		Munis Accounts Receivable and General Billing	
126	Ability to support late notice statement processing with "configurable" language based on the aging results.	H	Y		Munis Accounts Receivable and General Billing	
127	Ability to print the detail of the charges on the statement.	H	Y		Munis Accounts Receivable and General Billing	
128	Ability to print statements with zero balances if there was any activity for the month.	H	Y		Munis Accounts Receivable and General Billing	
129	Ability to print statement with zero balances on request if there was no activity for the month.	H	Y		Munis Accounts Receivable and General Billing	
130	Receivables Management					
131	Ability for the system to be configured to allow decentralized entry, work flowed to central authorized users for review of any and all remotely entered information for accuracy <i>before</i> final posting to the General Ledger and Accounts Receivable.	H	Y		Munis Accounts Receivable and General Billing	
132	Ability to centralize the City into one receivables system.	H	Y		Munis Accounts Receivable and General Billing	VIA USER PERMISSIONS

Misc Billing and AR

4.13 - Misc Billing and AR		Munis Accounts Receivable and General Billing				
Objective: To provide for fully integrated billing and tracking of all City-wide receivables.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
133	Ability to produce an Accounts Receivable aging report that details transaction aging. The aging report should provide information specific to each department and can be run with an "as of" date.	H	Y		Munis Accounts Receivable and General Billing	
134	Ability to generate aging reports per customer based on invoice due dates.	H	Y		Munis Accounts Receivable and General Billing	
135	Ability to generate aging reports per bill type based on invoice due dates.	H	Y		Munis Accounts Receivable and General Billing	
136	Ability to identify an unpaid invoice on the customer record, if an item is "in Collections".	H	Y		Munis Accounts Receivable and General Billing	
137	Ability to perform "write-offs" on customer accounts.	H	Y		Munis Accounts Receivable and General Billing	
138	Ability to have an approval process where a request is routed through a workflow for approval of a write off.	H	Y		Munis Accounts Receivable and General Billing	
139	Ability to attach documents.	H	Y		Munis Accounts Receivable and General Billing	
140	Ability to write-off remaining balances and clear the receivable by journal entry (with appropriate security authorizations).	H	Y		Munis Accounts Receivable and General Billing	
141	Ability to automatically roll particular receivables to a delinquent stage based on invoice due date and bill type.	M	Y		Munis Accounts Receivable and General Billing	
142	Ability to track delinquent accounts and print/notify via electronic or hardcopy late payment notices for mailing at 30, 60, 90 and 120 days, or any other user-defined time periods.	H	Y		Munis Accounts Receivable and General Billing	
143	Ability to set different templates for each level of late payment notice (30-day, 60-day, etc.)	H	Y		Munis Accounts Receivable and General Billing	
144	Ability to change notice template without the assistance of Information Technology dept.	H	Y		Munis Accounts Receivable and General Billing	
145	System must provide the ability to compile delinquent receivables for:	-			Munis Accounts Receivable and General Billing	
146	Transfer to a collection agency	H	Y		Munis Accounts Receivable and General Billing	
147	Write-off the balance	H	Y		Munis Accounts Receivable and General Billing	
148	Adjustment of the balance	H	Y		Munis Accounts Receivable and General Billing	
149	Reinstatement	H	Y		Munis Accounts Receivable and General Billing	
150	When invoices are transferred to a collection agency, the system has the ability to automatically post these to a different AR account in GL.	H	Y		Munis Accounts Receivable and General Billing	
151	Ability to waive a portion of an invoice with proper approvals.	H	Y		Munis Accounts Receivable and General Billing	
152	Ability to generate electronic or hardcopy notices for mailing to customers resulting from NSF that includes the returned check fee.	H	Y		Munis Accounts Receivable and General Billing	

Misc Billing and AR

4.13 - Misc Billing and AR		Munis Accounts Receivable and General Billing				
<i>Objective: To provide for fully integrated billing and tracking of all City-wide receivables.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
153	Ability to customize any mailed correspondence, such as letters, Late Payment notices and bills.	H	Y		Munis Accounts Receivable and General Billing	
154	Ability to perform adjustments to prior invoices or customer accounts allowing for the recording of a comment related to the adjustment.	H	Y		Munis Accounts Receivable and General Billing	
155	Ability to perform adjustments to account balances for checks returned with insufficient funds, including the addition of a NSF fee to the customer account.	H	Y		Munis Accounts Receivable and General Billing	
156	Ability to ACH / bank draft receivables.	H	Y		Munis Accounts Receivable and General Billing	
157	The ability to provide a bi-directional data interface (API) to support third-party payment systems via the web or IVR (Interactive Voice Response).	M	Y		Munis Accounts Receivable and General Billing	

Priority

H - High | M - Medium | L - Low

Availability

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

Payroll

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

4.14 - Payroll	Payroll w/ESS
----------------	---------------

Objective: To provide an automated system to improve processing of pay and deduction information, manage on-line employee records and facilitate the preparation of paychecks and reports.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	General Functional Requirements					
2	Ability to predate and post date employee transactions (i.e. calculations & deductions based on date can be done in advance)	H	Y		Payroll w/ESS	Via Personnel Actions
3	Ability to mass input multiple employees hours worked at one time.	H	Y		Payroll w/ESS	Via Time Entry Import
4	Ability to do exception entries for salaried employees	H	Y		Payroll w/ESS	
5	System provides, all mandated State and Federal payroll reports, and includes updates with the standard software maintenance agreement	H	Y		Payroll w/ESS	
6	Ability to have different From/To pay dates in the same payroll run. The Hourly employees have a different From/To pay date than the salaried employees.	L	N		Payroll w/ESS	This would be setup as a separate payroll
7	Ability to have off-cycle payroll runs at certain times during the year. (i.e. Police receive a clothing allowance twice per year off-cycle.)	L	Y		Payroll w/ESS	
8	Ability to restrict access to Payroll/Personnel system to provide secure inquiry.	H	Y		Payroll w/ESS	
9	Ability to perform supplemental payroll processing to support year-end processing schedules.	H	Y		Payroll w/ESS	
10	Ability to set different worker's comp rules for the different organizations (i.e. Police vs. Pension employees)	H	Y		Payroll w/ESS	
11	Ability to provide a payment history record for each payment and/or adjustment that the system generates that contains sufficient information to recreate all of the conditions and factors involved in the generation of the payment or adjustment.	H	Y		Payroll w/ESS	May require SSRS
12	Ability to adjust all accumulated totals that are affected by an adjustment (e.g., FICA-subject wages, taxes, and retirement).	H	Y		Payroll w/ESS	
13	Ability to match every payment and adjustment with the pay period where the adjustment applies.	M	Y		Payroll w/ESS	
14	Ability to pay employees every other week but have the choice of producing vendor checks (i.e. Fed'l, state, insurances, etc.) on the same cycle or monthly.	H	Y		Payroll w/ESS	
15	Ability to change position and job class mid-pay cycle.	H	Y		Payroll w/ESS	

Payroll

4.14 - Payroll			Payroll w/ESS			
<i>Objective: To provide an automated system to improve processing of pay and deduction information, manage on-line employee records and facilitate the preparation of paychecks and reports.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
16	Ability to generate multiple checks for an employee within a single pay cycle.	H	Y		Payroll w/ESS	
17	Ability to provide extensive audit trails of payroll transactions.	H	Y		Payroll w/ESS	
18	Ability to pay employees separate part-time and full-time wages in same payroll cycle.	H	Y		Payroll w/ESS	
19	Ability to refund terminated employees.	H	Y		Payroll w/ESS	
20	Ability to perform both payroll and personnel functions from a single database with automatic update of information in both systems from a single transaction.	M	Y		Payroll w/ESS	
21	Ability to calculate and pay longevity on each eligible employee's regular pay	H	Y		Payroll w/ESS	
22	Ability to track base pay (per contract hourly pay) and premium pays (i.e. shift differential, longevity, overtime, etc.) separately and list all of these earnings separately on the check stub	H	Y		Payroll w/ESS	
23	Ability to send appropriate electronic notifications to HR/Payroll Personnel when important payroll functions have occurred (checks printed, etc.)	M	Y		Payroll w/ESS	
24	Employee Setup and Maintenance					
25	Payroll module tightly integrated to Human Resources module, sharing the same database and employee record with appropriate security role separation	H	Y		Payroll w/ESS	
26	Ability to classify employees in variety of ways and create classifications as needed (active, terminated, inactive, on-call, seasonal, permanent, temporary, term, intermittent, full-time, part-time, elected, exempt, non-exempt, and user-defined other).	H	Y		Payroll w/ESS	
27	Ability to classify an employee as Medicare only, both Social Security and Medicare or exempt from both Social Security and Medicare.	L	Y		Payroll w/ESS	
28	System must conduct edit check on social security number to prevent duplicates.	H	Y		Payroll w/ESS	
29	Ability to be able to have multiple records for the same social security number but be able to identify them as retirees, outside agencies, etc.	L	Y		Payroll w/ESS	
30	Ability to display employee information without displaying the SSN.	H	Y		Payroll w/ESS	
31	Ability to enter multiple location codes per employee.	M	Y		Payroll w/ESS	
32	Ability to accommodate mid-period employee changes (e.g. department changes, promotions, etc.)	H	Y		Payroll w/ESS	
33	Ability to maintain entire history of employee positions held.	H	Y		Payroll w/ESS	
34	Ability to retain employee data after leaving employment (for subpoena or returning staff)	H	Y		Payroll w/ESS	
35	Deductions and Contributions					
36	Ability to track the following information:	-			Payroll w/ESS	
37	Multiple Insurance plans	H	Y		Payroll w/ESS	
38	Flexible spending/cafeteria plan (health and daycare)	H	Y		Payroll w/ESS	

Payroll

4.14 - Payroll		Payroll w/ESS				
Objective: To provide an automated system to improve processing of pay and deduction information, manage on-line employee records and facilitate the preparation of paychecks and reports.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
39	Credit union (or other banking facility)	H	Y		Payroll w/ESS	
40	Basic and additional life insurance	H	Y		Payroll w/ESS	
41	Survivor's income benefits	L	Y		Payroll w/ESS	
42	Long-term disability insurance	H	Y		Payroll w/ESS	
43	Short-term disability insurance	H	Y		Payroll w/ESS	
44	Deferred compensation (457)	H	Y		Payroll w/ESS	
45	Charitable contributions	H	Y		Payroll w/ESS	
46	Garnishments (child support, federal levy, creditor, bankruptcy)	H	Y		Payroll w/ESS	
47	Supplemental Life (2 different types)	H	Y		Payroll w/ESS	
48	Federal, state, FICA (Social Security), Medicare taxes	H	Y		Payroll w/ESS	
49	Affordable Care Act (ACA) contributions	H	Y		Payroll w/ESS	
50	Union membership	H	Y		Payroll w/ESS	
51	Other user-defined deductions (indicate in comments maximum number of deductions)	H	Y		Payroll w/ESS	
52	Deductions with a future effective date(s)	H	Y		Payroll w/ESS	
53	Ability to create deduction/earning codes with multiple rules:	-			Payroll w/ESS	
54	Ability to apply multiple deduction/earnings codes to a single employee	H	Y		Payroll w/ESS	
55	Ability to create effective/end dates for deduction/earning codes	H	Y		Payroll w/ESS	
56	Ability to see MTD, YTD totals on deduction/earning codes	H	Y		Payroll w/ESS	
57	Ability to determine which codes are shown on check and stub.	H	Y		Payroll w/ESS	
58	Ability to report all codes by pay period, employee/employer, employee/bargaining group.	H	Y		Payroll w/ESS	
59	Deductions with begin and stop dates for such items as:	-			Payroll w/ESS	
60	Minimum/maximum percentage of earnings amount	H	Y		Payroll w/ESS	
61	Minimum/maximum fixed dollar value	H	Y		Payroll w/ESS	
62	Priority	H	Y		Payroll w/ESS	
63	Frequency for withholding	H	Y		Payroll w/ESS	
64	Ability to track one limit/goal amount for multiple deferred comp plans	H	Y		Payroll w/ESS	
65	Ability to identify which payroll run the deductions are scheduled for (first, second, third, only first & second, all, etc.).	H	Y		Payroll w/ESS	
66	Ability to provide mass update capabilities of the information in the deduction table.	H	Y		Payroll w/ESS	
67	Ability to allow deductions to be employee paid, employer paid, or a combination thereof.	H	Y		Payroll w/ESS	
68	Ability to set-up arrears rules by deduction type.	H	Y		Payroll w/ESS	
69	Ability to adjust the employee and employer premium. (Employees can pay premiums by personal check or allow City to double up when they return to work.)	H	Y		Payroll w/ESS	
70	Ability to allow the selection of the method of computing employee and employer contribution amounts based on the following:	-			Payroll w/ESS	
71	Flat dollar amount	H	Y		Payroll w/ESS	

Payroll

4.14 - Payroll			Payroll w/ESS			
Objective: To provide an automated system to improve processing of pay and deduction information, manage on-line employee records and facilitate the preparation of paychecks and reports.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
72	Percentage of the total contribution amount	H	Y		Payroll w/ESS	
73	Amount per hour worked	H	Y		Payroll w/ESS	
74	Formula	H	Y		Payroll w/ESS	Using a Calc code and Factor
75	Percent of earnings	H	Y		Payroll w/ESS	
76	Ability to determine if earnings are sufficient to withhold a deduction.	H	Y		Payroll w/ESS	
77	Ability to accumulate totals per employee deduction for the following employee and employer contribution amounts for regular (current, monthly, quarter, year) or specific periods	H	Y		Payroll w/ESS	
78	Ability to process special supplemental deductions.	H	Y		Payroll w/ESS	
79	Ability to allow recurring deductions in dollar amounts and percentages of base and/or gross salary.	H	Y		Payroll w/ESS	
80	Ability to allow one-time or short term recurring deductions.	H	Y		Payroll w/ESS	
81	Ability to flag deductions that do not continue after a certain amount has been reached.	M	Y		Payroll w/ESS	
82	Ability to process both negative and positive payroll deductions.	H	Y		Payroll w/ESS	
83	Ability to accommodate and identify multiple types of benefit plans (e.g., health, dental, life insurance, etc.) that are employee and/or employer paid with multiple premium amounts per plan (individual, individual+1, family).	H	Y		Payroll w/ESS	
84	Ability to set and calculate variable employee and employer contribution amounts on employee benefit deduction records based on the following input transaction fields:	-			Payroll w/ESS	
85	Effective date	H	Y		Payroll w/ESS	
86	Benefit plan	H	Y		Payroll w/ESS	
87	Dependent coverage (single +1, family)	H	Y		Payroll w/ESS	
88	Employee group	H	Y		Payroll w/ESS	
89	Eligibility	H	Y		Payroll w/ESS	
90	Combination of the above fields	H	Y		Payroll w/ESS	
91	Percentage of salary	H	Y		Payroll w/ESS	
92	Ability to calculate Social Security and Medicare tax on deferred comp earnings.	H	Y		Payroll w/ESS	
93	Ability to establish the priority of the deductions - authorized user can change priority for all employees or for individual employees.	M	Y		Payroll w/ESS	
94	Ability to do a monthly accumulation of insurance premiums for reconciliation to insurance providers' invoice file. Provide for method of comparison.	H	Y		Payroll w/ESS	
95	Ability to calculate and deduct life insurance, short-term and long-term disability premiums each month for all employees based on gross wages and employee's age.	H	Y		Payroll w/ESS	
96	Ability to generate manual and automatic G/L journal entry for all deductions each pay period.	H	Y		Payroll w/ESS	
97	Ability to auto adjust all deductions at termination	H	Y		Payroll w/ESS	

Priority

H - High | M - Medium | L - Low

Availability

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

Payroll

4.14 - Payroll		Payroll w/ESS				
<i>Objective: To provide an automated system to improve processing of pay and deduction information, manage on-line employee records and facilitate the preparation of paychecks and reports.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
98	Ability to set up deductions as taxable or non-taxable	H	Y		Payroll w/ESS	
99	Ability to track multiple deferred compensation accounts together when they have a shared limit.	H	Y		Payroll w/ESS	
100	Ability to support system setup where departments can only be assigned deduction codes or earnings codes that apply to them	H	Y		Payroll w/ESS	
101	Garnishment Processing					
102	Ability to process garnishments for third-parties, child support, bankruptcy, federal levy.	H	Y		Payroll w/ESS	
103	Ability to setup varying computational methods for each garnishment type, such as determining an employee's disposable earnings for each garnishment type (gross minus required withholdings) including accommodations for varying tax filing statuses.	H	Y		Payroll w/ESS	
104	Ability to enter specific garnishment withholding amounts for an employee for each pay period.	H	Y		Payroll w/ESS	
105	Ability to record the following information with each garnishment:	-			Payroll w/ESS	
106	Name and address of the levying party	H	Y		Payroll w/ESS	
107	Case number	H	Y		Payroll w/ESS	
108	Garnishment amount	H	Y		Payroll w/ESS	
109	Ability to have one garnishment deduction that can be paid out to multiple vendors	L	Y		Payroll w/ESS	
110	Ability to calculate withholding of specific amount up to a pre-described amount (balance due/maximum deduction amount).	H	Y		Payroll w/ESS	
111	Ability to calculate withholding at a percentage rate of disposable pay up to a pre-described amount (balance due/maximum deduction amount).	H	Y		Payroll w/ESS	
112	Ability to establish minimum earnings standards which preempt the deduction from being taken to reduce the deduction of the amount allowed by law (30 X minimum wage exempt from garnishment).	H	Y		Payroll w/ESS	
113	Ability to establish exempt earnings calculations which determine the amount to be withheld from the employees' disposable and/or take home pay for Federal Levies.	H	Y		Payroll w/ESS	
114	Ability to track each garnishment independently (to track multiple garnishments per employee).	H	Y		Payroll w/ESS	
115	Ability to calculate multiple garnishments for one employee	H	Y		Payroll w/ESS	
116	Ability to update calculations based on most current federal and state regulations.	H	Y		Payroll w/ESS	
117	Ability to calculate court-ordered medical insurance premiums as garnishment when computing disposable income.	H	Y		Payroll w/ESS	
118	Earnings					
119	Data Elements - Earnings	-			Payroll w/ESS	
120	Ability to track the following earnings information (MTD, QTD, YTD, FTD):	-			Payroll w/ESS	

Priority

H - High | M - Medium | L - Low

Availability

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

Payroll

4.14 - Payroll			Payroll w/ESS			
Objective: To provide an automated system to improve processing of pay and deduction information, manage on-line employee records and facilitate the preparation of paychecks and reports.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
121	Regular Pay	H	Y		Payroll w/ESS	
122	Overtime Pay	H	Y		Payroll w/ESS	
123	Paid and unpaid leave	H	Y		Payroll w/ESS	
124	Hours paid in current period but worked, taken, or earned in previous pay period	H	Y		Payroll w/ESS	
125	Lump sum paid leave (vacation, sick leave, and comp hours)	H	Y		Payroll w/ESS	
126	On-call shift by day	H	Y		Payroll w/ESS	
127	Retirement benefit received	L	Y		Payroll w/ESS	
128	Overtime at straight time rate	H	Y		Payroll w/ESS	
129	Workers' compensation	H	Y		Payroll w/ESS	
130	Short term disability	H	Y		Payroll w/ESS	
131	Civil leave (i.e. jury duty)	H	Y		Payroll w/ESS	
132	Termination/retirement leave payout	H	Y		Payroll w/ESS	
133	Education pay	H	Y		Payroll w/ESS	
134	Hazard pay	H	Y		Payroll w/ESS	
135	Status: Permanent, Term, on-call, seasonal, temporary, intermittent	H	Y		Payroll w/ESS	
136	Compensation time paid	H	Y		Payroll w/ESS	
137	Compensation time earned	H	Y		Payroll w/ESS	
138	Dependent sick leave	H	Y		Payroll w/ESS	
139	Family death (funeral) leave	H	Y		Payroll w/ESS	
140	Personal holiday	H	Y		Payroll w/ESS	
141	Step-up pay (both short and long term)	H	Y		Payroll w/ESS	
142	Incentive / award paid	H	Y		Payroll w/ESS	
143	Military Active Leave	H	Y		Payroll w/ESS	
144	Military Training	H	Y		Payroll w/ESS	
145	Disaster leave	H	Y		Payroll w/ESS	
146	Suspension / Administrative	H	Y		Payroll w/ESS	
147	Family Leave - no pay, comp taken, dependent sick leave, personal holiday, sick leave, vacation, disaster leave	H	Y		Payroll w/ESS	
148	Earnings type subject to retirement, FICA, income tax, or Unemployment Insurance	H	Y		Payroll w/ESS	
149	Variable taxing rates and methods (e.g. flat percent or annualized percentage table) for any earnings type	H	Y		Payroll w/ESS	
150	Additional Pay (such as for certifications and CDL)	H	Y		Payroll w/ESS	
151	Other unlimited user defined earnings	H	Y		Payroll w/ESS	
152	Ability to identify retirement eligible wages from gross wages.	H	Y		Payroll w/ESS	
153	Ability to have current period (bi-weekly), quarter-end, year-to-date and fiscal-to date accumulators for all taxes, deductions, earnings, and hours (including pay hours, overtime hours, differential, leave hours, etc.).	H	Y		Payroll w/ESS	
154	Ability to allow an unlimited number of user defined earning types and attributes.	H	Y		Payroll w/ESS	MAX OF 999

Priority

H - High | M - Medium | L - Low

Availability

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

Payroll

4.14 - Payroll		Payroll w/ESS				
<i>Objective: To provide an automated system to improve processing of pay and deduction information, manage on-line employee records and facilitate the preparation of paychecks and reports.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
155	Ability to distribute pay to an unlimited number of accounts, with automatic default payroll distribution.	H	Y		Payroll w/ESS	
156	Ability to distribute pay based on hours type (scheduled hours vs overtime hours, etc.).	H	Y		Payroll w/ESS	
157	Ability to split employee pay among multiple organizations/accounts/funds/grants, while not splitting benefits in the same way.	H	N		Payroll w/ESS	
158	Other Earnings					
159	Ability of department to change time record and hold changes in suspense awaiting release by authorized user/department prior to accepting.	H	Y		Payroll w/ESS	
160	Ability to calculate step-up pay for temporary assignments above employee's current position.	H	Y		Payroll w/ESS	
161	Ability to reexamine suspense items each payroll cycle and release them for processing when all suspense conditions are cleared.	H	Y		Payroll w/ESS	
162	Ability to restrict an earnings type to a specified group or groups of employees.	H	Y		Payroll w/ESS	
163	Ability to automatically calculate regular gross for employees based on the following rates and varying pay periods per year:	-			Payroll w/ESS	
164	Hourly rate	H	Y		Payroll w/ESS	
165	Bi-weekly rate	H	Y		Payroll w/ESS	
166	Monthly rate	H	Y		Payroll w/ESS	
167	Annual rate	H	Y		Payroll w/ESS	
168	Overtime					
169	Ability to calculate FLSA overtime on only one position's hours for an employee in multiple positions (e.g., an employee who works hours in an exempt position and hours in a non-exempt position).	M	Y		Payroll w/ESS	
170	Ability to calculate overtime hours for different employee groups with different FLSA periods.	M	Y		Payroll w/ESS	
171	Ability to record overtime based on FLSA regulations on a user defined cycle by employee group (for example in compliance with state code).	M	Y		Payroll w/ESS	
172	Ability to alert user for overtime or comp earned for unauthorized employees.	H	Y		Payroll w/ESS	
173	Ability to create subcategory codes for overtime, including a description for each code.	H	Y		Payroll w/ESS	
174	Ability to enter and report overtime by subcategory codes.	H	Y		Payroll w/ESS	
175	Ability to specify earning codes that are overtime eligible.	H	Y		Payroll w/ESS	
176	Ability to calculate overtime payments using weighted average hourly rate for employees with one or more pay rates.	H	Y		Payroll w/ESS	
177	Shift Differential					
178	Ability to pay shift differential based on percentage of rate or set amount.	H	Y		Payroll w/ESS	

Payroll

4.14 - Payroll		Payroll w/ESS				
<i>Objective: To provide an automated system to improve processing of pay and deduction information, manage on-line employee records and facilitate the preparation of paychecks and reports.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
179	Ability to calculate differential shift by work times coded by employees, according to agreement	H	Y		Payroll w/ESS	
180	Comp Time					
181	Ability to track comp time and optionally allow either to be taken or paid out (up to the discretion of the employer).	H	Y		Payroll w/ESS	
182	Ability to limit earned comp time to a specified number of hours by employee groups; provide ability to enter exceptions.	H	Y		Payroll w/ESS	
183	Ability to pay comp time at any time during the year.	H	Y		Payroll w/ESS	
184	Ability to track compensatory time off hours earned by employees.	H	Y		Payroll w/ESS	
185	Ability to allocate a different maximum number of compensatory hours that may be banked by employee group.	H	Y		Payroll w/ESS	
186	Retroactive Pay					
187	Ability to automatically calculate retroactive pay.	H	Y		Payroll w/ESS	
188	Ability to calculate and allow one-time or multiple arrears deductions for an employee's insurance premiums if needed for retroactive changes in the employee's enrollment.	H	Y		Payroll w/ESS	
189	Ability to automatically generate pay or adjustments when a retroactive pay-related information is changed - rate, hours, allowances, etc.	H	Y		Payroll w/ESS	
190	PTO					
191	Ability to log all Vacation/PTO, sick, compensatory time and other PTO adjustments (e.g. birthdays) in the system.	H	Y		Payroll w/ESS	
192	Ability to identify which funds are assigned to vacation, sick time, etc., for those staff who are allocated to multiple funds.	H	Y		Payroll w/ESS	
193	Ability to calculate PTO/vacation and sick leave accrual based on years of service, job class, employee status (permanent, term), department (Police, other), etc.	H	Y		Payroll w/ESS	
194	Ability to limit PTO/vacation accruals based on maximum for defined plan, job class, department, status, etc. and record the time lost as a result of the limits.	H	Y		Payroll w/ESS	Munis does not track time once limit is reached.
195	Ability to record leave time and accruals per pay period and annually based on combination of years of service and employee group for several types of leave plans (PTO, Police, traditional Vac/Sick, executive accrual, according to City policies).	H	Y		Payroll w/ESS	
196	Ability to automatically adjust the paid leave accrued balances by type when leave is taken (vacation, sick, sick incentive, PTO, holiday, floating holiday, etc.)	H	Y		Payroll w/ESS	
197	Ability to limit the usage of PTO/vacation, sick leave, and comp time based on employee's accumulated balances, with exceptions allowed.	H	Y		Payroll w/ESS	
198	Ability to automatically calculate and report a change in general leave accrual rate based on a change in standard pay hours for the pay period or an employee's years in service.	H	Y		Payroll w/ESS	

Priority

H - High | M - Medium | L - Low

Availability

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

Payroll

4.14 - Payroll		Payroll w/ESS				
<i>Objective: To provide an automated system to improve processing of pay and deduction information, manage on-line employee records and facilitate the preparation of paychecks and reports.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
199	Ability to store and retrieve "to-date" and "year-to-date" leave accrued, taken, paid, lost (over max), and forfeited.	H	Y		Payroll w/ESS	Munis does not track time once limit is reached.
200	Ability to calculate vacation, sick, and comp payoffs at termination including current period accrual, current period taken, and remaining balance.	H	Y		Payroll w/ESS	
201	Ability to have negative accrual balances, and the ability to zero the balance out.	H	Y		Payroll w/ESS	
202	Ability to carry vacation balance forward (if below the cap per specific eligibility group and benefit plan)	H	Y		Payroll w/ESS	
203	Ability to mass reduce or add specific leave amount as determined by contract	H	Y		Payroll w/ESS	
204	System provides a report each pay period of employees who have more than the user-definable hours of PTO allowed.	H	Y		Payroll w/ESS	
205	Ability to create an automatic notification to the employee when an employee's vacation/PTO/sick time balance is running above / below a user defined maximum / minimum level.	H	Y		Payroll w/ESS	
206	Ability to track and pay out VACATION leave as part of a buyback program.	H	Y		Payroll w/ESS	
207	Ability to enter time-off requests before and after occurrence.	H	Y		Payroll w/ESS	
208	Labor Distribution					
209	Ability to balance entries by fund for distributed labor costs.	H	Y		Payroll w/ESS	
210	Ability to balance (offset) entries for distributed labor costs.	H	Y		Payroll w/ESS	
211	Ability to track and calculate, on an hourly and daily basis, labor cost of projects (FEMA reporting).	H	Y		Payroll w/ESS	
212	Ability to distribute costs for labor (overtime and mileage) by project (not as a proportion of the labor costs per project).	H	Y		Payroll w/ESS	
213	Ability to track uncompensated hours for employees by project to gather total hours needed to complete project.	M	Y		Payroll w/ESS	
214	Ability to track uncompensated hours for volunteers by project to gather total hours needed to complete project (also for potential matching portion of grants).	M	Y		Payroll w/ESS	
215	Ability to generate internal billing for distributing labor costs to project (grants).	H	Y		Payroll w/ESS	
216	Ability to have a percentage allocation set up for the cost centers.	H	Y		Payroll w/ESS	
217	Direct Deposit					
218	Ability to create a file for direct deposit in ACH format, deferred comp providers, and others as needed.	H	Y		Payroll w/ESS	Assuming existing file format is known to Munis. May require a modification if not currently known to Munis.
219	Ability to turn off direct deposit and print paper checks for all or some classes	H	Y		Payroll w/ESS	

Priority

H - High | M - Medium | L - Low

Availability

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

Payroll

4.14 - Payroll		Payroll w/ESS				
Objective: To provide an automated system to improve processing of pay and deduction information, manage on-line employee records and facilitate the preparation of paychecks and reports.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
220	Ability to change the format of the bank file when changes are requested from the bank	H	Y		Payroll w/ESS	
221	Ability to have multiple financial institutions per employee designated for direct deposit.	H	Y		Payroll w/ESS	
222	Ability to allow direct deposit as:	-			Payroll w/ESS	
223	Full net amount to one financial institution	H	Y		Payroll w/ESS	
224	Percentages of the net amount to more than one financial institution	H	Y		Payroll w/ESS	
225	Fixed amounts to more than one financial institution	H	Y		Payroll w/ESS	
226	Multiple accounts to one financial institution	H	Y		Payroll w/ESS	
227	Ability to direct payments to pay cards and create file to upload to pay card provider.	H	Y		Payroll w/ESS	
228	Ability to prenote prior to an employee's first pay cycle.	M	Y		Payroll w/ESS	
229	Ability to override prenote process.	H	Y		Payroll w/ESS	
230	Ability to accept direct deposit changes directly from bank (i.e. Credit Union)	L	Y		Payroll w/ESS	
231	Ability to access check stubs through employee self service	H	Y		Payroll w/ESS	
232	Ability for an authorized user to perform mass changes to direct deposit	H	Y		Payroll w/ESS	
233	Validation of routing numbers from a bank file	H	Y		Payroll w/ESS	
234	Check Printing					
235	Ability to provide data for computer-generated payroll checks (for in-house or outsourced).	H	Y		Payroll w/ESS	
236	Ability to print/email (with security) check and stub, or earnings statement, on self-mailer check form.	H	Y		Payroll w/ESS	
237	Ability to print checks in prescribed sequence that can be changed at any time by users.	H	Y		Payroll w/ESS	
238	System must provide flexible processing schedules for the ability to rerun payroll, if needed.	H	Y		Payroll w/ESS	
239	Ability to restart the check process for one check, selected group, or all checks	H	Y		Payroll w/ESS	
240	Ability to indicate manual check processing.	H	Y		Payroll w/ESS	
241	Payroll Taxes					
242	Ability to provide and update tables for the following tax categories:	-			Payroll w/ESS	
243	Federal income tax	H	Y		Payroll w/ESS	
244	State income tax	H	Y		Payroll w/ESS	
245	FICA (OASDI and Medicare)	H	Y		Payroll w/ESS	
246	Ability to update tax tables when data in the tables change.	H	Y		Payroll w/ESS	
247	Ability to have an update automatically applied annually with tax table changes	H	Y		Payroll w/ESS	Tyler has included this service in our Quote. The City can make these changes each year at no charge.

Payroll

4.14 - Payroll		Payroll w/ESS				
<i>Objective: To provide an automated system to improve processing of pay and deduction information, manage on-line employee records and facilitate the preparation of paychecks and reports.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
248	Ability to provide tax tables which are in compliance with all applicable tax laws.	H	Y		Payroll w/ESS	
249	Ability to provide the following tax calculation capabilities for tax exempt, tax tables, fixed amount and combination of fixed amount and tables.	H	Y		Payroll w/ESS	
250	Ability to have default taxes withheld using single with zero exemptions as the default.	H	Y		Payroll w/ESS	We use zero with Actual Marital Status
251	Ability to allow any legally allowable number of exemptions (marital status and dependents) for each taxing entity.	H	Y		Payroll w/ESS	
252	Ability to withhold Federal and State income taxes on the basis of aggregated/supplemental earnings for a pay period.	H	Y		Payroll w/ESS	
253	Ability to support multiple pension types (i.e. Fire, Police, Public Works, sergeants, etc.) and calculations	H	Y		Payroll w/ESS	
254	Ability to flag pension wages as taxable and/or non-taxable	H	Y		Payroll w/ESS	
255	Ability to identify and bypass the withholding process for those employees who are permanently or temporarily exempt from Federal, City, and/or State income tax.	H	Y		Payroll w/ESS	
256	Ability to do a manual FICA (social security and Medicare) add-on to increase wages for non-cash taxable fringe benefits.	H	Y		Payroll w/ESS	
257	Ability to adjust (withhold or refund) employees Federal, City, and State withholding taxes by pay period.	H	Y		Payroll w/ESS	
258	Ability to adjust (debit or credit) an employee's Federal, State, and City year-to-date taxable gross wage and withholding amount totals.	H	Y		Payroll w/ESS	
259	Ability to retroactively adjust (withhold or refund) Social Security and Medicare by employee and pay period.	H	Y		Payroll w/ESS	
260	Ability to adjust (debit or credit) Social Security and Medicare year-to-date totals for employee and employer withholding amounts and employee's gross wages.	H	Y		Payroll w/ESS	
261	Ability to track and report FIT, SIT, social security wages, Medicare, and local City wages.	H	Y		Payroll w/ESS	
262	Void Check Processing					
263	Ability for the reversal (void paycheck) process to be automated to reverse all employer/employee records (including voluntary deductions, time and attendance, and PTO accruals).	H	Y		Payroll w/ESS	
264	Ability to have multiple manual and voided checks to be entered per cycle.	H	Y		Payroll w/ESS	
265	Ability to manually void checks.	H	Y		Payroll w/ESS	
266	Ability to record each replacement check number in the payment history record for the check that is replaced in addition to the original check number.	H	Y		Payroll w/ESS	
267	Ability to locate and view every check record using the replacement check number, employee ID number, or check date as a search key.	H	Y		Payroll w/ESS	

Payroll

4.14 - Payroll			Payroll w/ESS			
Objective: To provide an automated system to improve processing of pay and deduction information, manage on-line employee records and facilitate the preparation of paychecks and reports.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
268	Ability to automatically re-apply deductions from voided checks to subsequent payments.	H	Y		Payroll w/ESS	
269	Ability to identify voided checks in printing of payroll checks.	H	Y		Payroll w/ESS	
270	Payroll Calendars					
271	Different calendars for determining (minimum = 99):	H			Payroll w/ESS	
272	Family leave	H	Y		Payroll w/ESS	
273	Pay period	H	Y		Payroll w/ESS	
274	Multiple FLSA periods (e.g. 7, 14, and 28 day periods)	H	Y		Payroll w/ESS	
275	Number of work days in the pay period	H	Y		Payroll w/ESS	
276	Time to be paid and/or days not worked in order to compute gross (exception employees)	H	Y		Payroll w/ESS	
277	Beginning and ending dates of the pay period	H	Y		Payroll w/ESS	
278	Holidays for multiple job classes	H	Y		Payroll w/ESS	
279	Employee Self Service					
280	Ability for all functionality that is available without Self-Service to operate identically within Self-Service (exceptions should be noted).	M	Y		Payroll w/ESS	
281	Ability to maintain appropriate security controls for access to all self-service functions.	H	Y		Payroll w/ESS	
282	Ability for employees to opt out of receiving paper checks and paper advices through self-service.	M	Y		Payroll w/ESS	
283	Ability to provide on-line viewing of pay stubs, W-2 forms, and 1099-R forms.	H	Y		Payroll w/ESS	
284	Ability to produce employee copy of W-2 (1099-R for retirees) back seven years.	M	Y		Payroll w/ESS	
285	Ability to view and make changes to W-4 information (i.e., tax exemption changes) by employees with edits for legal restrictions with proper approval.	M	Y		Payroll w/ESS	
286	Ability to allow changes by employees to deductions with proper approval.	M	Y		Payroll w/ESS	
287	Ability to notify proper users if any changes are made or requested through Self-Service.	M	Y		Payroll w/ESS	
288	Ability to create a variety of user-defined workflows for self service tasks. These may include notification to employees, ability to NOT activate a change until proper approval, instant activation, etc.	M	Y		Payroll w/ESS	
289	Ability to accept time-entry by employees.	L	Y		Payroll w/ESS	
290	Ability for an authorized employee to view their complete wage/payroll/attendance history online (which may includes overtime, comp time, and leave balances.)	M	Y		Payroll w/ESS	
291	Ability to allow employee to change home address, mailing address and emergency contact with proper approval.	M	Y		Payroll w/ESS	
292	Ability for employees to see original paystubs and corrected pay stubs through Self-Service	M	Y		Payroll w/ESS	

Priority

H - High | M - Medium | L - Low

Availability

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

Payroll

4.14 - Payroll		Payroll w/ESS				
<i>Objective: To provide an automated system to improve processing of pay and deduction information, manage on-line employee records and facilitate the preparation of paychecks and reports.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
293	View information related to employee(s) including total compensation statement – information fed from Payroll and HR, salary, vacation entitlement, banked time entitlement, beneficiary information, etc. Accessible 24/7 (even during payroll runs).	M	Y		Payroll w/ESS	
294	Ability to provide on-line approval for merit increases with appropriate prompts for supporting documentation/rules and generate personnel action form	M	Y		Payroll w/ESS	
295	Ability to enable employee to review entire personal history of cash and non-cash compensation, such as base salary.	M	Y		Payroll w/ESS	
296	Ability to notify employees of any changes to their master datachanges via electronic notification. i.e. Change of position, promotion, rate changes (Pension rates/Tax changes), etc. and reason for the change.	M	Y		Payroll w/ESS	
297	Ability to allow employee to request a report to authorize employment and salary details, and forward to a third party such as a bank or mortgage company.	M	Y		Payroll w/ESS	
298	Ability for manager to view total compensation-related information for direct reports, by department/division, including salary, cash components and non-cash items (i.e.retirement or benefit contributions).	H	Y		Payroll w/ESS	
299	Ability for manager to request or grant base salary increases for employees, which are automatically routed for approval, either during targeted review periods or on an ad hoc basis. (Merit Step increases) Following appropriate work flow approvals.	H	Y		Payroll w/ESS	
300	Ability to enable employee to nominate others for internal Recognition program.	M	Y		Payroll w/ESS	
301	Ability to enable employee or manager to request salary corrections and track and notify both the employee and manager of the status of the request.	H	Y		Payroll w/ESS	
302	Ability to view and search the job classification database for skills, education, minimum qualifications, etc.	M	N		Payroll w/ESS	
303	Ability to view career ladders within the job classification system.	M	N		Payroll w/ESS	

Priority

H - High | M - Medium | L - Low

Availability

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

Performance Measures

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

4.15 - Performance Measures	Replace this text with the primary product name(s) which satisfy requirements.
------------------------------------	---

Objective: To provide for a user-friendly, fully-automated, on-line, integrated, performance measurement module. Allowing for reporting and communication of City performance.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	System Requirements					
2	Ability to distinguish performance through color coded indicators (for example: green, yellow, red)	M	Y		N/A	Available in various reporting options including Dashboard, SSRS, and Excel Cube reports
3	Ability to set parameters for auto-calculating performance colors	M	Y		N/A	SSRS, and Cube reports
4	Ability to establish financial and non-financial performance indicators	H	Y		N/A	SSRS, and Cube reports
5	Ability to interface with financial and non-financial data systems to minimize the need for manual input.	H	Y		N/A	Using integrated application interfaces
6	Ability to define, calculate, and display in graphical or tabular form all types of performance measures--input, output (workload), efficiency, effectiveness, and productivity.	H	Y		N/A	SSRS, and Cube reports
7	Ability to define different data frequencies (i.e. monthly, quarterly, calendar year, fiscal year), compare performance against previous performance periods, and see comparisons against budget, annual or period target, etc.	H	Y		N/A	SSRS, and Cube reports
8	Ability to define, calculate and report performance based on a user-defined cause and effect framework (logic model) with connections from "tactical" performance through to outcome-based performance as depicted in a Balanced Scorecard	M	Y		N/A	SSRS, and Cube reports
9	Ability to "drill down" through framework hierarchy to focus on specific performance elements	H	Y		N/A	
10	Ability to define, calculate, and report in a color coded format an aggregate group of performance measures using a user-defined weighting of importance or relevance	M	Y		N/A	SSRS, and Cube reports
11	Ability to define their "desktop" view or dashboard so that selected performance data and graphical elements can be viewed "at a glance"	M	Y		N/A	
12	Ability to define and manage performance elements that are reported internally and externally	H	Y		N/A	

Performance Measures

4.15 - Performance Measures Replace this text with the primary product name(s) which satisfy requirements.

Objective: To provide for a user-friendly, fully-automated, on-line, integrated, performance measurement module. Allowing for reporting and communication of City performance.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
13	Ability to input narrative providing a critical understanding for the internal and external audience including how a measure is calculated, how a target has been determined, and how performance is being benchmarked	H	Y		N/A	
14	Ability to display reports online or in print by either selecting from a menu of predetermined report formats or creating a user-defined report format	H	Y		N/A	
15	Ability to link to outside sources for additional information on performance (documents and applications)	M	Y		N/A	
16	Ability to send emails to performance owners/managers	M	Y		N/A	
17	Ability to set "alerts" for when performance is not meeting user-defined expectations	M	Y		N/A	SSRS subscriptions
18	Ability to conduct "what if" analysis with existing performance data	M	Y		N/A	Where applicable
19	Ability to cut and paste graphs and tables into emails, Word, PowerPoint, etc.	M	Y		N/A	
20	Ability to specifically: define access rights, delegate administration rights, and restrict/grant user rights.	H	Y		N/A	
21	Ability to have easy access to user help/how to information and instructions	H	Y		N/A	
22	Ability to develop tables to accommodate input of performance measures (e.g., transactions per, number of staff/customer, etc.).	H	Y		N/A	Customers build out data stored in tables; not the tables themselves
23	Ability to have a user-friendly process to create and update performance measures, including potential data mining of other systems	H	Y		N/A	
24	Ability to input and display strategic objectives, linked to operational plans, linked to performance metrics (with annual and period targets) and input and report performance (financial and non-financial) against annual and period targets.	H	N		N/A	
25	Ability to associate performance indicators and metrics to chart of accounts segments.	M	Y		N/A	
26	Ability to inquire define, configure and maintain security related to inquiry rights on which users have access to view performance budget and actual information - at a metric by metric level.	H	Y		N/A	
27	Ability to adjust "period" performance targets at any point in time.	H	Y		N/A	
28	Ability to produce summary and detailed actual statistics related to established performance budgets.	H	Y		N/A	
29	Ability to provide budget to actual reporting, associated with both financial and non-financial performance metrics	H	Y		N/A	
30	Ability to generate dashboards	M	Y		N/A	

Priority

H - High | M - Medium | L - Low

Availability

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

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

4.16 - Project and Grant	GL / Project Ledger
--------------------------	---------------------

Objective: To provide a central data repository to track project and grant activity, provide the related information and perform required reporting.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	Project / Grant Set-Up					
2	Ability to create user-maintained master files for:	-			GL / Project Ledger	
3	Jobs / Activities	H	Y		GL / Project Ledger	
4	Projects	H	Y		GL / Project Ledger	
5	Sub-Projects	H	Y		GL / Project Ledger	
6	Grants	H	Y		GL / Project Ledger	
7	Ability to distinguish between grants, projects, and special projects	H	Y		GL / Project Ledger	
8	Ability to create project/grant master file, including:	-			GL / Project Ledger	
9	Department (responsible for the project or grant)	M	Y		GL / Project Ledger	
10	Related funder grant numbers (chart of accounts coding assigned by authorized users to be used to identify grants or projects)	H	Y		GL / Project Ledger	
11	Key dates (Commission approval date, start date, end date, extension date, date of last draw, final performance report)	H	Y		GL / Project Ledger	
12	Resolution # for Commission Approval	H	Y		GL / Project Ledger	
13	Grant name (program title)	H	Y		GL / Project Ledger	
14	Descriptions / Comments	H	Y		GL / Project Ledger	
15	Grant number / project number (possibly two different alpha-numeric schemes)	H	Y		GL / Project Ledger	
16	Grant source (who is providing the grant) including contact information	H	Y		GL / Project Ledger	
17	Grantor / grantee flag	H	Y		GL / Project Ledger	
18	Grant number assigned by grantor, if applicable	H	Y		GL / Project Ledger	
19	Passed through to sub-grantee?	M	Y		GL / Project Ledger	
20	Sub-grantee number, if applicable	M	Y		GL / Project Ledger	
21	Contract number(s) for projects or grants--could have multiple contracts for each	M	Y		GL / Project Ledger	
22	Resolution number (s) for project or grants - could have multiple ordinances for each including ordinances for extensions	H	Y		GL / Project Ledger	
23	Catalogs of Federal Domestic Assistance (CFDA) and State Funding Assistance number, if applicable	H	Y		GL / Project Ledger	

City of Hollywood, FL - RFP 4542-17-PB ERP System Selection
Project and Grant

CONFIDENTIAL

4.16 - Project and Grant			GL / Project Ledger			
<i>Objective: To provide a central data repository to track project and grant activity, provide the related information and perform required reporting.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
24	Funding source (who is providing the funding for the project)	H	Y		GL / Project Ledger	
25	Amendment (dates, dollars, activity being amended) and allows for multiple amendments	H	Y		GL / Project Ledger	
26	Vendor(s) name	M	Y		GL / Project Ledger	
27	Detail on contractor (name, contact, address, certifications, Fed ID number, EEO)	M	Y		GL / Project Ledger	
28	Bid results, awards, note exceptions if applicable	M	Y		GL / Project Ledger	
29	Total grant / project budget amount	H	Y		GL / Project Ledger	
30	Administrative fees	H	Y		GL / Project Ledger	
31	Associated accounts	H	Y		GL / Project Ledger	WITH PROPER SETUP
32	Grant or project manager assigned with contact information from the Payroll / Personnel module for validation.	H	Y		GL / Project Ledger	
33	Project / grant type	H	Y		GL / Project Ledger	
34	Grant/project milestones	H	Y		GL / Project Ledger	VIA ALERTS
35	Relevant GL accounts	H	Y		GL / Project Ledger	
36	Retainage requirements	H	Y		GL / Project Ledger	
37	Grant/project ledgers	H	Y		GL / Project Ledger	
38	Accounting basis (e.g. cash vs. accrual)	H	Y		GL / Project Ledger	
39	Grant matching	H	Y		GL / Project Ledger	
40	Multiple other user defined fields	H	Y		GL / Project Ledger	
41	Track EEOC and Davis/Bacon information	H	Y		GL / Project Ledger	
42	Project/grant award date	H	Y		GL / Project Ledger	
43	Ability to automatically create a new account when creating a new grant by authorized user only.	H	Y		GL / Project Ledger	
44	Ability to automatically number the new account to correlate with the grant number.	M	Y		GL / Project Ledger	
45	Ability to configure and update a set of domains (e.g. social, political, economic) that describe the reason for the grant, in accordance with the City's goals.	M	Y		GL / Project Ledger	
46	Ability to configure and update up to three sub-domains for each domain.	M	Y		GL / Project Ledger	
47	Ability to mark a grant as belonging to one or multiple domains or sub-domains	M	Y		GL / Project Ledger	
48	Ability to set-up and manage the following types of grants:	-			GL / Project Ledger	
49	In-Kind Match	H	Y		GL / Project Ledger	
50	Federal	H	Y		GL / Project Ledger	
51	State	H	Y		GL / Project Ledger	
52	County	H	Y		GL / Project Ledger	
53	Foundation	H	Y		GL / Project Ledger	
54	Local match	H	Y		GL / Project Ledger	
55	Annual Fund Grant	H	Y		GL / Project Ledger	
56	Multi-Year Fund Grant	H	Y		GL / Project Ledger	

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

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

City of Hollywood, FL - RFP 4542-17-PB ERP System Selection
Project and Grant

CONFIDENTIAL

4.16 - Project and Grant				GL / Project Ledger		
<i>Objective: To provide a central data repository to track project and grant activity, provide the related information and perform required reporting.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
57	Ability to set-up and manage the following types of projects:	-			GL / Project Ledger	
58	CIP	H	Y		GL / Project Ledger	
59	Non-CIP (i.e. operating)	H	Y		GL / Project Ledger	
60	Other user defined types	H	Y		GL / Project Ledger	
61	Ability to require that federally funded grants (C.F.D.A. number) and state-funded grants must be identified at grant setup.	H	Y		GL / Project Ledger	
62	Ability to include revenue amounts and funding sources in project/grant master file. Funding is identified as:	-			GL / Project Ledger	
63	Internal Funds and Number/ID of Sources	H	Y		GL / Project Ledger	
64	Borrowed Funds (projects)/Advances	H	Y		GL / Project Ledger	
65	Donations/Gifts	H	Y		GL / Project Ledger	
66	Special Assessment	H	Y		GL / Project Ledger	
67	Reimbursable vs. non-reimbursable	H	Y		GL / Project Ledger	
68	Matching Funds	H	Y		GL / Project Ledger	
69	State	H	Y		GL / Project Ledger	
70	Federal	H	Y		GL / Project Ledger	
71	Bonds (projects)	H	Y		GL / Project Ledger	
72	Grant (state or federal)/Bond Revenues	H	Y		GL / Project Ledger	
73	Entitlement	H	Y		GL / Project Ledger	
74	Other	H	Y		GL / Project Ledger	
75	Ability to include the following expenditure amounts:	-			GL / Project Ledger	
76	Reimbursable vs. non-reimbursable	H	Y		GL / Project Ledger	
77	Matching expenditures	H	Y		GL / Project Ledger	
78	Ability to have multi-level project / grant roll up.	H	Y		GL / Project Ledger	
79	Ability to configure if project/grant can be negative at any roll-up level.	H	Y		GL / Project Ledger	
80	Ability to allow user-defined project number assignment and disallow duplicates.	H	Y		GL / Project Ledger	
81	Ability to create project / grant cycles that are different than the financial fiscal year.	H	Y		GL / Project Ledger	
82	Ability to accurately account for multiple revenue sources for a project.	H	Y		GL / Project Ledger	
83	Ability to enter, maintain and track non-capital projects (ongoing projects funded out of budget, e.g., road resurfacing).	H	Y		GL / Project Ledger	
84	Pre-Award Grant Activities					
85	Ability to create and track grant applications, including:	-			GL / Project Ledger	
86	Status (i.e. various statuses during the grant application process plus active, inactive and closed)	H	Y		GL / Project Ledger	
87	Expected / Pending Timing	H	Y		GL / Project Ledger	
88	Funding Request (at any level of detail or summary)	H	Y		GL / Project Ledger	
89	Internal Funding Requirements (i.e. admin) and matching requirements	H	Y		GL / Project Ledger	
90	Account coding	H	Y		GL / Project Ledger	
91	City Commission approval if match is required	H	Y		GL / Project Ledger	
92	Workflow can be configured to be dependent upon grant account.	M	Y		GL / Project Ledger	

4.16 - Project and Grant			GL / Project Ledger			
Objective: To provide a central data repository to track project and grant activity, provide the related information and perform required reporting.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
93	Ability to report on contract / request for legislation status for pending projects prior to award.	M	Y		GL / Project Ledger	
94	Ability to accept supporting documentation online.	H	Y		GL / Project Ledger	
95	Ability to track grant award information.	H	Y		GL / Project Ledger	
96	Ability to automatically notify relevant departments when grant is awarded.	H	Y		GL / Project Ledger	
97	Project / Grant Budgeting					
98	Ability to capture labor hours by project/grant and link to payroll system.	H	Y		GL / Project Ledger	
99	Ability to designate funds as multi-year or annually appropriated with separate closing procedures.	H	Y		GL / Project Ledger	
100	Ability to automatically generate a budget appropriation for grants based upon a set of user defined rules (like grant request information).	M	Y		GL / Project Ledger	
101	Ability to automatically carry over projects between fiscal years, unless tagged as closed.	H	Y		GL / Project Ledger	
102	Ability to accommodate multiple funding sources for a Capital Project and/or grant – each is established with a separate budget.	H	Y		GL / Project Ledger	
103	Ability to view the rolled-up total of all funding sources for a capital project and/	H	Y		GL / Project Ledger	
104	Ability to allow for multiple contracts to be set up for a capital project.	H	Y		GL / Project Ledger	
105	Ability for contracts associated with grants to track the "Grant End Date" and prevent expenditures after end of the grant.	H	Y		GL / Project Ledger	
106	Ability to notify designated staff (by grant/project) a defined number of days prior to expiration.	H	Y		GL / Project Ledger	
107	Ability to assist with contract development by summarizing actual costs incurred for prior similar projects.	M	Y		GL / Project Ledger	
108	Ability to forecast hours/fees required to complete the project based on remaining activities from project budget.	M	Y		GL / Project Ledger	
109	Ability for grant budget requests to be established and include multiple detailed line item information for each account; details should include:	-			GL / Project Ledger	
110	Description	H	Y		GL / Project Ledger	
111	Vendor	H	Y		GL / Project Ledger	
112	Item cost	H	Y		GL / Project Ledger	
113	Others	H	Y		GL / Project Ledger	
114	Ability to enter and maintain time-phased budgets for a project, including multi-year projects.	H	Y		GL / Project Ledger	
115	Ability to support entry and provisioning of project cost estimates prior to approval of the project budget.	L	Y		GL / Project Ledger	
116	Ability to provide drill down capabilities on budgets, cost estimates, actual.	H	Y		GL / Project Ledger	
117	Ability to specify multiple funds / bonds as sources of funding for a project, including the percentage of funding from each source.	H	Y		GL / Project Ledger	
118	Ability to provide an appropriations history for each project.	H	Y		GL / Project Ledger	

4.16 - Project and Grant		GL / Project Ledger				
<i>Objective: To provide a central data repository to track project and grant activity, provide the related information and perform required reporting.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
119	Ability to search for detail on any of the fields available in the Project / Grant module (e.g. project or grant number, document number, journal number, date, etc.).	H	Y		GL / Project Ledger	
120	Project / Grant Ledgers					
121	Ability to associate a grant / project number with a financial transaction even after it has posted.	H	Y		GL / Project Ledger	
122	Ability to track grant expenditures on a particular grant activity to monitor such that it does not reach the maximum amount.	H	Y		GL / Project Ledger	
123	Ability to apply expenditures to projects/grants and report against revenue sources or encumbrances from inception-to-date.	H	Y		GL / Project Ledger	
124	Project / Grant Activity		Y			
125	Ability during data entry, that if a certain type of transaction is coded to a particular fund, the user is required to enter a Grant/Project number on the transaction. A transaction may relate to Multiple Projects/Grants.	M	Y		GL / Project Ledger	
126	System provides an executive level dashboard to track real-time status of project / grant activity with graphical representation of information through charts.	M	Y		GL / Project Ledger	
127	Ability to prioritize grant draw-downs (e.g., spend Grant C before Grant A)?	H	Y		GL / Project Ledger	
128	Ability to provide work flow support for items pending review or approval - e.g., purchase orders awaiting approval or contracts awaiting Commission authorization.	H	Y		GL / Project Ledger	
129	Ability to configure value-based thresholds that trigger an alert that supporting documentation is required when posting transactions to a project/grant.	H	Y		GL / Project Ledger	
130	Ability to enter unlimited notes about a project.	M	Y		GL / Project Ledger	
131	Ability to track Funder's Direct Payments to vendors for a project.	H	Y		GL / Project Ledger	
132	Ability to designate funds as restricted.	H	Y		GL / Project Ledger	
133	Ability for donations and contributions to be tied to the receipting system that would allow a user to code the receipt to the appropriate department / org.	H	Y		GL / Project Ledger	
134	Ability to provide features to reclassify project / grant activity by journalizing, in order to allocate administrative costs based upon user defined selection criteria.	H	Y		GL / Project Ledger	
135	Ability to transfer costs between and across projects and tasks.	H	Y		GL / Project Ledger	
136	Ability to accommodate subsequent contract change orders to update dollar amounts and durations.	H	Y		GL / Project Ledger	
137	Ability to track key information for all grants / projects.	H	Y		GL / Project Ledger	
138	Ability to split any transaction by percent or flat amount (purchase order, labor, inventory, equipment use, etc.) to one or more projects/grants.	H	Y		GL / Project Ledger	

4.16 - Project and Grant				GL / Project Ledger		
<i>Objective: To provide a central data repository to track project and grant activity, provide the related information and perform required reporting.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
139	Ability to configure pre-defined transaction split "templates" for each project/grant with the ability to override.	M	Y		GL / Project Ledger	
140	Ability to automatically allocate prorated employee benefit costs to grants based on hours worked.	H	Y		GL / Project Ledger	
141	Ability to define specific employee benefit types that can be allocated to each grant.	H	Y		GL / Project Ledger	
142	Project Costing					
143	Ability to calculate variances from budget and reports to Project Managers monthly.	H	Y		GL / Project Ledger	
144	Ability to compute unencumbered balance and unexpended balance by fund using total project estimate.	H	Y		GL / Project Ledger	
145	Ability to allow expenditures directly to multiple funding sources with the ability to track to a single project.	H	Y		GL / Project Ledger	
146	Ability to provide real-time project cost data with drill down capabilities for all project module fields.	H	Y		GL / Project Ledger	
147	Ability for automatic notification of cost overruns with the capability to disengage the notification with proper authorization.	H	Y		GL / Project Ledger	
148	Ability to recognize expenditures on the project cost accounting side when the work is performed and not necessarily when the bill is received or when the payroll process is run. This provides the ability to spot problem areas on a daily basis.	H	Y		GL / Project Ledger	
149	Ability to support the following allocation methodologies via a user-defined location (using the approved chart of accounts):	-			GL / Project Ledger	
150	Direct	M	Y		GL / Project Ledger	
151	Percentage of labor or direct costs ("burdening")	M	Y		GL / Project Ledger	
152	Indirect costs	M	Y		GL / Project Ledger	
153	Incidental	M	Y		GL / Project Ledger	
154	Number of employee hours by job class	M	Y		GL / Project Ledger	
155	Number of employees	M	Y		GL / Project Ledger	
156	Using both current and historical amounts	M	Y		GL / Project Ledger	
157	Ability to provide system generated allocations that are offsetting entries that automatically use coding maintained by authorized users in an allocation table (e.g., time reimbursement).	M	Y		GL / Project Ledger	
158	Ability of the system to automatically generate multiple journal entries from a single journal entry by using an allocation table.	M	Y		GL / Project Ledger	
159	Ability to specify the calculation for allocation of expenses (e.g. allocation of rent on square footage).	M	N		GL / Project Ledger	
160	Ability to make both inter-department, intra-department, inter-fund and intra-fund allocations.	M	Y		GL / Project Ledger	
161	Ability to change the allocation formula without affecting prior allocations.	M	Y		GL / Project Ledger	
162	Ability to provide an activity-based costing system.	H	Y		GL / Project Ledger	

4.16 - Project and Grant			GL / Project Ledger			
<i>Objective: To provide a central data repository to track project and grant activity, provide the related information and perform required reporting.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
163	Ability to allow standard overhead rates to be applied to a project.	M	Y		GL / Project Ledger	
164	Ability to accommodate and track interfund / account transfers.	M	Y		GL / Project Ledger	
165	Ability to track costs/revenues for sub-projects. Allows "roll-up" of sub-projects into major project and report on sub-project or entire project activities.	H	Y		GL / Project Ledger	
166	Ability to track equipment usage on a project (for instance, emergency vehicle daily time on a FEMA project).	H	Y		GL / Project Ledger	
167	Grant Tracking					
168	Ability to transfer grant activity between grants.	H	Y		GL / Project Ledger	
169	Ability to track key grant information (grant source, key dates, related allowable expenses, descriptions, etc.).	H	Y		GL / Project Ledger	
170	Ability to add Program Income (money made for the purpose of the grant) to a grant.	H	Y		GL / Project Ledger	
171	Ability to track the amount of Program Income associated with a grant.	H	Y		GL / Project Ledger	
172	Ability to prioritize draw-down type within a grant (e.g., spend Program Income before original grant award).	H	Y		GL / Project Ledger	
173	Ability to notify designated staff (by grant/project) a defined number of days prior deadline for report grant reporting submission.	H	Y		GL / Project Ledger	
174	Ability to electronically notify or report on grant completion dates.	H	Y		GL / Project Ledger	
175	Ability to track and report on non-financial performance measures (e.g. number of students that were educated in DARE) against a grant or sub-activity within a grant or project .	H	Y		GL / Project Ledger	
176	Ability to accumulate and report on project / grant personnel costs by person by day.	H	Y		GL / Project Ledger	
177	Ability to establish system wide grant rules that may disallow the charging of expenditure to grants that have a closed or inactive status.	H	Y		GL / Project Ledger	
178	Ability to accumulate and report on project / grant equipment costs by establishing equipment rate schedules (this is a non-cash transaction--just an allocation to the proper project / grant coding).	H	Y		GL / Project Ledger	
179	Ability to accumulate and report on project / grant materials out-of-stock costs (this is a non-cash transaction--just an allocation to the proper project / grant coding).	M	Y		GL / Project Ledger	
180	Ability to, for continuing grants, be able to accumulate grant activity costs to a holding area – until the new continuation grant is awarded.	M	Y		GL / Project Ledger	
181	Prohibit users from changing the grant number coding after the transactions are posted.	H	Y		GL / Project Ledger	
182	Ability to track primary and secondary grantees.	L	Y		GL / Project Ledger	
183	Ability to allow for splits into different grant accounts on the receipt side.	H	Y		GL / Project Ledger	
184	Grant Reimbursements					

4.16 - Project and Grant			GL / Project Ledger			
Objective: To provide a central data repository to track project and grant activity, provide the related information and perform required reporting.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
185	Ability to create a billing / receivable for grant activity billed to funder based upon a user defined set of accumulated grant expenditures. Need ability to generate 1098 and 1099 Reporting to IRS.	H	Y		GL / Project Ledger	
186	Ability to match grant receipts / ACH's to a grant.	H	Y		GL / Project Ledger	
187	Ability to configure a grant reimbursement request workflow.	H	Y		GL / Project Ledger	
188	Single Audit					
189	Ability to track and report on state and CFDA numbers for each grant / by department.	H	Y		GL / Project Ledger	
190	Ability to identify which grants are Federal, state or local.	H	Y		GL / Project Ledger	
191	Ability for grant reporting to be accessible by departments and configure multiple access levels by user.	H	Y		GL / Project Ledger	
192	Project / Grant Close					
193	Ability to inactivate a grant/project.	H	Y		GL / Project Ledger	
194	Prior to closing a grant or project, have the ability to check for open or pending items (i.e. if the grant or project is identified on an open encumbrance, un-related project, un-related grant, unpaid payment document, etc.), prompt the user about whether or not this project or grant should be closed.	H	Y		GL / Project Ledger	
195	Ability to hold a grant open after the grant term – to accumulate grant costs & accommodate end of grant corrections and reclassifications.	H	Y		GL / Project Ledger	
196	Interfaces / Integration					
197	Ability to associate a grant / project number with the transaction, for all source transactions (including: requisitions, purchase orders, vouchers, invoices, contracts, cash receipts, work orders, general ledger transactions) to or from other modules within the system using the proper chart of account codes	M	Y		GL / Project Ledger	WHERE APPLICABLE
198	Ability to associate multiple grant / project numbers for all source transactions (including: requisitions, purchase orders, vouchers, invoices, contracts, cash receipts, work orders, general ledger transactions) to or from other modules within the system using the proper chart of account codes	M	Y		GL / Project Ledger	
199	Ability to associate a contract with a grant or project.	H	Y		GL / Project Ledger	
200	Ability to prevent a requisition or purchase order from being associated with a project/grant based on fields in the vendor file for the related vendor. (For example, if a grant requires all purchases to be from a minority-owned business, the system should prevent a purchase of items from vendors not meeting that criteria.)	H	N		GL / Project Ledger	Can be restricted by user or via association with GL account.
201	Ability to have a chart of account code that will, upon payroll posting, charge the identified project or grant as instructed by this "code" (this information originates in the payroll module, passes through the project/grant module, and eventually ends up posting in the G/L).	H	Y		GL / Project Ledger	

4.16 - Project and Grant		GL / Project Ledger				
<i>Objective: To provide a central data repository to track project and grant activity, provide the related information and perform required reporting.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
202	Ability for the grant award to prompt the appropriate classification of labor distribution in position control systems in the Payroll module.	H	Y		GL / Project Ledger	
203	Ability to integrate to the Payroll module for labor cost distribution - spreading employee costs to project costs based on allocation of actual hours worked .	H	Y		GL / Project Ledger	
204	Ability to require inspections to be completed on contractor work before contractor invoices are passed to Accounts Payable for payment.	H	N		GL / Project Ledger	

Purchasing

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

4.17 - Purchasing	Purchasing / Bid Management
-------------------	-----------------------------

Objective: To coordinate purchase orders, vendor information, and performance throughout all departments, as well as to better manage cash flow and budgetary compliance.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	System Requirements					
2	Ability to support a requisition and purchase order process that includes the following capabilities:	-			Purchasing / Bid Management	
3	Input and store quantity, price and description	H	Y		Purchasing / Bid Management	
4	Calculate and extend price	H	Y		Purchasing / Bid Management	
5	Calculate total price	H	Y		Purchasing / Bid Management	
6	Retrieve vendor information automatically	H	Y		Purchasing / Bid Management	
7	Hold purchase order pending issuance	H	Y		Purchasing / Bid Management	
8	Report unissued purchase orders	H	Y		Purchasing / Bid Management	
9	Support cancellation of unissued purchase orders	H	Y		Purchasing / Bid Management	
10	Print purchase orders	H	Y		Purchasing / Bid Management	
11	Fax and/or email purchase orders	H	Y		Purchasing / Bid Management	
12	Must support the NIGP taxonomy (3 digit class, 5 digit class-item, 7 digit class-item-group)	H	Y		Purchasing / Bid Management	
13	Ability to search for POs and Requisitions by any field.	H	Y		Purchasing / Bid Management	
14	Ability to maintain a Terms and Condition database.	H	Y		Purchasing / Bid Management	
15	Must support three-way matching of documents.(P.O., Receiving & Invoice).	H	Y		Purchasing / Bid Management	
16	Ability to attach electronic documents to transactions and route them with the transaction through the approval process.	H	Y		Purchasing / Bid Management	
17	Ability to be notified when staff are terminated, in order to cancel p-cards.	M	Y		Purchasing / Bid Management	
18	Ability to process procurement card transactions.	H	Y		Purchasing / Bid Management	
19	Ability to integrate to the Budget module to perform budget checking at the pre-encumbrance stage.	H	Y		Purchasing / Bid Management	
20	Ability to integrate to the Budget module to perform budget checking and approval workflow at the encumbrance stage.	H	Y		Purchasing / Bid Management	
21	Vendor Record					
22	Ability to create and maintain comprehensive centralized active and inactive vendor master file with the following information:	-			Purchasing / Bid Management	

Purchasing

4.17 - Purchasing		Purchasing / Bid Management				
Objective: To coordinate purchase orders, vendor information, and performance throughout all departments, as well as to better manage cash flow and budgetary compliance.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
23	Company Name	H	Y		Purchasing / Bid Management	
24	d.b.a.(doing business as) name (Searchable on both)	H	Y		Purchasing / Bid Management	
25	Tracks name changes/documents remain valid after name change.	H	Y		Purchasing / Bid Management	
26	Multiple Contact Names	H	Y		Purchasing / Bid Management	
27	Phone Number(s) and Types (Business/Cell/Etc.) table. Link to multiple addresses.	H	Y		Purchasing / Bid Management	
28	Email Addresses	H	Y		Purchasing / Bid Management	
29	Multiple Payment Remit and Order Names and Addresses.	H	Y		Purchasing / Bid Management	
30	Addresses (Ability to deactivate addresses as of a certain date.)	H	N		Purchasing / Bid Management	
31	Ownership Status (Minority Owned, Women Owner, local registered vendor, green preference, etc.) - with multiple designations possible	M	Y		Purchasing / Bid Management	
32	Ownership Type (Corp, Partnership, Non-Profit, etc.)	H	Y		Purchasing / Bid Management	
33	Tax ID Number / Verification per W9)	H	Y		Purchasing / Bid Management	
34	Vendor Number	H	Y		Purchasing / Bid Management	
35	Payment Terms Code w/table and customizing possible (i.e. "X" % "Y" Days early, "Z" days late) Can be overridden in Accounts Payable, by authorized users at payment time.	M	Y		Purchasing / Bid Management	Any customizations to the software require modification costs.
36	Debarment Status	H	Y		Purchasing / Bid Management	
37	1099 Code	H	Y		Purchasing / Bid Management	
38	Ability for a vendor to update certain information fields (such as address or e-mail address) via a vendor self-service portal.	M	Y		Purchasing / Bid Management	
39	Ability to freeze/inactivate a vendor and restrict transactions for a stated period of time.	H	Y		Purchasing / Bid Management	
40	Ability to classify one-time vendors, with their own numbering scheme and maintain historical data archive.	M	Y		Purchasing / Bid Management	
41	Ability to combine multiple "one-time vendors" to a single standard vendor and include transaction history.	M	Y		Purchasing / Bid Management	
42	Ability to support tracking of Vendor Performance data based upon receiving data and custom comment fields.	H	Y		Purchasing / Bid Management	
43	System provides functionality to warn/prevent a potential duplicate vendor during creation based on address, TIN, etc.	H	Y		Purchasing / Bid Management	
44	Ability to combine multiple vendor records - and maintains the history.	H	Y		Purchasing / Bid Management	
45	Ability to flag user defined fields based on vendor performance.	M	N		Purchasing / Bid Management	
46	Ability to maintain an audit log on historical changes to the vendor file.	H	Y		Purchasing / Bid Management	
47	Ability to provide history of vendor performance defined by user established weighted criteria, including:	-			Purchasing / Bid Management	
48	delivery commitments	M	Y		Purchasing / Bid Management	
49	condition of goods/quality of service.	M	Y		Purchasing / Bid Management	
50	partial deliveries/backorders.	M	Y		Purchasing / Bid Management	
51	invoicing accuracy.	M	Y		Purchasing / Bid Management	

Purchasing

4.17 - Purchasing		Purchasing / Bid Management				
Objective: To coordinate purchase orders, vendor information, and performance throughout all departments, as well as to better manage cash flow and budgetary compliance.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
52	Ability to accumulate vendor and bidder performance statistics for all vendors, such as:	-			Purchasing / Bid Management	
53	Number/Amount of Price Increases	M	Y		Purchasing / Bid Management	
54	Number of Out-of-Stocks	M	Y		Purchasing / Bid Management	
55	Number of Late Deliveries	M	Y		Purchasing / Bid Management	
56	Number of Returns	M	Y		Purchasing / Bid Management	
57	Number of Bids Submitted	M	Y		Purchasing / Bid Management	
58	Number of Bids Awarded	M	Y		Purchasing / Bid Management	
59	Dollar Amount of Bids	M	Y		Purchasing / Bid Management	
60	Comments on Performance	M	Y		Purchasing / Bid Management	
61	Track Bid Protests	M	Y		Purchasing / Bid Management	
62	Ability to debar vendors for defined number of days/years.	L	Y		Purchasing / Bid Management	
63	Ability to configure a maximum number of days/years in the system that a vendor can be debarred.	L	Y		Purchasing / Bid Management	
64	Ability to view each vendor's current active contracts.	H	Y		Purchasing / Bid Management	
65	Requisition Processing					
66	Ability to allow departments to enter their own requisitions online.	H	Y		Purchasing / Bid Management	
67	Ability to allow both system-generated numbers and user-defined numbers.	H	Y		Purchasing / Bid Management	
68	Ability to prevent duplicate document numbers.	H	Y		Purchasing / Bid Management	
69	Ability for requisition line item value to support up to \$999,999,999.99. (Please indicate the maximum in the comments column.)	H	Y		Purchasing / Bid Management	
70	Ability for requisition line item quantity to support up to 999,999.99 units. (Please indicate the maximum in the comments column.)	H	Y		Purchasing / Bid Management	
71	Ability to provide extended descriptions and include free form text for line items on requisitions and purchase orders with unlimited "text wrap" formatting.	H	Y		Purchasing / Bid Management	
72	Ability for requestor and all workflow approvers to view the status of the requisition, see where the request is in the process.	H	Y		Purchasing / Bid Management	
73	Ability to identify within the requisition, the accounting period(s) / fiscal year(s) that the requisition is associated with.	H	Y		Purchasing / Bid Management	
74	Ability, when creating a requisition and/or purchase order, to search for the appropriate commodity code related to the good / service being requested on a per line item basis.	M	Y		Purchasing / Bid Management	
75	Ability to have definable alias codes for common goods / services being requested.	M	Y		Purchasing / Bid Management	
76	Ability to save a draft requisition.	H	Y		Purchasing / Bid Management	
77	Ability to identify a requisition as "Urgent," with appropriate justification statement, as well as reporting and inquiry which identifies those requisitions.	H	Y		Purchasing / Bid Management	
78	Ability to configure an accelerated workflow for requisitions and purchase orders identified as urgent.	H	Y		Purchasing / Bid Management	

Purchasing

4.17 - Purchasing		Purchasing / Bid Management				
<i>Objective: To coordinate purchase orders, vendor information, and performance throughout all departments, as well as to better manage cash flow and budgetary compliance.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
79	All data codes, text and requisition information must transfer automatically from requisitions to PO - with the ability to then be edited by authorized users.	H	Y		Purchasing / Bid Management	
80	Ability to group requisitioned items by vendor or commodity code for volume purchase purposes.	M	Y		Purchasing / Bid Management	
81	Ability to validate proposed vendor on the requisition against existing online vendor file.	M	Y		Purchasing / Bid Management	
82	Ability to provide online, onscreen requisition and purchase order forms for centralized and decentralized entry.	H	Y		Purchasing / Bid Management	
83	Requisitions must pass budget check before proceeding. System provides override functions for authorized users with a required comment.	H	Y		Purchasing / Bid Management	
84	Ability to scale and control (depending on the Division) the number of approvals on electronic requisitions and vouchers based on threshold amounts.	H	Y		Purchasing / Bid Management	
85	Ability to have multiple line item transactions (up to 9,999 lines) on a single requisition. (Please note the maximum number of lines within the proposed solution in the comments field.)	H	Y		Purchasing / Bid Management	
86	Ability to allow copying of information from existing requisitions or P.O.'s allowing the user to specify if full line items details and descriptions should be transferred.	H	Y		Purchasing / Bid Management	
87	Ability to have automatic Buyer assignment by commodity code. Can be overridden by Supervisor(s).	M	Y		Purchasing / Bid Management	
88	Ability to allow for an unlimited number of line items (up to 9,999) on the Requisition or Purchase Order. (Please note the maximum number of lines within the proposed solution in the comments field.)	H	Y		Purchasing / Bid Management	
89	Ability to inquire, add, cancel, and delete Requisitions online.	H	Y		Purchasing / Bid Management	
90	Ability to require that requisitions must pass account code and budget check against operation and/or capital budgets prior to the forwarding of the requisition through the approval process.	H	Y		Purchasing / Bid Management	
91	Ability to consolidate purchase requests from various departments.	M	Y		Purchasing / Bid Management	
92	Ability to assign line items of requisitions to multiple purchase orders and to different vendors.	L	Y		Purchasing / Bid Management	
93	Ability to allocate requisition line items to multiple General Ledger accounts and project codes.	H	Y		Purchasing / Bid Management	
94	Ability to flag any open requisitions and/or pre-encumbrances that should not be closed/canceled/liquidated in a mass update at fiscal year end.	H	Y		Purchasing / Bid Management	
95	Pre-Encumbrance / Encumbrance Accounting					
96	Ability to assist in the year end close process and have the option to either roll Pre-Encumbrance / Encumbrances forward as a prior year document or close out.	H	Y		Purchasing / Bid Management	

Priority

H - High | M - Medium | L - Low

Availability

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

Purchasing

4.17 - Purchasing		Purchasing / Bid Management				
Objective: To coordinate purchase orders, vendor information, and performance throughout all departments, as well as to better manage cash flow and budgetary compliance.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
97	Ability to automatically pre-encumber requisitioned amounts upon approval.	H	Y		Purchasing / Bid Management	
98	Ability to change a pre-encumbrance to an encumbrance when a requisition is converted into a PTO.	H	Y		Purchasing / Bid Management	
99	Ability to query encumbrances and pre-encumbrances by any account.	H	Y		Purchasing / Bid Management	
100	Ability to link specific budgeted "line items" below the lowest segment of the chart of accounts to a requisition for budgetary purposes.	H	Y		Purchasing / Bid Management	DEPENDING ON ACCOUNT SETUP
101	Approval Processing					
102	Ability to provide highly configurable multi-level approval functionality for requisitions, purchase orders and change orders based on user defined criteria such as dollar amount, account number, percentage of dollar change, etc.	H	Y		Purchasing / Bid Management	
103	Ability for supporting comments/reason to be entered during each workflow approval step.	H	Y		Purchasing / Bid Management	
104	Ability to configure supplemental workflow steps for requisitions, purchase orders, and change orders that affect defined accounts.	H	Y		Purchasing / Bid Management	
105	Ability to configure a different approval workflow for all requisitions and purchase orders that are supported by grant funding.	H	Y		Purchasing / Bid Management	
106	Ability to require additional specific documentation/forms to be attached to the requisition based on the linked project/grant.	H	Y		Purchasing / Bid Management	ONLY VIA MANUAL REVIEW DURING APPROVAL
107	Ability to limit PO approval to only vendors who have submitted a W-9, but allowing authorized users to override.	M	Y		Purchasing / Bid Management	
108	Ability to establish predetermined authorization levels, for purchase transactions that span multiple departments.	H	Y		Purchasing / Bid Management	
109	Ability to define authorized requisition approvers by account.	H	Y		Purchasing / Bid Management	
110	System provides communication (including email notification) to requisitioner on status of their transaction throughout the approval cycle	H	Y		Purchasing / Bid Management	
111	Blanket Orders					
112	Ability to track and manage vendors specific to blanket orders.	H	Y		Purchasing / Bid Management	
113	Ability to track what commodity class codes are associated with each blanket order.	H	Y		Purchasing / Bid Management	
114	Ability to specify if a blanket purchase order is encumbered	M	Y		Purchasing / Bid Management	via contracts
115	Ability to prevent an encumbrance to be placed when a blanket purchase order is created through a simple check box / pull down menu interface.	M	Y		Purchasing / Bid Management	
116	Ability to establish notification limits (% of spend against Not to Exceed amount and/or X number of days in advance) of expiration.	H	Y		Purchasing / Bid Management	Only not to exceed on full PO value
117	Ability to establish a line item with price override (by authorized user) capability including the ability to establish a maximum price that can be entered.	H	Y		Purchasing / Bid Management	controlled via workflow

Priority

H - High | M - Medium | L - Low

Availability

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

Purchasing

4.17 - Purchasing		Purchasing / Bid Management				
Objective: To coordinate purchase orders, vendor information, and performance throughout all departments, as well as to better manage cash flow and budgetary compliance.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
118	Ability to display the total dollar amount of orders entered and approved to date for a specific blanket purchase order.	H	Y		Purchasing / Bid Management	
119	System should have the ability to easily distinguish from blanket and standard purchase orders by a different numbering system	H	Y		Purchasing / Bid Management	
120	Ability to copy from one blanket purchase order to another with the ability to edit any field or insert lines (such as 1.5, 2.5, etc.) on the newly created purchase order.	H	Y		Purchasing / Bid Management	VIA COPY REQ
121	Ability to allow for the following control parameters specific to blanket orders:	-			Purchasing / Bid Management	
122	Total cost not-to-exceed (i.e., maximum amount to spend)	H	Y		Purchasing / Bid Management	
123	Time period (start and end dates)	H	Y		Purchasing / Bid Management	
124	Estimated or specific quantities	H	Y		Purchasing / Bid Management	
125	Specific items	H	Y		Purchasing / Bid Management	
126	General category of items	H	Y		Purchasing / Bid Management	
127	Discount off of price list	H	Y		Purchasing / Bid Management	
128	Maximum mark-up%	H	Y		Purchasing / Bid Management	
129	Ability to close blanket purchase orders in mass based on user defined criteria	H	Y		Purchasing / Bid Management	
130	Ability to automatically reverse accounting and inventory transactions at cancellation of order. (I.e. if PO drawn from BPO is cancelled, reduce the quantity used on a BPO)	H	Y		Purchasing / Bid Management	
131	Blanket Releases					
132	Ability to create/edit a release (order) against a BPO where all information with the exception of the quantity, account code, bill to and ship to is coming from the BPO. Include ability to add/edit to description or addtl fields	M	Y		Purchasing / Bid Management	
133	Ability to create an encumbrance when releases against a BPO are approved.	M	Y		Purchasing / Bid Management	
134	Ability to prohibit creation of a release outside of the time period or that would result in exceeding the not to exceed amount.	H	Y		Purchasing / Bid Management	
135	Ability to track total dollars ordered upon approval of a blanket release and deduct from maximum dollar amount of items ordered.	H	Y		Purchasing / Bid Management	
136	Purchase Order Processing					
137	Requisition and purchase order process should include the following capabilities:	-			Purchasing / Bid Management	
138	Input and store quantity, price and description	H	Y		Purchasing / Bid Management	
139	Calculate and extend price	H	Y		Purchasing / Bid Management	
140	Calculate total price	H	Y		Purchasing / Bid Management	
141	Retrieve vendor information automatically	H	Y		Purchasing / Bid Management	
142	Hold purchase order pending issuance	H	Y		Purchasing / Bid Management	
143	Report unissued purchase orders	H	Y		Purchasing / Bid Management	
144	Support cancellation of unissued purchase orders	H	Y		Purchasing / Bid Management	

Availability

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

Priority

H - High | M - Medium | L - Low

Purchasing

4.17 - Purchasing		Purchasing / Bid Management				
<i>Objective: To coordinate purchase orders, vendor information, and performance throughout all departments, as well as to better manage cash flow and budgetary compliance.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
145	Print purchase orders	H	Y		Purchasing / Bid Management	
146	Ability to identify capitalized purchases for CAFR reporting.	M	Y		Purchasing / Bid Management	
147	Ability to automatically route purchases with certain commodity codes (e.g. tangible personal property) to authorized personnel to determine whether purchases should be capitalized.	M	Y		Purchasing / Bid Management	
148	Ability to release the pre-encumbrance and create an encumbrance when a requisition is converted to a purchase order.	H	Y		Purchasing / Bid Management	
149	Ability to auto-create a purchase order from a requisition document with all information carried over from the requisition document. All information, with proper approval and workflow, should be editable prior to issuance.	H	Y		Purchasing / Bid Management	
150	Ability to notify requisitioner when requisition is converted to a PO.	H	Y		Purchasing / Bid Management	
151	Ability to allow direct input of manual purchase orders without the need for a requisition as a source document (i.e. field purchase orders) with the ability to check the purchase orders against budget.	H	Y		Purchasing / Bid Management	
152	Ability to automatically retrieve purchase information by referencing purchase order or requisition number or requesting department name or other user defined criteria.	H	Y		Purchasing / Bid Management	
153	Ability to pull up specific account code or item when editing, and make appropriate adjustments.	H	Y		Purchasing / Bid Management	
154	Ability to view multiple line items / descriptions.	H	Y		Purchasing / Bid Management	
155	Ability to accept partial payments.	H	Y		Purchasing / Bid Management	
156	Ability to preview and edit P.O. on screen exactly as printed.	M	N		Purchasing / Bid Management	
157	Ability to save a draft PO.	H	Y		Purchasing / Bid Management	
158	Ability to enter default and customized comments on purchase orders and requisitions with full text editing features.	H	Y		Purchasing / Bid Management	
159	Ability to assign requisitions/purchase orders to a buyer, automatically, based on commodity code or requesting department, with an override ability.	H	Y		Purchasing / Bid Management	
160	Ability to route requisitions/PO's in a workflow to appropriate dept based on NIGP codes	H	Y		Purchasing / Bid Management	
161	Ability to automatically assign purchase order and requisition numbers.	H	Y		Purchasing / Bid Management	
162	Ability to allow for default information for shipping and payment to reduce data entry efforts during ordering.	H	Y		Purchasing / Bid Management	
163	Ability to "duplicate" line item information during data entry to save time.	H	Y		Purchasing / Bid Management	
164	Ability to allocate purchase order and requisition line items to multiple General Ledger accounts and project codes.	H	Y		Purchasing / Bid Management	
165	Ability to charge purchase order line items to multiple departments.	H	Y		Purchasing / Bid Management	
166	Ability to prevent duplicate purchase order numbers.	H	Y		Purchasing / Bid Management	
167	Ability to flag line items that are eligible for shipping charges when generating purchase order.	M	Y		Purchasing / Bid Management	

Priority

H - High | M - Medium | L - Low

Availability

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

Purchasing

4.17 - Purchasing	Purchasing / Bid Management
--------------------------	------------------------------------

Objective: To coordinate purchase orders, vendor information, and performance throughout all departments, as well as to better manage cash flow and budgetary compliance.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
168	Ability to allow authorized approvers to override either user specified or system-generated vendors and prices. Requisitioners are notified or have access to changes made to the requisition.	H	Y		Purchasing / Bid Management	
169	Ability to support electronic/Internet transfer of POs, including related attachments, to vendors.	H	Y		Purchasing / Bid Management	Via Tyler GoDocs in email or via Vendor Self Service with Tyler Content Manager
170	Ability to provide clear identification on PO amendments to be specified (what has changed, what revision number, dates, resolution, contract number, etc.).	H	Y		Purchasing / Bid Management	
171	Ability to print final contract and resolution language linked to each specific PO.	H	Y		Purchasing / Bid Management	
172	Ability to go into the PO and do a manual change of the particular line items with proper approval.	H	Y		Purchasing / Bid Management	
173	Ability to specify a delivery address in the PO.	H	Y		Purchasing / Bid Management	
174	Ability to specify a different delivery address for each line item in the PO.	M	Y		Purchasing / Bid Management	
175	Ability to limit selectable delivery locations by user/department/division.	L	Y		Purchasing / Bid Management	
176	Ability to allow authorized users to make price changes before the encumbered PO is printed/faxed/email.	H	Y		Purchasing / Bid Management	
177	Ability to maintain a status field on the purchase order to track its progress (workflow status).	H	Y		Purchasing / Bid Management	
178	Ability to automatically close POs after item receipt and final payment.	H	Y		Purchasing / Bid Management	
179	Ability to allow several requisitions to be consolidated into one purchase order and correctly tracks item quantities and accounting charges.	H	Y		Purchasing / Bid Management	
180	Ability to have separate Comment sections for INTERNAL ONLY and also TO PRINT ON PO. System clearly and easily distinguishes between internal comments and comments that must print on PO.	H	Y		Purchasing / Bid Management	
181	Ability to generate a cancellation list and have the ability to track all cancellations.	H	N		Purchasing / Bid Management	
182	Ability to provide a user friendly and easy cancellation process for PO's with multiple lines with proper authorization.	H	Y		Purchasing / Bid Management	
183	Ability to give the authorized user the option to cancel by each line individually or by all lines in a batch before encumbrance.	H	Y		Purchasing / Bid Management	
184	Ability to give authorized users the option to do a partial cancellation of a PO.	H	Y		Purchasing / Bid Management	
185	Ability to specify "Receive All Lines" in order to speed data entry.	H	Y		Purchasing / Bid Management	
186	Ability to record actual date when goods are received against blanket POs to set when the expense should be recorded (regardless when the invoice is received).	H	Y		Purchasing / Bid Management	

Purchasing

4.17 - Purchasing		Purchasing / Bid Management				
<i>Objective: To coordinate purchase orders, vendor information, and performance throughout all departments, as well as to better manage cash flow and budgetary compliance.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
187	Change Order Processing					
188	Ability to support electronic change orders to existing PO's, and accounts for the related pre-encumbrance and encumbrance as it is processed	H	Y		Purchasing / Bid Management	
189	Ability to give authorized users the option to go into the PO and do a manual change of the particular line items with proper approval that will be noted as a change order to the PO. Must be able to view and retain history and audit trail of all changes made.	H	Y		Purchasing / Bid Management	
190	Ability to provide an approval workflow for Change Orders.	H	Y		Purchasing / Bid Management	
191	Ability to automatically attach / designate the specific Purchase Order number on a Change Order (e.g. associating the PO number, not just a description).	H	Y		Purchasing / Bid Management	
192	Ability to issue a change to a PO either manually (make a change to an existing PO without a requisition) with clear identification on PO change orders specified (i.e., what has changed, what revision number, dates, etc.) and maintain a PO revision history.	H	Y		Purchasing / Bid Management	
193	Ability for all changes made to a purchase order to either manually or electronically generate a revision number. Each change must incrementally increase the revision number. Revisions/change orders to require comments.	H	Y		Purchasing / Bid Management	
194	Ability to provide detailed tracking of employees requesting change orders.	M	Y		Purchasing / Bid Management	
195	Ability to track personnel who authorized a change order.	H	Y		Purchasing / Bid Management	
196	Ability to provide authorized users the ability to add or remove funds from a PO.	H	Y		Purchasing / Bid Management	
197	Ability to add or remove lines from a PO.	H	Y		Purchasing / Bid Management	
198	Ability to cancel a PO.	H	Y		Purchasing / Bid Management	
199	Ability to liquidate PO as final step (different from a change order).	H	Y		Purchasing / Bid Management	
200	Return to Vendor					
201	Ability to allow for the recording of goods returned to the vendor.	M	Y		Purchasing / Bid Management	
202	Ability to track and record all Return Merchant Authorization (RMA) numbers.	M	Y		Purchasing / Bid Management	
203	Ability to track quantities of returns by vendor.	M	Y		Purchasing / Bid Management	
204	Ability to cancel outstanding orders.	H	Y		Purchasing / Bid Management	
205	Closing a purchase order automatically releases the related encumbrance.	H	Y		Purchasing / Bid Management	
206	Ability to automatically reverse accounting and inventory transactions at cancellation of order.	H	Y		Purchasing / Bid Management	
207	Purchase Order Inquiry					
208	Ability to search historical purchases by commodity code.	H	Y		Purchasing / Bid Management	

Purchasing

4.17 - Purchasing		Purchasing / Bid Management				
<i>Objective: To coordinate purchase orders, vendor information, and performance throughout all departments, as well as to better manage cash flow and budgetary compliance.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
209	Ability to use of NIGP codes within the procurement process. The system should have the ability to link and search on these codes to vendors, requisitions and purchase orders.	H	Y		Purchasing / Bid Management	
210	Ability to track purchases for multiple projects and grants.	H	Y		Purchasing / Bid Management	
211	Ability to track amounts paid and applied to individual line items on purchase orders.	H	Y		Purchasing / Bid Management	
212	Ability to drill down to all supporting transactions within the purchasing system.	H	Y		Purchasing / Bid Management	
213	Bid/Bid Processing					
214	Ability to automatically tabulate Request for Quotes (RFQ) and Invitation to Bids (ITB).	M	Y		Purchasing / Bid Management	The Munis Bid Solution currently only supports RFQs with options to include RFP types of questions and responses.
215	Ability to configure a workflow for staff to review supporting documentation relating to pre- and post-solicitation (for buyers to obtain approval for solicitation package prior to advertising and for buyers to be able to transmit the bid documents to departments and for the department to provide their recommendation regarding the bid).	M	Y		Purchasing / Bid Management	
216	Ability to maintain a bidder list showing names, addresses, contact, and commodity codes.	M	Y		Purchasing / Bid Management	
217	Ability to create Request for Quotes from Requisition(s).	M	Y		Purchasing / Bid Management	
218	Ability to post Bid and RFP documents and identify when they will be visible for outside users.	M	Y		Purchasing / Bid Management	
219	Ability to create and manage solicitation scoring (rating) sheets.	M	Y		Purchasing / Bid Management	
220	Ability to manage a reverse auction for vendors online (vendors bid online to have the lowest price).	M	Y		Purchasing / Bid Management	

Priority

H - High | M - Medium | L - Low

Availability

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

Time and Attendance

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

4.18 - Time and Attendance	Munis and ExecuTime
----------------------------	---------------------

Objective: To provide an automated system for tracking employees' hours.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
1	System Requirements					
2	Ability to easily transfer time that is planned as a schedule into time reported as worked, without rekeying, and only entering any differences between the planned and actual time worked.	H	Y		Munis and ExecuTime	
3	Ability to report on No-Shows for a given scheduled activity for employees and volunteers.	M	Y		Munis and ExecuTime	
4	Ability to easily identify, via warnings or visual identifiers, when workers are being scheduled for overtime.	H	Y		Munis and ExecuTime	
5	Ability to ensure compliance with federal and state labor laws, collective bargaining agreements, and organization policies.	H	Y		Munis and ExecuTime	
6	Ability to allow workers to log into a self-service website to request time off.	H	Y		Munis and ExecuTime	
7	Ability to allow an employee to create work scheduling preferences (set to 15 minute intervals) which can be used by creating the recommended schedule.	L	N		Munis and ExecuTime	
8	Ability for a supervisor to view worker scheduling preferences when manually assigning shifts.	L	Y		Munis and ExecuTime	
9	Ability to account for pre-scheduled absences in the schedule generation, such as vacations, sick, FMLA, and other time off.	H	Y		Munis and ExecuTime	
10	Ability to recommend qualified, available staff members to fill open shifts when unplanned absences occur.	H	Y		Munis and ExecuTime	
11	Ability for scheduled workers to log into a self-service web site and sign up or remove activities from their schedule with approval.	M	Y		Munis and ExecuTime	
12	Ability to identify employees who are eligible for overtime scheduling based on factors such as:	-			Munis and ExecuTime	
13	Last time offered overtime	H	Y		Munis and ExecuTime	
14	Seniority	H	N		Munis and ExecuTime	
15	Rank	H	N		Munis and ExecuTime	
16	Vacation	H	N		Munis and ExecuTime	
17	YTD overtime total	H	N		Munis and ExecuTime	

Time and Attendance

4.18 - Time and Attendance **Munis and ExecuTime**

Objective: To provide an automated system for tracking employees' hours.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
18	Ability to set up one-time activities and reoccurring activities in the system. This feature would include the number of workers need for the activity	H	Y		Munis and ExecuTime	
19	Automatically manages leave such as vacation requests, sick leave and other leave types through pre-configured rules that monitor the number of workers off at any given time.	H	N		Munis and ExecuTime	While requests can be restricted by various criteria, & all requests are graphically presented for easy approval or rejection based on number of workers off at any given time, this has been designed intentionally to not be too rigid through full automation to account for unexpected exceptions.
20	Ability to allow vacation requests to be approved and prioritized by seniority.	H	Y		Munis and ExecuTime	
21	Ability to allow workers to trade, drop, and pick-up shifts, through a posting bulletin board.	H	Y		Munis and ExecuTime	
22	Ability to allow workers to click a link in an email to confirm receipt of that schedule.	H	Y		Munis and ExecuTime	An employee can be notified of the shift opening & click the link from within the email or text notification so that they may pickup the shift, confirming their receipt of the schedule.
23	Ability to allow a supervisor to view which workers have viewed and confirmed receipt of their schedule.	H	Y		Munis and ExecuTime	An employee can be notified of the shift opening & click the link from within the email or text notification so that they may pickup the shift, confirming their receipt of the schedule.
24	Ability to allow workers to view published schedules online.	H	Y		Munis and ExecuTime	
25	Ability to create an automatic notification to workers when changes to a schedule occur.	H	Y		Munis and ExecuTime	
26	Ability to integrate with Outlook to send an e-mail when an employee is on vacation or out of the office for training, etc.	M	N		Munis and ExecuTime	
27	Ability to send bulk email within the application to workers in the system to all employees or by employee group.	H	Y		Munis and ExecuTime	Additional discussion may be required.
28	Ability to define schedules with varying lengths (e.g. 4 hours per day, 8 hours per day, etc.).	H	Y		Munis and ExecuTime	
29	Ability to create and view schedules in the future.	H	Y		Munis and ExecuTime	
30	Ability to allow for scheduling of shift patterns to be automatically repeated, or rolled forward to future weeks automatically.	H	Y		Munis and ExecuTime	
31	Ability to create schedule patterns that can repeat at any user defined intervals, e.g. 27-day cycles.	H	Y		Munis and ExecuTime	

Priority

H - High | M - Medium | L - Low

Availability

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

Time and Attendance

4.18 - Time and Attendance **Munis and ExecuTime**

Objective: To provide an automated system for tracking employees' hours.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
32	Ability for a payroll administrator or manager/supervisor to enter or create schedules and/or hours for employees.	H	Y		Munis and ExecuTime	
33	Ability to create schedule groups, and assign employees to those schedule groups. Assignment must be made through the user interface, or through integration with employee system of record.	H	Y		Munis and ExecuTime	
34	Ability to allow for schedules of all employees within a scheduling group to be changed by editing the group schedule.	H	Y		Munis and ExecuTime	
35	Ability to allow for the schedules of employees within a scheduling group to be individually edited without changing the schedules of other employees in the scheduling group.	H	Y		Munis and ExecuTime	
36	Ability to provide for a shift for an individual employee within a schedule group to be modified for a temporary assignment without affecting the group schedule or the employee rotation.	H	Y		Munis and ExecuTime	
37	Ability to view online, an employee's complete work and schedule history.	H	Y		Munis and ExecuTime	
38	Ability to accommodate unlimited schedule changes and adjustments on demand.	H	Y		Munis and ExecuTime	
39	Ability to create an unlimited number of user-defined shifts.	H	Y		Munis and ExecuTime	
40	Ability to define shift start and stop times using a 12-hour or 24-hour clock.	M	Y		Munis and ExecuTime	24 hour clock available in ExecuTime
41	Ability to accommodate multiple shift start and stop times	H	Y		Munis and ExecuTime	
42	Ability to define split shift rotations.	H	Y		Munis and ExecuTime	
43	Ability to attach employees to shifts at any point in the rotation.	H	Y		Munis and ExecuTime	
44	Ability to schedule shifts that cross multiple days (e.g. start at 6:00 p.m. on day one and complete at 2:00 a.m. on day two).	H	Y		Munis and ExecuTime	
45	Ability to import employee work-schedule information from an external labor scheduling system.	M	Y		Munis and ExecuTime	
46	Ability to schedule employees to a particular location and job.	H	Y		Munis and ExecuTime	
47	Ability to schedule transfers to other departments, as well as to automatically assign a higher rate of pay when that transfer is worked if approved.	H	Y		Munis and ExecuTime	
48	Ability to schedule transfers to an alternative work rule or pay policy.	H	N		Munis and ExecuTime	
49	Ability to schedule meals and breaks, as well as start and end times.	H	Y		Munis and ExecuTime	
50	Ability to create "templates" of the most commonly used shifts so that these can be assigned easily to employees or groups of employees.	H	Y		Munis and ExecuTime	
51	Ability to manage staffing workload of employees needed for each department or job by shift.	H	Y		Munis and ExecuTime	
52	Ability to define scheduling policy and flag any schedules that do not comply with City policy.	M	Y		Munis and ExecuTime	Additional discussion may be required.
53	Ability to track employee scheduling preferences and availability.	H	Y		Munis and ExecuTime	
54	Ability to track employee seniority by job to use in call-in or priority scheduling processes.	H	Y		Munis and ExecuTime	

Priority

H - High | M - Medium | L - Low

Availability

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

Time and Attendance

4.18 - Time and Attendance		Munis and ExecuTime				
Objective: To provide an automated system for tracking employees' hours.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
55	Ability to include scheduling metrics such as scheduling effectiveness, actual vs. scheduled hours, and coverage percentage, and display these graphically.	M	N		Munis and ExecuTime	
56	Ability to assess coverage to determine over and understaffing.	H	Y		Munis and ExecuTime	
57	Ability to fill open shifts automatically, using user-defined priority rules.	M	Y		Munis and ExecuTime	Limited human intervention may be required to ensure accurate assignments basd on business rules.
58	Ability to schedule workers based on skills, shift, etc.	H	Y		Munis and ExecuTime	
59	Ability to set work schedules by worker or job class.	H	Y		Munis and ExecuTime	
60	Ability to create time schedules by pay groups.	M	Y		Munis and ExecuTime	
61	Ability to create a different hours code for each natural disaster where City does work that is FEMA reimbursable.	H	Y		Munis and ExecuTime	
62	Ability to track the daily manpower count for units within a department (for instance, the firefighters working at a given point in time).	H	Y		Munis and ExecuTime	
63	Scheduling					
64	Ability for a supervisor to view worker scheduling preferences when manually assigning shifts.	M	N		Munis and ExecuTime	
65	Ability to alert Payroll, HR and/or Manager for absences that require follow-up	M	N		Munis and ExecuTime	
66	Ability to allow an employee to create work scheduling preferences (set to 15 minute intervals) which can be used by creating the recommended schedule.	M	N		Munis and ExecuTime	
67	Ability to allow vacation requests to be approved and prioritized by seniority.	M	N		Munis and ExecuTime	
68	Ability to allow vacation requests to be sorted and prioritized by seniority and request date.	M	Y		Munis and ExecuTime	By request date, not seniority
69	Ability to allow workers to log into a self-service website to request time off.	M	Y		Munis and ExecuTime	
70	Ability to allow workers to log into a self-service website to see their vacation/sick/other balances and request time off.	M	Y		Munis and ExecuTime	
71	Ability to assess coverage to determine over and understaffing.	H	Y		Munis and ExecuTime	
72	Ability to assign employees to shifts at any point in the schedule.	H	Y		Munis and ExecuTime	
73	Ability to attach employees to shifts at any point in the rotation.	H	Y		Munis and ExecuTime	
74	Ability to automatically apply schedule quality rules, such as minimums and maximums per employee, per day, per period.	H	Y		Munis and ExecuTime	
75	Ability to configure the system to be in compliance with federal and state labor laws, collective bargaining agreements, and organization policies.	H	Y		Munis and ExecuTime	
76	Ability to create a different hours code for each natural disaster where City does work that is FEMA reimbursable.	H	Y		Munis and ExecuTime	
77	Ability to create an unlimited number user-defined schedules.	M	Y		Munis and ExecuTime	
78	Ability to create and view schedules in the future.	M	Y		Munis and ExecuTime	

Time and Attendance

4.18 - Time and Attendance		Munis and ExecuTime				
<i>Objective: To provide an automated system for tracking employees' hours.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
79	Ability to create time schedules by pay groups.	M	Y		Munis and ExecuTime	
80	Ability to enforce real-time leave balances and usage rules for scheduling absences.	M	Y		Munis and ExecuTime	
81	Ability to ensure compliance with federal and state labor laws, collective bargaining agreements, and organization policies.	H	Y		Munis and ExecuTime	
82	Ability to enter actual time worked regardless of existing scheduled hours.	M	Y		Munis and ExecuTime	
83	Ability to fill open shifts automatically, using user-defined priority rules.	M	Y		Munis and ExecuTime	
84	Ability to have a notification for approver that indicates which staff have entered hours short of or over their scheduled hours, based on a defined tolerance level.	M	N		Munis and ExecuTime	
85	Ability to highlight open shifts that require coverage.	H	Y		Munis and ExecuTime	
86	Ability to identify employees who are eligible for overtime scheduling based on factors such as last time offered overtime, seniority, rank, and vacation.	H	N		Munis and ExecuTime	
87	Ability to integrate with Outlook to send an e-mail when an employee is on vacation or out of the office for training, etc.	H	N		Munis and ExecuTime	
88	Ability to manage staffing workload of employees needed for each department or job by shift.	H	Y		Munis and ExecuTime	
89	Ability to not accept leave time in excess of accruals (or, if needed, to provide a warning rather than a hard-stop).	H	Y		Munis and ExecuTime	
90	Ability to provide a stand by list once the primary list is at full capacity for an activity.	H	N		Munis and ExecuTime	
91	Ability to provide for a shift for an individual employee within a schedule group to be modified for a temporary assignment without affecting the group schedule or the employee rotation.	H	Y		Munis and ExecuTime	
92	Ability to recommend qualified, available staff members to fill open shifts when unplanned absences occur.	H	Y		Munis and ExecuTime	
93	Ability to recommended qualified, available staff members to fill open shifts when unplanned absences occur.	H	Y		Munis and ExecuTime	
94	Ability to report on No-Shows for a given scheduled activity for employees and volunteers.	H	N		Munis and ExecuTime	
95	Ability to schedule meals and breaks, as well as start and end times.	M	Y		Munis and ExecuTime	
96	Ability to schedule transfers to an alternative work rule or pay policy.	M	Y		Munis and ExecuTime	
97	Ability to schedule transfers to other departments, as well as to automatically assign a higher rate of pay when that transfer is worked if approved.	H	Y		Munis and ExecuTime	
98	Ability to send bulk email within the application to workers in the system to all employees or by employee group.	H	Y		Munis and ExecuTime	
99	Ability to set work schedules by worker or job class.	H	Y		Munis and ExecuTime	
100	Ability to set work schedules by worker, pay group, or job class.	H	Y		Munis and ExecuTime	

Time and Attendance

4.18 - Time and Attendance		Munis and ExecuTime				
Objective: To provide an automated system for tracking employees' hours.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
101	Ability to substitute Scheduled/Regular Day Off (RDO) days within a schedule without creating or assigning a new schedule for an employee (i.e., alternative day off).	H	N		Munis and ExecuTime	
102	Ability to support workflow for employees to initiate leave of absence events, route to managers for approval and HR notification	H	N		Munis and ExecuTime	
103	Ability to track budget, usage/actual, and cost related to shift substitutions; i.e. an EE calls in sick and another EE takes the shift at an OT rate - what is the cost? Employee needs to enter time in the appropriate cost center.	H	N		Munis and ExecuTime	
104	Ability to track the daily manpower count for units within a department (for instance, the firefighters working at a given point in time).	H	N		Munis and ExecuTime	
105	Ability to utilize a past template or activity to create a new activity in the system.	H	N		Munis and ExecuTime	
106	Ability to view online, an employee's complete work and schedule history.	H	N		Munis and ExecuTime	
107	Automatically manages leave such as vacation requests, sick leave and other leave types through pre-configured rules that monitor the number of workers off at any given time.	M	N		Munis and ExecuTime	
108	For employees who should enter actual hours worked, we need to have ability to identify employees who failed to fill out their timesheets for the pay period.	M	N		Munis and ExecuTime	
109	Provide a "wizard" in the workflow when an employee requests a leave. Assist in understanding the processes, the timing, the dollars to be paid, and the phases of a leave. Include policies, procedures, and legislative content.	M	N		Munis and ExecuTime	
110	Scheduled hours that become worked hours should be automatically treated the same way as time entered on the timesheet for the purposes of leave accruals.	M	N		Munis and ExecuTime	
111	Track leave previously granted and/or revoked.	H	N		Munis and ExecuTime	
112	Time and Attendance - Employee Set-Up					
113	Ability to store Time and Attendance records for employees and volunteers.	H	Y		Munis and ExecuTime	
114	Ability to setup workers default time and attendance settings with the following:	-	Y		Munis and ExecuTime	
115	Standard work week (40.0 hours) divided into 5 working days (Monday-Friday)	H	Y		Munis and ExecuTime	
116	Alternate work schedule (other than 8 hours a day)	H	Y		Munis and ExecuTime	
117	Days worked other than a Monday through Friday work week	H	Y		Munis and ExecuTime	
118	Standard differential shift	H	Y		Munis and ExecuTime	
119	Various programmatic cost accounting codes (grant accounting)	H	Y		Munis and ExecuTime	
120	Multi-site data entry	H	Y		Munis and ExecuTime	

Priority

H - High | M - Medium | L - Low

Availability

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

Time and Attendance

4.18 - Time and Attendance **Munis and ExecuTime**

Objective: To provide an automated system for tracking employees' hours.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
121	Ability for authorized users to update the status of a worker to in-active when the worker has been terminated or is on long-term unpaid leave.	H	Y		Munis and ExecuTime	
122	Time and Attendance - Data Collection					
123	Ability to remotely enter time sheet data with immediate editing for errors, through department work stations.	H	Y		Munis and ExecuTime	
124	Ability to "clock in" and "clock out" with an electronic time tracking system that could replace timesheets/manual entry for tracking employee time.	H	Y		Munis and ExecuTime	
125	Ability to prevent employees from "clocking in" before their scheduled time within an allowable range.	H	Y		Munis and ExecuTime	
126	Ability to accommodate rounding of employee transactions, regardless of source. System should accommodate rounding to the nearest tenth hour, quarter hour, or actual time.	H	Y		Munis and ExecuTime	
127	Ability to provide for the prevention of overlapping or redundant punches.	H	Y		Munis and ExecuTime	
128	Ability to restrict punching in at the data collection terminal or web-based entry screen during unauthorized times, including early, late, early out, late out, and unscheduled days.	H	N		Munis and ExecuTime	Additional discussion required.
129	Ability for employee requests for PTO at the data collection terminal to be validated against their real-time balances at the point of entry.	H	Y		Munis and ExecuTime	
130	Ability to accommodate during heavy use periods, employee self service transactions that can be restricted by terminal, terminal group, or time of day for any terminal.	M	Y		Munis and ExecuTime	
131	Ability to allow for the inactivation of lost badge numbers and the reassignment of badge numbers without affecting previous employee transactions.	H	Y		Munis and ExecuTime	
132	Ability to provide employee self service capabilities that must be available on a PC or kiosk through standard web browsers.	H	Y		Munis and ExecuTime	
133	Ability to create Time sheets by Pay Period, per individual worker (employees and volunteers).	H	Y		Munis and ExecuTime	
134	Ability to adjust for daylight savings time related to time and attendance reporting.	H	Y		Munis and ExecuTime	
135	Ability to adjust time and attendance, accrued balances, and cost accounting with single entry with proper security.	H	Y		Munis and ExecuTime	Except for accruals.
136	Ability to enter daily time and attendance transactions on-line/real time.	H	Y		Munis and ExecuTime	
137	Ability to enter time and attendance data on an exception basis.	H	Y		Munis and ExecuTime	
138	Ability to have on-line edits performed at the time of entry with all errors detected, highlighted for immediate correction.	H	Y		Munis and ExecuTime	
139	Ability to enter time in hours up to one decimal point or to the quarter hour.	H	Y		Munis and ExecuTime	

Time and Attendance

4.18 - Time and Attendance **Munis and ExecuTime**

Objective: To provide an automated system for tracking employees' hours.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
140	Ability to charge time to the following:	-			Munis and ExecuTime	
141	GL Accounts	H	Y		Munis and ExecuTime	
142	Projects	H	Y		Munis and ExecuTime	
143	Locations	H	Y		Munis and ExecuTime	
144	Department	H	Y		Munis and ExecuTime	
145	Grants	H	Y		Munis and ExecuTime	
146	Fund	H	Y		Munis and ExecuTime	
147	Other user-defined fields	H	Y		Munis and ExecuTime	
148	Ability to provide mechanism for the worker and supervisor to certify time for federal grant reporting.	H	Y		Munis and ExecuTime	
149	Time and Attendance - Calculation Rules Enforcement and Time Evaluation					
150	Ability to support time and attendance calculation rules that must be completely parameter driven and easy to set-up, change, and track without recourse to special programming or other technical skills.	H	Y		Munis and ExecuTime	
151	Ability to provide for the configuration of an unlimited number of time and attendance calculation rules.	H	Y		Munis and ExecuTime	
152	Ability to update user-defined rules and have the changes reflected immediately for time entry and processing.	H	Y		Munis and ExecuTime	
153	Ability for time and attendance calculation rules and other system settings to be effective dated where required.	H	T		Munis and ExecuTime	N - recommend start date of following pay period
154	Ability to define time and attendance calculation rules at the employee, or group level.	H	Y		Munis and ExecuTime	
155	Ability to apply time and attendance calculation rules online at the point of entry, such as activity transfers, job transfers and other changes of status that would result in a different rate or type of pay.	H	Y		Munis and ExecuTime	Recommend start date of following pay period
156	Ability to view immediately the outcome of the rules processing on the time entry web based time card.	H	Y		Munis and ExecuTime	
157	Ability to apply time and attendance calculation rules (overtime, break rules, etc.) in accordance with federal, state, and local laws to reduce FLSA compliance risk.	H	Y		Munis and ExecuTime	
158	Ability to accommodate multiple FLSA cycles	H	Y		Munis and ExecuTime	
159	Ability to automatically calculate overtime and other premiums based on actual worked hours outside the employees' scheduled hours (schedule deviation).	H	Y		Munis and ExecuTime	
160	Ability to automatically calculate overtime and other premiums based on the employees' actual hours without a schedule.	H	Y		Munis and ExecuTime	
161	Ability to calculate Shift Differential automatically based on the time of day an employee works.	H	Y		Munis and ExecuTime	
162	Ability to maintain a calendar of holidays. Separate and distinct holiday calendars can be maintained for different groups of employees, based on policy.	H	Y		Munis and ExecuTime	

Time and Attendance

4.18 - Time and Attendance		Munis and ExecuTime				
Objective: To provide an automated system for tracking employees' hours.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
163	Ability to manage holiday pay policies, including holiday pay and apply special rules for hours worked on a holiday. Eligibility rules for holiday pay (work scheduled day before and after, for example) must be automatically enforced.	H	Y		Munis and ExecuTime	
164	Ability to perform multiple overtime calculations based on rules built into the system. Overtime calculations will take into account start and stop times, scheduled hours, type of duty performed.	H	Y		Munis and ExecuTime	
165	Ability to provide for real time alerts to timekeeping exceptions, such as approaching overtime, minor rules violations, and absences.	M	Y		Munis and ExecuTime	
166	Ability to convert compensatory time to overtime and vice versa.	H	Y		Munis and ExecuTime	
167	Ability to earn compensatory time at half time, regular time, or time-and-a-half.	H	Y		Munis and ExecuTime	
168	Ability to allocate time to a project or activity by work group (for indirect costing purposes).	H	Y		Munis and ExecuTime	
169	Ability to track uncompensated benefit (i.e. vehicle usage) for taxable purposes.	H	Y		Munis and ExecuTime	
170	Time and Attendance - Approvals					
171	Ability to electronically approve and route time and attendance data on at least six levels: employee, supervisor, department, payroll clerk, Personnel, Fiscal/Payroll.	H	Y		Munis and ExecuTime	
172	Ability for employees to approve their timesheets. This approval must be available within employee self service and the data collection terminals.	H	Y		Munis and ExecuTime	
173	Ability for an employee to signify that they attest to the accuracy of all time charges and totals as presented on the timesheet, before the actual Approval is accepted. The attestation language must be configurable. If the employee does not attest to the accuracy then the timecard is not approved.	M	Y		Munis and ExecuTime	
174	Ability for Managers/Supervisors to view employee timesheets that require approval (both summary and detailed level).	H	Y		Munis and ExecuTime	
175	Ability for Managers/Supervisors to update the employees time when approving, for instance for missed punches, missing PTO, etc.	H	Y		Munis and ExecuTime	
176	Ability for an employee to acknowledge their time card if a change has been made by their supervisor or payroll (i.e. added, edited, and deleted items).	H	Y		Munis and ExecuTime	
177	Ability to provide for a pay period lock function for use by payroll to prevent further timecard edits by supervisors or employees.	H	Y		Munis and ExecuTime	
178	Ability to route back through approval workflow if changes are made to the time sheet.	H	Y		Munis and ExecuTime	
179	Ability to limit updates to system based on level of approval authorization.	H	Y		Munis and ExecuTime	
180	Time and Attendance - Timecard Edits					

Time and Attendance

4.18 - Time and Attendance		Munis and ExecuTime				
<i>Objective: To provide an automated system for tracking employees' hours.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
181	Ability to adjust or correct time entries captured in the current period, but not yet paid.	H	Y		Munis and ExecuTime	
182	Ability to adjust or correct time entries paid in previous pay periods.	H	Y		Munis and ExecuTime	
183	Ability to allow manager edit, add, and deletes of any previous pay period data until a predetermined cut-off time.	H	Y		Munis and ExecuTime	
184	Ability to provide a report that details prior period adjustments and corrections.	H	Y		Munis and ExecuTime	
185	Ability to provide for retroactive pay period adjustments. Those retroactive adjustments can be paid in current pay period or special check run.	H	Y		Munis and ExecuTime	
186	Ability to allow manager edits for the current pay period but prevent manager edits of the previous pay period after the final previous pay period transmittal has been sent to payroll.	H	Y		Munis and ExecuTime	
187	Ability to recalculate all totals immediately after a value is changed.	H	Y		Munis and ExecuTime	
188	Ability for all historical employee time and attendance information, including any adjustments, to be available online for audit or review purposes.	M	Y		Munis and ExecuTime	
189	Ability to allow for historical edits by the payroll administrators.	L	Y		Munis and ExecuTime	
190	Ability for the manager to make mass edits to selected employees.	M	N		Munis and ExecuTime	
191	Ability to provide user access to update current time and attendance data at any time.	M	Y		Munis and ExecuTime	
192	Ability to make manual adjustments to prior time and attendance entries that automatically adjusts the daily record, the year-to-date leave balances and the to-date leave balances.	H	N		Munis and ExecuTime	
193	Ability to manually enter (positive or negative) adjustments including retroactive pay.	H	Y		Munis and ExecuTime	
194	PTO Accruals Calculations and Enforcement					
195	Ability to configure multiple (at least 1000) categories of leave accumulators (including vacation, PTO, sick, FMLA, and comp adjustments) in the system.	H	Y		Munis and ExecuTime	
196	Ability to identify which funds are to be used for accrual of vacation, sick time, etc., for those staff who are allocated to multiple funds.	M	Y		Munis and ExecuTime	
197	Ability to calculate PTO/vacation and sick leave accrual based on current years of service, employee status (permanent, term), etc.	H	Y		Munis and ExecuTime	
198	Ability to limit PTO/vacation accruals based on maximum for defined plan, job class, department, status, etc.	H	Y		Munis and ExecuTime	
199	Ability to prevent the system from recording time lost as a result of limits on accruals.	M	Y		Munis and ExecuTime	
200	Ability to selectively automatically allow employees to start using time off after completing their probationary period by CBA.	H	Y		Munis and ExecuTime	
201	Ability to alert user at entry of exceeding accrued balances.	H	Y		Munis and ExecuTime	

Time and Attendance

4.18 - Time and Attendance		Munis and ExecuTime				
<i>Objective: To provide an automated system for tracking employees' hours.</i>						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
202	Ability to alert user if holiday, personal holiday, or sick incentive days have incorrect hours.	M	Y		Munis and ExecuTime	Accrual reports can be run on incorrect totals
203	Ability to record leave time and accruals per pay period and annually based on combination of years of service and employee group for several types of leave plans (PTO, Police, traditional Vac/Sick, executive accrual, according to City policies).	H	Y		Munis and ExecuTime	
204	Ability to automatically adjust the paid leave accrued balances by type when leave is taken (vacation, sick, sick incentive, PTO, holiday, floating holiday, etc.)	H	Y		Munis and ExecuTime	
205	Ability to track detailed leave information: type, leave date, hours taken, remarks, start/stop dates.	H	Y		Munis and ExecuTime	
206	Ability to limit the usage of PTO/vacation, sick leave, and comp time based on workers accumulated balances, with exceptions allowed.	H	Y		Munis and ExecuTime	
207	Ability to automatically calculate and report a change in general leave accrual rate based on a change in standard pay hours for the pay period or an employee's years in service.	H	Y		Munis and ExecuTime	
208	Ability to store and retrieve "to-date" and "year-to-date" leave accrued, taken, and paid.	H	Y		Munis and ExecuTime	
209	Ability to calculate vacation, sick, and comp payoffs at termination including current period accrual, current period taken, and remaining balance.	H	Y		Munis and ExecuTime	
210	Ability to prohibit PTO and vacation payoffs for terminating probationary employees, by authorized users.	H	Y		Munis and ExecuTime	This is not user initiated and is controlled within the payroll
211	Ability to prohibit sick payoff except to retiring employees.	H	Y		Munis and ExecuTime	
212	Ability to determine the dollar amount of sick and vacation liability.	H	Y		Munis and ExecuTime	
213	Ability to create an automatic notification to the employee when an employee's vacation/PTO/sick time balance is running above / below a user defined maximum / minimum level.	H	Y		Munis and ExecuTime	Accrual threshold notifications
214	Ability to have a PTO calendar that can be an annual or fiscal calendar.	H	Y		Munis and ExecuTime	
215	Ability for PTO balances to be accrued as a percentage of designated worked hours.	M	Y		Munis and ExecuTime	
216	Ability for comp in lieu of overtime balances to be calculated, reported, and enforced according to our policy.	M	Y		Munis and ExecuTime	
217	Ability for different categories of PTO to be accrued by different methods; for instance, sick is accrued by hours worked and vacation is granted by pay period.	M	Y		Munis and ExecuTime	
218	Ability for PTO balances to be adjusted manually with authorization as required with audit trail of such manual adjustments.	H	Y		Munis and ExecuTime	
219	Ability to allow negative leave balances that can roll over into the following year for certain employee groups (for example, Police and Fire).	H	Y		Munis and ExecuTime	

Priority

H - High | M - Medium | L - Low

Availability

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

Time and Attendance

4.18 - Time and Attendance **Munis and ExecuTime**

Objective: To provide an automated system for tracking employees' hours.

Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
220	Ability to allow different employee groups to be assigned different PTO policies based on their employee type, status, or bargaining agreement.	H	Y		Munis and ExecuTime	
221	Ability to have an unlimited number of such policies to be defined and assigned.	H	Y		Munis and ExecuTime	
222	Ability for PTO processes to be supported by pre-configured workflow to manage the request, approval, or denial of PTO.	H	Y		Munis and ExecuTime	One level of approval supported
223	Ability for PTO workflow tasks to be available at the employee self service module as well as at the vendor-supplied data collection terminals.	H	Y		Munis and ExecuTime	
224	Absence Management - General					
225	Ability to manage the employee's time away from work, including PTO, FMLA and other leave.	H	Y		Munis and ExecuTime	
226	Ability to set-up pre-configured workflow, notifications, and alerts.	H	Y		Munis and ExecuTime	
227	Ability to perform reporting, calendar views, and document generation capabilities.	H	Y		Munis and ExecuTime	Except document generation
228	Ability to integrate with time and labor and scheduling.	H	Y		Munis and ExecuTime	ExecuTime is Time and Attendance and Scheduling
229	Ability to track hours worked and tenure to determine eligibility for FMLA, State mandated leaves and organizational leave of absence policies.	H	Y		Munis and ExecuTime	
230	Ability to determine eligibility for concurrent leave policies, for instance, FMLA in concurrence with state mandated medical leave.	H	Y		Munis and ExecuTime	
231	Ability to have Federal and State Family leave preconfigured templates built into in the system.	H	Y		Munis and ExecuTime	
232	Ability to track hours and cost of time off, either with or without pay (e.g., military leave, jury duty, FMLA leave, etc.).	H	Y		Munis and ExecuTime	
233	Ability to track FMLA leave used, either in pay of non-pay status, for previous 12 months (rolling calendar).	H	Y		Munis and ExecuTime	
234	Ability to set the maximum allowed family medical leave time.	H	Y		Munis and ExecuTime	
235	Ability to record and accumulate unpaid leave time.	H	Y		Munis and ExecuTime	
236	Ability for all required letters and forms to be automatically generated to support leave processes.	H	N		Munis and ExecuTime	
237	Ability to provide notification when documentation such as medical certification or fit for duty forms have not been returned by the specified timeframe.	M	Y		Munis and ExecuTime	Notification would be manual
238	Ability to manage both paid and unpaid time concurrently.	H	Y		Munis and ExecuTime	
239	Ability to allow for an easy capture and monitoring of intermittent leave time, for example, for recurring physical therapy, and apply all paid and unpaid leave rules correctly.	H	N		Munis and ExecuTime	
240	Ability to provide real time visibility to everyone who is on a leave of absence, time taken and time available.	H	Y		Munis and ExecuTime	

Time and Attendance

4.18 - Time and Attendance		Munis and ExecuTime				
Objective: To provide an automated system for tracking employees' hours.						
Number	Application Requirements	Priority	Availability	Cost	Required Product(s)	Comments
241	Ability to provide FMLA calculations for time available for part time employees.	H	Y		Munis and ExecuTime	via SSRS
242	Ability to generate alerts if an employee punches in while on a leave of absence.	H	Y		Munis and ExecuTime	
243	Ability to coordinate disability pay with vacation or other PTO pay to ensure a full paycheck for the employee.	H	Y		Munis and ExecuTime	
244	Ability for approved leave time, including all paid and unpaid codes, to be put into employee schedule and time card in real time.	H	Y		Munis and ExecuTime	
245	Ability to provide employee availability for scheduling and open shifts created in response to approved leave time.	M	Y		Munis and ExecuTime	
246	Ability to handle leave without pay including stopping autopay, stopping accruals and tracking arrears.	H	Y		Munis and ExecuTime	
247	Ability to identify an unlimited number of leave type codes and descriptions.	H	Y		Munis and ExecuTime	
248	Ability to alert user for further action if employee's unpaid leave status has expired.	H	N		Munis and ExecuTime	
249	Ability to accommodate more than one year of leave information on-line and provide for carryover of leave balances.	H	Y		Munis and ExecuTime	
250	Ability to view real-time leave balances in time entry mode.	H	Y		Munis and ExecuTime	
251	Absence Management - Attendance Policy Management					
252	Ability to automate the administration and enforcement of attendance or absence control programs to reduce variability of workforce.	M	Y		Munis and ExecuTime	
253	Ability to calculate absence points, occurrences, percentages or time missed as well as perfect attendance.	H	Y		Munis and ExecuTime	Perfect attendance can be tracked
254	Ability to automatically generate letters and forms associated with disciplinary or perfect attendance policies.	H	Y		Munis and ExecuTime	User Initiated and may require mail merge/SSRS
255	Ability to identify patterns of absenteeism, for instance, Friday, Thursday or Monday absences.	H	Y		Munis and ExecuTime	May require SSRS
256	Ability to track reasons for absences.	H	Y		Munis and ExecuTime	
257	Ability to alert supervisors or managers of necessary actions associated with attendance violations.	H	Y		Munis and ExecuTime	SSRS and manual notification
258	Ability to automate workflow notifications when an employee has exceeded a threshold for disciplinary action.	H	M		Munis and ExecuTime	Meed more info to quote

Priority

H - High | M - Medium | L - Low

Availability

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

Section 9 CLIENT REFERENCES

3.9 Client References (Section 9)

The Vendor must provide at least five references from clients that are similar in size and complexity to the City. The format for completing the Vendor references is provided in section 7.17 of this document. In addition, the City requests a listing of all municipal or equivalent clients. If possible, at least one of these references should be a Vendor-hosted/SaaS solution

9.1 CLIENT REFERENCE FORMS

Please reference the following pages.

Vendor name:	Tyler Technologies/Munis Suite
Customer name:	City of Huntsville, AL
Customer contact:	Carlos Bowden, ERP Systems Project Coordinator – Finance
Customer phone number:	(256) 564-8044
Customer E-mail address	carlos.bowden@huntsvilleal.gov
System which Solution Replaced	Homegrown/custom
Project /Contract Number	
Total Value:	
Total Years	2 Years

Describe Nature of Project and Services Provided to This Client:

The City of Huntsville, AL. Population 184k, Annual City Budget of \$325M with 4000+ Employees contracted with Tyler/Munis December 2014.

The City has implemented the following Tyler/Munis solutions:

- General Ledger/Budget/Accounts Payable
- Bid Management
- BMI Collect-IT Interface
- Business and Vendor Self Service
- Contract Management
- Fixed Assets
- General Billing
- Cash Management
- Inventory
- Projects and Grant Accounting
- Purchasing
- HR Management
- Payroll with Employee Self Service
- Accounts Receivable
- Tyler Cashiering
- Work Orders
- Tyler Reporting Services
- Tyler Content Manager – SE Edition

Configuration of Solution Implemented (Hardware, Software):

City Hosted – Microsoft SQL Server Platform

Vendor name:	Tyler Technologies/Munis Suite
Customer name:	City of Miramar
Customer contact:	Ricardo Simonis, Assistant Director, Information Technology
Customer phone number:	(954) 602-3106
Customer E-mail address	rmsimonis@ci.miramar.fl.us
System which Solution Replaced	SunGard Pentamation
Project/Contract Number:	
Total Value:	
Total Years:	5 years

Describe Nature of Project and Services Provided to This Client:

The City of Miramar, Population 124k, Annual Budget \$200M with 950+ Employees contracted with Tyler/Munis November 2011. The City has implemented the following Tyler/Munis solutions:

- General Ledger/Budget/Accounts Payable
- Fixed Assets
- CAFR Statement Builder
- Inventory
- Projects and Grant Accounting
- Purchasing
- HR Management
- Payroll with Employee Self Service
- Accounts Receivable
- General Billing
- Business License/Tax
- Utility Billing CIS
- Utility Billing Interface
- Tyler Cashiering
- Cash Management
- Munis Permits and Code Suite
- Central Property
- Tyler Content Manager – Enterprise Edition
- Business & Vendor Self Service – eProcurement
- Citizen Self Service
- Contract Management
- Bid Management
- Maplink GIS Integration

Configuration of Solution Implemented (Hardware, Software):

The City of Miramar is an on-premise solution utilizing Microsoft SQL Server Environment.

Vendor name:	Tyler Technologies/Munis Suite
Customer name:	City of Victorville, CA
Customer contact:	Joe Haggard, Director of IT and ERP Project Manager
Customer phone number:	(760) 955-5039
Customer E-mail address	jhaggard@ci.victorville.ca.us
System which Solution Replaced	Oracle PeopleSoft
Project/Contract Number:	
Total Value:	
Total Years:	6 years

Describe Nature of Project and Services Provided to This Client:	
<p>The City of Victorville, CA. Population 120k is a City with an annual budget of \$164M with 500 employees implemented Tyler/Munis as an onsite solution April 2010. The City has implemented the following Tyler/Munis solutions:</p> <ul style="list-style-type: none"> • Accounting/GL/Budget/Accounts Payable • Payroll with Employee Self Service • HR Management • Applicant Tracking • Work Orders/Fleet/Facilities Management • CAFR Statement Builder • Purchasing • Cash Management • Project and Grant Accounting • Inventory • Fixed Assets • Tyler Content Manager – TCM SE • Accounts Receivable 	<ul style="list-style-type: none"> • General Billing • Citizen Self Service • Central Property • Munis Maplink Integration • Bid Management • BMI Asset Track Interface • Contract Management • Employee Expense Reimbursement • CAFR Statement Builder • BMI Collect IT Interface • Central Property • Utility Billing CIS & Utility Billing Interface • EnerGov • Tyler Cashiering

Configuration of Solution Implemented (Hardware, Software):
The City of Victorville is an on-premise solution utilizing Microsoft SQL Server Environment.

Vendor name:	Tyler Technologies/Munis Suite
Customer name:	City of Melbourne, FL
Customer contact:	Sondra D'Angelo, Assistant Finance Director
Customer phone number:	(321) 608-7014
Customer E-mail address	sdeangelo@melbourneflorida.org
System which Solution Replaced	Unknown
Project/Contract Number:	
Total Value:	
Total Years:	12 years

Describe Nature of Project and Services Provided to This Client:

The City of Melbourne, FL. Population 77k is a City with an annual budget of \$165M with 880 employees who implemented Tyler/Munis as an onsite solution August 2004. The City has implemented the following Tyler/Munis solutions:

- Accounting/GL/Budget/Accounts Payable
- Purchasing
- Fixed Assets
- BMI Asset Track Interface
- Accounts Receivable
- General Billing
- Project and Grant Accounting
- Tyler Content Manager – TCM SE
- Payroll with Employee Self Service
- Human Resources
- Contract Management
- Inventory
- Cash Management
- Central Property
- Utility Billing CIS
- Utility Billing Interface
- Tyler Reporting Services

Configuration of Solution Implemented (Hardware, Software):

The City of Melbourne hosts an on-premise solution utilizing Microsoft SQL Server.

Vendor name:	Tyler Technologies/Munis Suite
Customer name:	City of Mobile, AL
Customer contact:	Sue Farni, Executive Director, Information Technology
Customer phone number:	(251) 208-7830
Customer E-mail address	sue@cityofmobile.org
System which Solution Replaced	Oracle
Project/Contract Number:	
Total Value:	
Total Years:	2 years

Describe Nature of Project and Services Provided to This Client:

The City of Mobile, AL. Population 196k is a City with an annual budget of \$250M with 2,800 employees who implemented Tyler/Munis as a Tyler Hosted solution in 2014. The City has implemented the following Tyler/Munis solutions:

- Accounting/GL/Budget/Accounts Payable
- Accounts Receivable
- Animal License
- Applicant Tracking
- Bid Management
- Business Licenses
- Business and Vendor Self Service
- CAFR Statement Builder
- Central Property File
- Citizen Self Service
- Contract Management
- Employee Expense Reimbursement
- Fixed Assets
- General Billing
- HR Management
- Inventory

- Maplink
- Parks and Recreation
- Payroll w/Employee Self Service
- Project and Grant Accounting
- Purchasing
- Risk Management
- TCM Enterprise
- Citizen Transparency
- Cash Management
- Tyler Cashiering
- Tyler Incident Manager
- Tyler Meeting Manager
- Tyler Notify
- Tyler Reporting Services
- Work Orders
- EnerGov
- Incode Courts

Configuration of Solution Implemented (Hardware, Software):

The City of Mobile is Tyler hosted.

Section 10 LICENSE AND MAINTENANCE AGREEMENTS

3.10 License and Maintenance Agreements (Section 10)

Sample license and maintenance agreements must be provided in this part of the Vendor's response for all components of the recommended solution (i.e., hardware, software, operating system, database, etc.). Indicate the basis on how licenses are determined.

10.1 SAMPLE LICENSE AGREEMENT / SAAS

Please reference the Sample License Agreement / SaaS on the following pages.



SOFTWARE AS A SERVICE AGREEMENT¹

This Software as a Service Agreement is made between Tyler Technologies, Inc. and Client.

WHEREAS, Client selected Tyler to provide certain products and services set forth in the Investment Summary, including providing Client with access to Tyler's proprietary software products, and Tyler desires to provide such products and services under the terms of this Agreement;

NOW THEREFORE, in consideration of the foregoing and of the mutual covenants and promises set forth in this Agreement, Tyler and Client agree as follows:

SECTION A – DEFINITIONS

- **“Agreement”** means this Software as a Services Agreement.
- **“Business Travel Policy”** means our business travel policy. A copy of our current Business Travel Policy is attached as Schedule 1 to Exhibit B.
- **“Client”** means [INSERT CLIENT NAME].
- **“Data”** means your data necessary to utilize the Tyler Software.
- **“Data Storage Capacity”** means the contracted amount of storage capacity for your Data identified in the Investment Summary.
- **“Defect”** means a failure of the Tyler Software to substantially conform to the functional descriptions set forth in our written proposal to you, or their functional equivalent. Future functionality may be updated, modified, or otherwise enhanced through our maintenance and support services, and the governing functional descriptions for such future functionality will be set forth in our then-current Documentation.
- **“Defined Concurrent Users”** means the number of concurrent users that are authorized to use the SaaS Services. The Defined Concurrent Users for the Agreement are [INSERT].
- **“Developer”** means a third party who owns the intellectual property rights to Third Party Software.
- **“Documentation”** means any online or written documentation related to the use or functionality of the Tyler Software that we provide or otherwise make available to you, including instructions, user guides, manuals and other training or self-help documentation.
- **“Effective Date”** means the date on which your authorized representative signs the Agreement.
- **“Force Majeure”** means an event beyond the reasonable control of you or us, including, without limitation, governmental action, war, riot or civil commotion, fire, natural disaster, or any other cause that could not with reasonable diligence be foreseen or prevented by you or us.
- **“Investment Summary”** means the agreed upon cost proposal for the products and services attached as Exhibit A.

¹ HIGHLIGHTED PROVISIONS INDICATE PROVISIONS THAT MAY OR MAY NOT APPLY TO THE PARTICULAR CLIENT/CONTRACT. DURING CONTRACT NEGOTIATIONS, THOSE PROVISIONS WILL BE ADJUSTED AS NECESSARY.

- **“Invoicing and Payment Policy”** means the invoicing and payment policy. A copy of our current Invoicing and Payment Policy is attached as Exhibit B.
- **“SaaS Fees”** means the fees for the SaaS Services identified in the Investment Summary.
- **“SaaS Services”** means software as a service consisting of system administration, system management, and system monitoring activities that Tyler performs for the Tyler Software, and includes the right to access and use the Tyler Software, receive maintenance and support on the Tyler Software, including Downtime resolution under the terms of the SLA, and Data storage and archiving. SaaS Services do not include support of an operating system or hardware, support outside of our normal business hours, or training, consulting or other professional services.
- **“SLA”** means the service level agreement. A copy of our current SLA is attached hereto as Exhibit C.
- **“Statement of Work”** means the industry standard implementation plan describing how our professional services will be provided to implement the Tyler Software, and outlining your and our roles and responsibilities in connection with that implementation. The Statement of Work is attached as Exhibit E.
- **“Support Call Process”** means the support call process applicable to all of our customers who have licensed the Tyler Software. A copy of our current Support Call Process is attached as Schedule 1 to Exhibit C.
- **“Third Party Terms”** means, if any, the end user license agreement(s) or similar terms for the Third Party Software, as applicable and attached as Exhibit D.
- **“Third Party Hardware”** means the third party hardware, if any, identified in the Investment Summary.
- **“Third Party Products”** means the Third Party Software and Third Party Hardware.
- **“Third Party Software”** means the third party software, if any, identified in the Investment Summary.
- **“Tyler”** means Tyler Technologies, Inc., a Delaware corporation.
- **“Tyler Software”** means our proprietary software, including any integrations, custom modifications, and/or other related interfaces identified in the Investment Summary and licensed by us to you through this Agreement.
- **“we”, “us”, “our”** and similar terms mean Tyler.
- **“you”** and similar terms mean Client.

SECTION B – SAAS SERVICES

1. Rights Granted. We grant to you the non-exclusive, non-assignable limited right to use the SaaS Services solely for your internal business purposes for the number of Defined Concurrent Users only. The Tyler Software will be made available to you according to the terms of the SLA. You acknowledge that we have no delivery obligations and we will not ship copies of the Tyler Software as part of the SaaS Services. You may use the SaaS Services to access updates and enhancements to the Tyler Software, as further described in Section C(8).
2. SaaS Fees. You agree to pay us the SaaS Fees. Those amounts are payable in accordance with our Invoicing and Payment Policy. The SaaS Fees are based on the number of Defined Concurrent Users and amount of Data Storage Capacity. You may add additional concurrent users or additional data storage capacity on the terms set forth in Section H(1). In the event you regularly and/or meaningfully exceed the Defined Concurrent Users or Data Storage Capacity, we reserve the right to charge you additional fees commensurate with the overage(s).

3. Ownership.

3.1 We retain all ownership and intellectual property rights to the SaaS Services, the Tyler Software, and anything developed by us under this Agreement. You do not acquire under this Agreement any license to use the Tyler Software in excess of the scope and/or duration of the SaaS Services.

3.2 The Documentation is licensed to you and may be used and copied by your employees for internal, non-commercial reference purposes only.

3.3 You retain all ownership and intellectual property rights to the Data.

4. Restrictions. You may not: (a) make the Tyler Software or Documentation resulting from the SaaS Services available in any manner to any third party for use in the third party's business operations; (b) modify, make derivative works of, disassemble, reverse compile, or reverse engineer any part of the SaaS Services; (c) access or use the SaaS Services in order to build or support, and/or assist a third party in building or supporting, products or services competitive to us; or (d) license, sell, rent, lease, transfer, assign, distribute, display, host, outsource, disclose, permit timesharing or service bureau use, or otherwise commercially exploit or make the SaaS Services, Tyler Software, or Documentation available to any third party other than as expressly permitted by this Agreement.

5. Software Warranty. We warrant that the Tyler Software will perform without Defects during the term of this Agreement. If the Tyler Software does not perform as warranted, we will use all reasonable efforts, consistent with industry standards, to cure the Defect in accordance with the maintenance and support process set forth in Section C(8), below, the SLA and our then current Support Call Process.

6. SaaS Services.

6.1 Our SaaS Services are audited at least yearly in accordance with the AICPA's Statement on Standards for Attestation Engagements ("SSAE") No. 16, Type 2. We have attained, and will maintain, Type II SSAE compliance, or its equivalent, for so long as you are timely paying for SaaS Services. Upon execution of a mutually agreeable Non-Disclosure Agreement ("NDA"), we will provide you with a summary of our SSAE-16 compliance report or its equivalent. Every year thereafter, for so long as the NDA is in effect and in which you make a written request, we will provide that same information.

6.2 You will be hosted on shared hardware in a Tyler data center, but in a database dedicated to you, which is inaccessible to our other customers.

6.3 We have fully-redundant telecommunications access, electrical power, and the required hardware to provide access to the Tyler Software in the event of a disaster or component failure. In the event any of your data has been lost or damaged due to an act or omission of Tyler or its subcontractors or due to a defect in Tyler's software, we will use best commercial efforts to restore all the data on servers in accordance with the architectural design's capabilities and with the goal of minimizing any data loss as greatly as possible. In no case shall the recovery point objective ("RPO") exceed a maximum of twenty-four (24) hours from declaration of disaster. For purposes of this subsection, RPO represents the maximum tolerable period during which your data may be lost, measured in relation to a disaster we declare, said declaration will not be unreasonably withheld.

- 6.4 In the event we declare a disaster, our Recovery Time Objective (“RTO”) is twenty-four (24) hours. For purposes of this subsection, RTO represents the amount of time, after we declare a disaster, within which your access to the Tyler Software must be restored.
- 6.5 We conduct annual penetration testing of either the production network and/or web application to be performed. We will maintain industry standard intrusion detection and prevention systems to monitor malicious activity in the network and to log and block any such activity. We will provide you with a written or electronic record of the actions taken by us in the event that any unauthorized access to your database(s) is detected as a result of our security protocols. We will undertake an additional security audit, on terms and timing to be mutually agreed to by the parties, at your written request. You may not attempt to bypass or subvert security restrictions in the SaaS Services or environments related to the Tyler Software. Unauthorized attempts to access files, passwords or other confidential information, and unauthorized vulnerability and penetration test scanning of our network and systems (hosted or otherwise) is prohibited without the prior written approval of our IT Security Officer.
- 6.6 We test our disaster recovery plan on an annual basis. Our standard test is not client-specific. Should you request a client-specific disaster recovery test, we will work with you to schedule and execute such a test on a mutually agreeable schedule.
- 6.7 We will be responsible for importing back-up and verifying that you can log-in. You will be responsible for running reports and testing critical processes to verify the returned data. At your written request, we will provide test results to you within a commercially reasonable timeframe after receipt of the request.
- 6.8 We provide secure data transmission paths from each of your workstations to our servers.
- 6.9 For at least the past ten (10) years, all of our employees have undergone criminal background checks prior to hire. All employees sign our confidentiality agreement and security policies. Our data centers are accessible only by authorized personnel with a unique key entry. All other visitors must be signed in and accompanied by authorized personnel. Entry attempts to the data center are regularly audited by internal staff and external auditors to ensure no unauthorized access.

SECTION C – OTHER PROFESSIONAL SERVICES

1. Other Professional Services. We will provide you the various implementation-related services itemized in the Investment Summary and described in the Statement of Work/our industry standard implementation plan. We will finalize that documentation with you upon execution of this Agreement.
2. Professional Services Fees. You agree to pay us the professional services fees in the amounts set forth in the Investment Summary. Those amounts are payable in accordance with our Invoicing and Payment Policy. You acknowledge that the fees stated in the Investment Summary are good-faith estimates of the amount of time and materials required for your implementation. We will bill you the actual fees incurred based on the in-scope services provided to you. Any discrepancies in the total values set forth in the Investment Summary will be resolved by multiplying the applicable hourly rate by the quoted hours.

3. Additional Services. The Investment Summary contains, and the Statement of Work describes, the scope of services and related costs (including programming and/or interface estimates) required for the project based on our understanding of the specifications you supplied. If additional work is required, or if you use or request additional services, we will provide you with an addendum or change order, as applicable, outlining the costs for the additional work. The price quotes in the addendum or change order will be valid for thirty (30) days from the date of the quote.
4. Cancellation. If travel is required, we will make all reasonable efforts to schedule travel for our personnel, including arranging travel reservations, at least two (2) weeks in advance of commitments. Therefore, if you cancel services less than two (2) weeks in advance (other than for Force Majeure or breach by us), you will be liable for all (a) non-refundable expenses incurred by us on your behalf, and (b) daily fees associated with cancelled professional services if we are unable to reassign our personnel. We will make all reasonable efforts to reassign personnel in the event you cancel within two (2) weeks of scheduled commitments.
5. Services Warranty. We will perform the services in a professional, workmanlike manner, consistent with industry standards. In the event we provide services that do not conform to this warranty, we will re-perform such services at no additional cost to you.
6. Site Access and Requirements. At no cost to us, you agree to provide us with full and free access to your personnel, facilities, and equipment as may be reasonably necessary for us to provide implementation services, subject to any reasonable security protocols or other written policies provided to us as of the Effective Date, and thereafter as mutually agreed to by you and us.
7. Client Assistance. You acknowledge that the implementation of the Tyler Software is a cooperative process requiring the time and resources of your personnel. You agree to use all reasonable efforts to cooperate with and assist us as may be reasonably required to meet the agreed upon project deadlines and other milestones for implementation. This cooperation includes at least working with us to schedule the implementation-related services outlined in this Agreement. We will not be liable for failure to meet any deadlines and milestones when such failure is due to Force Majeure or to the failure by your personnel to provide such cooperation and assistance (either through action or omission).
8. Maintenance and Support. For so long as you timely pay your SaaS Fees according to the Invoicing and Payment Policy, then in addition to the terms set forth in the SLA and the Support Call Process, we will:
 - 8.1 perform our maintenance and support obligations in a professional, good, and workmanlike manner, consistent with industry standards, to resolve Defects in the Tyler Software (limited to the then-current version and the immediately prior version);
 - 8.2 provide telephone support during our established support hours;
 - 8.3 maintain personnel that are sufficiently trained to be familiar with the Tyler Software and Third Party Software, if any, in order to provide maintenance and support services;
 - 8.4 make available to you all major and minor releases to the Tyler Software (including updates and enhancements) that we make generally available without additional charge to customers who have a maintenance and support agreement in effect; and

8.5 provide non-Defect resolution support of prior releases of the Tyler Software in accordance with our then-current release life cycle policy.

We will use all reasonable efforts to perform support services remotely. Currently, we use a third-party secure unattended connectivity tool called Bomgar, as well as GotoAssist by Citrix. Therefore, you agree to maintain a high-speed internet connection capable of connecting us to your PCs and server(s). You agree to provide us with a login account and local administrative privileges as we may reasonably require to perform remote services. We will, at our option, use the secure connection to assist with proper diagnosis and resolution, subject to any reasonably applicable security protocols. If we cannot resolve a support issue remotely, we may be required to provide onsite services. In such event, we will be responsible for our travel expenses, unless it is determined that the reason onsite support was required was a reason outside our control. Either way, you agree to provide us with full and free access to the Tyler Software, working space, adequate facilities within a reasonable distance from the equipment, and use of machines, attachments, features, or other equipment reasonably necessary for us to provide the maintenance and support services, all at no charge to us. We strongly recommend that you also maintain your VPN for backup connectivity purposes.

For the avoidance of doubt, SaaS Fees do not include the following services: (a) onsite support (unless Tyler cannot remotely correct a Defect in the Tyler Software, as set forth above); (b) application design; (c) other consulting services; or (d) support outside our normal business hours as listed in our then-current Support Call Process. Requested services such as those outlined in this section will be billed to you on a time and materials basis at our then current rates. You must request those services with at least one (1) weeks' advance notice.

SECTION D – THIRD PARTY PRODUCTS

1. Third Party Hardware. We will sell, deliver, and install onsite the Third Party Hardware, if you have purchased any, for the price set forth in the Investment Summary. Those amounts are payable in accordance with our Invoicing and Payment Policy.
2. Third Party Software. As part of the SaaS Services, you will receive access to the Third Party Software and related documentation for internal business purposes only. Your rights to the Third Party Software will be governed by the Third Party Terms.
3. Third Party Products Warranties.
 - 3.1 We are authorized by each Developer to grant access to the Third Party Software.
 - 3.2 The Third Party Hardware will be new and unused, and upon payment in full, you will receive free and clear title to the Third Party Hardware.
 - 3.3 You acknowledge that we are not the manufacturer of the Third Party Products. We do not warrant or guarantee the performance of the Third Party Products. However, we grant and pass through to you any warranty that we may receive from the Developer or supplier of the Third Party Products.

SECTION E - INVOICING AND PAYMENT; INVOICE DISPUTES

1. Invoicing and Payment. We will invoice you the SaaS Fees and fees for other professional services in

the Investment Summary per our Invoicing and Payment Policy, subject to Section E(2).

2. Invoice Disputes. If you believe any delivered software or service does not conform to the warranties in this Agreement, you will provide us with written notice within thirty (30) days of your receipt of the applicable invoice. The written notice must contain reasonable detail of the issues you contend are in dispute so that we can confirm the issue and respond to your notice with either a justification of the invoice, an adjustment to the invoice, or a proposal addressing the issues presented in your notice. We will work with you as may be necessary to develop an action plan that outlines reasonable steps to be taken by each of us to resolve any issues presented in your notice. You may withhold payment of the amount(s) actually in dispute, and only those amounts, until we complete the action items outlined in the plan. If we are unable to complete the action items outlined in the action plan because of your failure to complete the items agreed to be done by you, then you will remit full payment of the invoice. We reserve the right to suspend delivery of all SaaS Services, including maintenance and support services, if you fail to pay an invoice not disputed as described above within fifteen (15) days of notice of our intent to do so.

SECTION F – TERM AND TERMINATION

1. Term. The initial term of this Agreement is **five (5)** years from the first day of the first month following the Effective Date, unless earlier terminated as set forth below. Upon expiration of the initial term, this Agreement will renew automatically for additional one (1) year renewal terms at our then-current SaaS Fees unless terminated in writing by either party at least sixty (60) days prior to the end of the then-current renewal term. Your right to access or use the Tyler Software and the SaaS Services will terminate at the end of this Agreement.
2. Termination. This Agreement may be terminated as set forth below. In the event of termination, you will pay us for all undisputed fees and expenses related to the software, products, and/or services you have received, or we have incurred or delivered, prior to the effective date of termination. Disputed fees and expenses in all terminations other than your termination for cause must have been submitted as invoice disputes in accordance with Section E(2).
 - 2.1 Failure to Pay SaaS Fees. You acknowledge that continued access to the SaaS Services is contingent upon your timely payment of SaaS Fees. If you fail to timely pay the SaaS Fees, we may discontinue the SaaS Services and deny your access to the Tyler Software. We may also terminate this Agreement if you don't cure such failure to pay within forty-five (45) days of receiving written notice of our intent to terminate.
 - 2.2 For Cause. If you believe we have materially breached this Agreement, you will invoke the Dispute Resolution clause set forth in Section H(3). You may terminate this Agreement for cause in the event we do not cure, or create a mutually agreeable action plan to address, a material breach of this Agreement within the thirty (30) day window set forth in Section H(3).
 - 2.3 Force Majeure. Either party has the right to terminate this Agreement if a Force Majeure event suspends performance of the SaaS Services for a period of forty-five (45) days or more.
 - 2.4 Lack of Appropriations. If you should not appropriate or otherwise make available funds sufficient to utilize the SaaS Services, you may unilaterally terminate this Agreement upon thirty (30) days written notice to us. You will not be entitled to a refund or offset of previously paid, but unused SaaS Fees. You agree not to use termination for lack of appropriations as a

substitute for termination for convenience.

2.5 Fees for Termination without Cause during Initial Term.² If you terminate this Agreement during the initial term for any reason other than cause, Force Majeure, or lack of appropriations, or if we terminate this Agreement during the initial term for your failure to pay SaaS Fees, you shall pay us the following early termination fees:

- a. if you terminate during the first year of the initial term, 100% of the SaaS Fees through the date of termination plus 75% of the SaaS Fees then due for the remainder of the initial term;
- b. if you terminate during the second year of the initial term, 100% of the SaaS Fees through the date of termination plus 50% of the SaaS Fees then due for the remainder of the initial term; and
- c. if you terminate after the second year of the initial term, 100% of the SaaS Fees through the date of termination plus 25% of the SaaS Fees then due for the remainder of the initial term.

SECTION G – INDEMNIFICATION, LIMITATION OF LIABILITY AND INSURANCE

1. Intellectual Property Infringement Indemnification.

- 1.1 We will defend you against any third party claim(s) that the Tyler Software or Documentation infringes that third party's patent, copyright, or trademark, or misappropriates its trade secrets, and will pay the amount of any resulting adverse final judgment (or settlement to which we consent). You must notify us promptly in writing of the claim and give us sole control over its defense or settlement. You agree to provide us with reasonable assistance, cooperation, and information in defending the claim at our expense.
- 1.2 Our obligations under this Section G(1) will not apply to the extent the claim or adverse final judgment is based on your use of the Tyler Software in contradiction of this Agreement, including with non-licensed third parties, or your willful infringement.
- 1.3 If we receive information concerning an infringement or misappropriation claim related to the Tyler Software, we may, at our expense and without obligation to do so, either: (a) procure for you the right to continue its use; (b) modify it to make it non-infringing; or (c) replace it with a functional equivalent, in which case you will stop running the allegedly infringing Tyler Software immediately. Alternatively, we may decide to litigate the claim to judgment, in which case you may continue to use the Tyler Software consistent with the terms of this Agreement.
- 1.4 If an infringement or misappropriation claim is fully litigated and your use of the Tyler Software is enjoined by a court of competent jurisdiction, in addition to paying any adverse final judgment (or settlement to which we consent), we will, at our option, either: (a) procure the right to continue its use; (b) modify it to make it non-infringing; (c) replace it with a functional equivalent; or (d) terminate this Agreement and refund you the prepaid but unused SaaS Fees

² **IF SERVICES HAVE BEEN PRICED SEPARATELY FROM SAAS FEES, THEN THE APPLICABLE PERCENTAGES ARE 25%, 15% AND 10%.**

for the year in which the Agreement terminates. We will pursue those options in the order listed herein. This section provides your exclusive remedy for third party copyright, patent, or trademark infringement and trade secret misappropriation claims.

2. General Indemnification.

2.1 We will indemnify and hold harmless you and your agents, officials, and employees from and against any and all third-party claims, losses, liabilities, damages, costs, and expenses (including reasonable attorney's fees and costs) for (a) personal injury or property damage to the extent caused by our negligence or willful misconduct; or (b) our violation of a law applicable to our performance under this Agreement. You must notify us promptly in writing of the claim and give us sole control over its defense or settlement. You agree to provide us with reasonable assistance, cooperation, and information in defending the claim at our expense.

2.2 To the extent permitted by applicable law, you will indemnify and hold harmless us and our agents, officials, and employees from and against any and all third-party claims, losses, liabilities, damages, costs, and expenses (including reasonable attorney's fees and costs) for personal injury or property damage to the extent caused by your negligence or willful misconduct; or (b) your violation of a law applicable to your performance under this Agreement. We will notify you promptly in writing of the claim and will give you sole control over its defense or settlement. We agree to provide you with reasonable assistance, cooperation, and information in defending the claim at your expense.

3. **DISCLAIMER. EXCEPT FOR THE EXPRESS WARRANTIES PROVIDED IN THIS AGREEMENT AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, WE HEREBY DISCLAIM ALL OTHER WARRANTIES AND CONDITIONS, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES, DUTIES, OR CONDITIONS OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**

4. **LIMITATION OF LIABILITY. EXCEPT AS OTHERWISE EXPRESSLY SET FORTH IN THIS AGREEMENT, OUR LIABILITY FOR DAMAGES ARISING OUT OF THIS AGREEMENT, WHETHER BASED ON A THEORY OF CONTRACT OR TORT, INCLUDING NEGLIGENCE AND STRICT LIABILITY, SHALL BE LIMITED TO YOUR ACTUAL DIRECT DAMAGES, NOT TO EXCEED (A) DURING THE INITIAL TERM, AS SET FORTH IN SECTION F(2), TOTAL FEES PAID AS OF THE TIME OF THE CLAIM; OR (B) DURING ANY RENEWAL TERM, THE THEN-CURRENT ANNUAL SAAS FEES PAYABLE IN THAT RENEWAL TERM. THE PRICES SET FORTH IN THIS AGREEMENT ARE SET IN RELIANCE UPON THIS LIMITATION OF LIABILITY. THE FOREGOING LIMITATION OF LIABILITY SHALL NOT APPLY TO CLAIMS THAT ARE SUBJECT TO SECTIONS G(1) AND G(2).**

5. **EXCLUSION OF CERTAIN DAMAGES. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL WE BE LIABLE FOR ANY SPECIAL, INCIDENTAL, PUNITIVE, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER, EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.**

6. Insurance. During the course of performing services under this Agreement, we agree to maintain the following levels of insurance: (a) Commercial General Liability of at least \$1,000,000; (b) Automobile Liability of at least \$1,000,000; (c) Professional Liability of at least \$1,000,000; (d) Workers Compensation complying with applicable statutory requirements; and (e) Excess/Umbrella Liability of at least \$5,000,000. We will add you as an additional insured to our Commercial General Liability and Automobile Liability policies, which will automatically add you as an additional insured

to our Excess/Umbrella Liability policy as well. We will provide you with copies of certificates of insurance upon your written request.

SECTION H – GENERAL TERMS AND CONDITIONS

1. Additional Products and Services. You may purchase additional products and services at the rates set forth in the Investment Summary for twelve (12) months from the Effective Date by executing a mutually agreed addendum. If no rate is provided in the Investment Summary, or those twelve (12) months have expired, you may purchase additional products and services at our then-current list price, also by executing a mutually agreed addendum. The terms of this Agreement will control any such additional purchase(s), unless otherwise specifically provided in the addendum.
2. Optional Items. Pricing for any listed optional products and services in the Investment Summary will be valid for twelve (12) months from the Effective Date.
3. Dispute Resolution. You agree to provide us with written notice within thirty (30) days of becoming aware of a dispute. You agree to cooperate with us in trying to reasonably resolve all disputes, including, if requested by either party, appointing a senior representative to meet and engage in good faith negotiations with our appointed senior representative. Senior representatives will convene within thirty (30) days of the written dispute notice, unless otherwise agreed. All meetings and discussions between senior representatives will be deemed confidential settlement discussions not subject to disclosure under Federal Rule of Evidence 408 or any similar applicable state rule. If we fail to resolve the dispute, either of us may assert our respective rights and remedies in a court of competent jurisdiction. Nothing in this section shall prevent you or us from seeking necessary injunctive relief during the dispute resolution procedures.
4. Taxes. The fees in the Investment Summary do not include any taxes, including, without limitation, sales, use, or excise tax. If you are a tax-exempt entity, you agree to provide us with a tax-exempt certificate. Otherwise, we will pay all applicable taxes to the proper authorities and you will reimburse us for such taxes. If you have a valid direct-pay permit, you agree to provide us with a copy. For clarity, we are responsible for paying our income taxes, both federal and state, as applicable, arising from our performance of this Agreement.
5. Nondiscrimination. We will not discriminate against any person employed or applying for employment concerning the performance of our responsibilities under this Agreement. This discrimination prohibition will apply to all matters of initial employment, tenure, and terms of employment, or otherwise with respect to any matter directly or indirectly relating to employment concerning race, color, religion, national origin, age, sex, sexual orientation, ancestry, disability that is unrelated to the individual's ability to perform the duties of a particular job or position, height, weight, marital status, or political affiliation. We will post, where appropriate, all notices related to nondiscrimination as may be required by applicable law.
6. E-Verify. We have complied, and will comply, with the E-Verify procedures administered by the U.S. Citizenship and Immigration Services Verification Division for all of our employees assigned to your project.
7. Subcontractors. We will not subcontract any services under this Agreement without your prior written consent, not to be unreasonably withheld.
8. Binding Effect; No Assignment. This Agreement shall be binding on, and shall be for the benefit of,

either your or our successor(s) or permitted assign(s). Neither party may assign this Agreement without the prior written consent of the other party; provided, however, your consent is not required for an assignment by us as a result of a corporate reorganization, merger, acquisition, or purchase of substantially all of our assets.

9. Force Majeure. Except for your payment obligations, neither party will be liable for delays in performing its obligations under this Agreement to the extent that the delay is caused by Force Majeure; provided, however, that within ten (10) business days of the Force Majeure event, the party whose performance is delayed provides the other party with written notice explaining the cause and extent thereof, as well as a request for a reasonable time extension equal to the estimated duration of the Force Majeure event.
10. No Intended Third Party Beneficiaries. This Agreement is entered into solely for the benefit of you and us. No third party will be deemed a beneficiary of this Agreement, and no third party will have the right to make any claim or assert any right under this Agreement. This provision does not affect the rights of third parties under any Third Party Terms.
11. Entire Agreement; Amendment. This Agreement represents the entire agreement between you and us with respect to the subject matter hereof, and supersedes any prior agreements, understandings, and representations, whether written, oral, expressed, implied, or statutory. This Agreement may only be modified by a written amendment signed by an authorized representative of each party.
12. Severability. If any term or provision of this Agreement is held invalid or unenforceable, the remainder of this Agreement will be considered valid and enforceable to the fullest extent permitted by law.
13. No Waiver. In the event that the terms and conditions of this Agreement are not strictly enforced by either party, such non-enforcement will not act as or be deemed to act as a waiver or modification of this Agreement, nor will such non-enforcement prevent such party from enforcing each and every term of this Agreement thereafter.
14. Independent Contractor. We are an independent contractor for all purposes under this Agreement.
15. Notices. All notices or communications required or permitted as a part of this Agreement, such as notice of an alleged material breach for a termination for cause or a dispute that must be submitted to dispute resolution, must be in writing and will be deemed delivered upon the earlier of the following: (a) actual receipt by the receiving party; (b) upon receipt by sender of a certified mail, return receipt signed by an employee or agent of the receiving party; (c) upon receipt by sender of proof of email delivery; or (d) if not actually received, five (5) days after deposit with the United States Postal Service authorized mail center with proper postage (certified mail, return receipt requested) affixed and addressed to the other party at the address set forth on the signature page hereto or such other address as the party may have designated by proper notice. The consequences for the failure to receive a notice due to improper notification by the intended receiving party of a change in address will be borne by the intended receiving party.
16. Client Lists. You agree that we may identify you by name in client lists, marketing presentations, and promotional materials.
17. Confidentiality. Both parties recognize that their respective employees and agents, in the course of performance of this Agreement, may be exposed to confidential information and that disclosure of such information could violate rights to private individuals and entities, including the parties.

Confidential information is nonpublic information that a reasonable person would believe to be confidential and includes, without limitation, personal identifying information (*e.g.*, social security numbers) and trade secrets, each as defined by applicable state law. Each party agrees that it will not disclose any confidential information of the other party and further agrees to take all reasonable and appropriate action to prevent such disclosure by its employees or agents. The confidentiality covenants contained herein will survive the termination or cancellation of this Agreement. This obligation of confidentiality will not apply to information that:

- (a) is in the public domain, either at the time of disclosure or afterwards, except by breach of this Agreement by a party or its employees or agents;
- (b) a party can establish by reasonable proof was in that party's possession at the time of initial disclosure;
- (c) a party receives from a third party who has a right to disclose it to the receiving party; or
- (d) is the subject of a legitimate disclosure request under the open records laws or similar applicable public disclosure laws governing this Agreement; provided, however, that in the event you receive an open records or other similar applicable request, you will give us prompt notice and otherwise perform the functions required by applicable law.

18. Business License. In the event a local business license is required for us to perform services hereunder, you will promptly notify us and provide us with the necessary paperwork and/or contact information so that we may timely obtain such license.
19. Governing Law. This Agreement will be governed by and construed in accordance with the laws of your state of domicile, without regard to its rules on conflicts of law.
20. Multiple Originals and Authorized Signatures. This Agreement may be executed in multiple originals, any of which will be independently treated as an original document. Any electronic, faxed, scanned, photocopied, or similarly reproduced signature on this Agreement or any amendment hereto will be deemed an original signature and will be fully enforceable as if an original signature. Each party represents to the other that the signatory set forth below is duly authorized to bind that party to this Agreement.
21. Cooperative Procurement. To the maximum extent permitted by applicable law, we agree that this Agreement may be used as a cooperative procurement vehicle by eligible jurisdictions. We reserve the right to negotiate and customize the terms and conditions set forth herein, including but not limited to pricing, to the scope and circumstances of that cooperative procurement.
22. Contract Documents. This Agreement includes the following exhibits:

Exhibit A	Investment Summary
Exhibit B	Invoicing and Payment Policy Schedule 1: Business Travel Policy
Exhibit C	Service Level Agreement Schedule 1: Support Call Process
Exhibit D	Third Party Terms
Exhibit E	Statement of Work

IN WITNESS WHEREOF, a duly authorized representative of each party has executed this Agreement as of the date(s) set forth below.

Tyler Technologies, Inc.

[INSERT CLIENT NAME]

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

Address for Notices:

Tyler Technologies, Inc.
One Tyler Drive
Yarmouth, ME 04096
Attention: Associate General Counsel

Address for Notices:

[INSERT CLIENT NAME]
[INSERT]
[INSERT]
Attn:



Exhibit A

Investment Summary

The following Investment Summary details the software and services to be delivered by us to you under the Agreement. This Investment Summary is effective as of the Effective Date. Capitalized terms not otherwise defined will have the meaning assigned to such terms in the Agreement.

REMAINDER OF PAGE INTENTIONALLY LEFT BLANK



Exhibit B Invoicing and Payment Policy

We will provide you with the software and services set forth in the Investment Summary of the Agreement. Capitalized terms not otherwise defined will have the meaning assigned to such terms in the Agreement.

Invoicing: We will invoice you for the applicable software and services in the Investment Summary as set forth below. Your rights to dispute any invoice are set forth in the Agreement.

1. SaaS Fees. SaaS Fees are invoiced on an annual basis, beginning on the commencement of the initial term as set forth in Section F (1) of this Agreement. Your annual SaaS fees for the initial term are set forth in the Investment Summary. Upon expiration of the initial term, your annual SaaS fees will be at our then-current rates.
2. Other Tyler Software and Services.
 - 2.1 *Project Planning Services:* Project planning services are invoiced upon delivery of the implementation planning document.
 - 2.2 *VPN Device:* The fee for the VPN device will be invoiced upon installation of the VPN.
 - 2.3 *Implementation and Other Professional Services (including training):* Implementation and other professional services (including training) are billed and invoiced as delivered, at the rates set forth in the Investment Summary.³
 - 2.4 *Consulting Services:* If you have purchased any Business Process Consulting services, if they have been quoted as fixed-fee services, they will be invoiced 50% upon your acceptance of the Business System Design document, by module, and 50% upon your acceptance of custom desktop procedures, by module. If you have purchased any Business Process Consulting services and they are quoted as an estimate, then we will bill you the actual services delivered on a time and materials basis.
 - 2.5 *Conversions:* Fixed-fee conversions are invoiced 50% upon initial delivery of the converted data, by conversion option, and 50% upon Client acceptance to load the converted data into Live/Production environment, by conversion option. Where conversions are quoted as estimated, we will bill you the actual services delivered on a time and materials basis.⁴

³ IF IMPLEMENTATION SERVICES, ETC. ARE QUOTED AS PART OF SAAS FEES, REPLACE THIS TEXT WITH: "IMPLEMENTATION AND CONVERSION SERVICES ARE QUOTED AS PART OF YOUR SAAS FEES, AND WILL BE INVOICED AS SET FORTH ABOVE."

⁴ REMOVE IF IMPLEMENTATION AND CONVERSION SERVICES FEES ROLLED INTO SAAS FEES.

- 2.6 *Requested Modifications to the Tyler Software:* Requested modifications to the Tyler Software are invoiced 50% upon delivery of specifications and 50% upon delivery of the applicable modification. You must report any failure of the modification to conform to the specifications within thirty (30) days of delivery; otherwise, the modification will be deemed to be in compliance with the specifications after the 30-day window has passed. You may still report Defects to us as set forth in the Maintenance and Support Agreement.
- 2.7 *Other Fixed Price Services:* Other fixed price services are invoiced upon complete delivery of the service. For the avoidance of doubt, where “Project Planning Services” are provided, payment will be due upon delivery of the Implementation Planning document.
- 2.8 *Change Management Services:* If you have purchased any change management services, those services will be invoiced in the following amounts and upon the following milestones:

Acceptance of Change Management Discovery Analysis	15%
Delivery of Change Management Plan and Strategy Presentation	10%
Acceptance of Executive Playbook	15%
Acceptance of Resistance Management Plan	15%
Acceptance of Procedural Change Communications Plan	10%
Change Management Coach Training	20%
Change Management After-Action Review	15%

3. Third Party Products.

- 3.1 *Third Party Software License Fees:* License fees for Third Party Software, if any, are invoiced when we make it available to you for downloading.
- 3.2 *Third Party Software Maintenance:* The first year maintenance for the Third Party Software is invoiced when we make it available to you for downloading.
- 3.3 *Third Party Hardware:* Third Party Hardware costs, if any, are invoiced upon delivery.

4. Expenses. The service rates in the Investment Summary do not include travel expenses. Expenses will be billed as incurred and only in accordance with our then-current Business Travel Policy, plus a 10% travel agency processing fee. Our current Business Travel Policy is attached to this Exhibit B at Schedule 1. Copies of receipts will be provided upon request; we reserve the right to charge you an administrative fee depending on the extent of your requests. Receipts for miscellaneous items less than twenty-five dollars and mileage logs are not available.
5. Credit for Prepaid Maintenance and Support Fees for Tyler Software. Client will receive a credit for the maintenance and support fees prepaid for the Tyler Software for the time period commencing on the first day of the SaaS Term.⁵

Payment. Payment for undisputed invoices is due within forty-five (45) days of the invoice date. We

⁵ USE FOR FLIP CONTRACTS WHERE THE SAAS TERM BEGINS BEFORE THE END OF THE ANNUAL MAINTENANCE TERM.

prefer to receive payments electronically. Our electronic payment information is:

Bank:	Wells Fargo Bank, N.A. 420 Montgomery San Francisco, CA 94104
ABA:	121000248
Account:	4124302472
Beneficiary:	Tyler Technologies, Inc. – Operating



Exhibit B
Schedule 1
Business Travel Policy

1. Air Travel

A. Reservations & Tickets

Tyler's Travel Management Company (TMC) will provide an employee with a direct flight within two hours before or after the requested departure time, assuming that flight does not add more than three hours to the employee's total trip duration and the fare is within \$100 (each way) of the lowest logical fare. If a net savings of \$200 or more (each way) is possible through a connecting flight that is within two hours before or after the requested departure time and that does not add more than three hours to the employee's total trip duration, the connecting flight should be accepted.

Employees are encouraged to make advanced reservations to take full advantage of discount opportunities. Employees should use all reasonable efforts to make travel arrangements at least two (2) weeks in advance of commitments. A seven day advance booking requirement is mandatory. When booking less than seven days in advance, management approval will be required.

Except in the case of international travel where a segment of continuous air travel is scheduled to exceed six hours, only economy or coach class seating is reimbursable.

B. Baggage Fees

Reimbursement of personal baggage charges are based on trip duration as follows:

- Up to five days = one checked bag
- Six or more days = two checked bags

Baggage fees for sports equipment are not reimbursable.

2. Ground Transportation

A. Private Automobile

Mileage Allowance – Business use of an employee's private automobile will be reimbursed at the current IRS allowable rate, plus out of pocket costs for tolls and parking. Mileage will be calculated by using the employee's office as the starting and ending point, in compliance with IRS regulations. Employees who have been designated a home office should calculate miles from their home.

B. Rental Car

Employees are authorized to rent cars only in conjunction with air travel when cost, convenience, and the specific situation reasonably require their use. When renting a car for Tyler business, employees should select a “mid-size” or “intermediate” car. “Full” size cars may be rented when three or more employees are traveling together. Tyler carries leased vehicle coverage for business car rentals; additional insurance on the rental agreement should be declined.

C. Public Transportation

Taxi or airport limousine services may be considered when traveling in and around cities or to and from airports when less expensive means of transportation are unavailable or impractical. The actual fare plus a reasonable tip (15-18%) are reimbursable. In the case of a free hotel shuttle to the airport, tips are included in the per diem rates and will not be reimbursed separately.

D. Parking & Tolls

When parking at the airport, employees must use longer term parking areas that are measured in days as opposed to hours. Park and fly options located near some airports may also be used. For extended trips that would result in excessive parking charges, public transportation to/from the airport should be considered. Tolls will be reimbursed when receipts are presented.

3. Lodging

Tyler’s TMC will select hotel chains that are well established, reasonable in price, and conveniently located in relation to the traveler's work assignment. Typical hotel chains include Courtyard, Fairfield Inn, Hampton Inn, and Holiday Inn Express. If the employee has a discount rate with a local hotel, the hotel reservation should note that discount and the employee should confirm the lower rate with the hotel upon arrival. Employee memberships in travel clubs such as AAA should be noted in their travel profiles so that the employee can take advantage of any lower club rates.

“No shows” or cancellation fees are not reimbursable if the employee does not comply with the hotel’s cancellation policy.

Tips for maids and other hotel staff are included in the per diem rate and are not reimbursed separately.

4. Meals and Incidental Expenses

Employee meals and incidental expenses while on travel status are in accordance with the federal per diem rates published by the General Services Administration. Incidental expenses include tips to maids, hotel staff, and shuttle drivers and other minor travel expenses. Per diem rates are available at www.gsa.gov/perdiem.

A. Overnight Travel

For each full day of travel, all three meals are reimbursable. Per diems on the first and last day of a trip are governed as set forth below.

Departure Day

Depart before 12:00 noon	Lunch and dinner
Depart after 12:00 noon	Dinner

Return Day

Return before 12:00 noon	Breakfast
Return between 12:00 noon & 7:00 p.m.	Breakfast and lunch
Return after 7:00 p.m.*	Breakfast, lunch and dinner

*7:00 p.m. is defined as direct travel time and does not include time taken to stop for dinner

The reimbursement rates for individual meals are calculated as a percentage of the full day per diem as follows:

- Breakfast 15%
- Lunch 25%
- Dinner 60%

B. Same Day Travel

Employees traveling at least 100 miles to a site and returning in the same day are eligible to claim lunch on an expense report. Employees on same day travel status are eligible to claim dinner in the event they return home after 7:00 p.m.*

*7:00 p.m. is defined as direct travel time and does not include time taken to stop for dinner

5. Internet Access – Hotels and Airports

Employees who travel may need to access their e-mail at night. Many hotels provide free high speed internet access and Tyler employees are encouraged to use such hotels whenever possible. If an employee's hotel charges for internet access it is reimbursable up to \$10.00 per day. Charges for internet access at airports are not reimbursable.



Exhibit C

SERVICE LEVEL AGREEMENT

I. Agreement Overview

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

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

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

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

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

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

III. Service Availability

The Service Availability of the Tyler Software is intended to be 24/7/365. We set Service Availability goals and measures whether we have met those goals by tracking Attainment.

a. Your Responsibilities

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

You must document, in writing, all Downtime that you have experienced during a calendar quarter. You must deliver such documentation to us within 30 days of a quarter's end.

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

b. Our Responsibilities

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

Upon timely receipt of your Downtime report, we will compare that report to our own outage logs and support tickets to confirm that Downtime for which we were responsible indeed occurred.

We will respond to your Downtime report within 30 day(s) of receipt. To the extent we have confirmed Downtime for which we are responsible, we will provide you with the relief set forth below.

c. Client Relief

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

Notwithstanding the above, the total amount of all relief that would be due under this SLA per quarter will not exceed 5% of one quarter of the then-current SaaS Fee. The total credits confirmed by us in one or more quarters of a billing cycle will be applied to the SaaS Fee for the next billing cycle. Issuing of such credit does not relieve us of our obligations under the Agreement to correct the problem which created the service interruption.

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

Targeted Attainment	Actual Attainment	Client Relief
100%	98-99%	Remedial action will be taken.
100%	95-97%	4% credit of fee for affected calendar quarter will be posted to next billing cycle
100%	<95%	5% credit of fee for affected calendar quarter will be posted to next billing cycle

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

IV. Applicability

The commitments set forth in this SLA do not apply during maintenance windows, Client Error Incidents, and Force Majeure.

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

V. Force Majeure

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



Exhibit C Schedule 1 Support Call Process

Support Channels

Tyler Technologies, Inc. provides the following channels of software support:

- (1) Tyler Community – an on-line resource, Tyler Community provides a venue for all Tyler clients with current maintenance agreements to collaborate with one another, share best practices and resources, and access documentation.
- (2) On-line submission (portal) – for less urgent and functionality-based questions, users may create unlimited support incidents through the customer relationship management portal available at the Tyler Technologies website.
- (3) Email – for less urgent situations, users may submit unlimited emails directly to the software support group.
- (4) Telephone – for urgent or complex questions, users receive toll-free, unlimited telephone software support.

Support Resources

A number of additional resources are available to provide a comprehensive and complete support experience:

- (1) Tyler Website – www.tylertech.com – for accessing client tools and other information including support contact information.
- (2) Tyler Community – available through login, Tyler Community provides a venue for clients to support one another and share best practices and resources.
- (3) Knowledgebase – A fully searchable depository of thousands of documents related to procedures, best practices, release information, and job aides.
- (4) Program Updates – where development activity is made available for client consumption

Support Availability

Tyler Technologies support is available during the local business hours of 8 AM to 5 PM (Monday – Friday) across four US time zones (Pacific, Mountain, Central and Eastern). Clients may receive coverage across these time zones. Tyler’s holiday schedule is outlined below. There will be no support coverage on these days.

New Year’s Day	Thanksgiving Day
Memorial Day	Day after Thanksgiving
Independence Day	Christmas Day
Labor Day	

Issue Handling

Incident Tracking

Every support incident is logged into Tyler’s Customer Relationship Management System and given a unique incident number. This system tracks the history of each incident. The incident tracking number is used to track and reference open issues when clients contact support. Clients may track incidents, using the incident number, through the portal at Tyler’s website or by calling software support directly.

Incident Priority

Each incident is assigned a priority number, which corresponds to the client’s needs and deadlines. The client is responsible for reasonably setting the priority of the incident per the chart below. This chart is not intended to address every type of support incident, and certain “characteristics” may or may not apply depending on whether the Tyler software has been deployed on customer infrastructure or the Tyler cloud. The goal is to help guide the client towards clearly understanding and communicating the importance of the issue and to describe generally expected responses and resolutions.

Priority Level	Characteristics of Support Incident	Resolution Targets
1 Critical	Support incident that causes (a) complete application failure or application unavailability; (b) application failure or unavailability in one or more of the client’s remote location; or (c) systemic loss of multiple essential system functions.	Tyler shall provide an initial response to Priority Level 1 incidents within one (1) business hour of receipt of the support incident. Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within one (1) business day. For non-hosted customers, Tyler’s responsibility for lost or corrupted data is limited to assisting the client in restoring its last available database.
2 High	Support incident that causes (a) repeated, consistent failure of essential functionality affecting more than one user or (b) loss or corruption of data.	Tyler shall provide an initial response to Priority Level 2 incidents within four (4) business hours of receipt of the support incident. Tyler shall use commercially reasonable efforts to resolve such support incidents or provide a circumvention procedure within ten (10) business days. For non-hosted customers, Tyler’s responsibility for loss or corrupted data is limited to assisting the client in restoring its last available database.
3 Medium	Priority Level 1 incident with an existing circumvention procedure, or a Priority Level 2 incident that affects only one user or for which there is an existing circumvention procedure.	Tyler shall provide an initial response to Priority Level 3 incidents within one (1) business day of receipt of the support incident. Tyler shall use commercially reasonable efforts to resolve such support incidents without the need for a circumvention procedure with the next published maintenance update or service pack. For non-hosted customers, Tyler’s responsibility for lost or corrupted data is limited to assisting the client in restoring its last available database.
4 Non-critical	Support incident that causes failure of non-essential functionality or a cosmetic or other issue that does not qualify as any other Priority Level.	Tyler shall provide an initial response to Priority Level 4 incidents within two (2) business days. Tyler shall use commercially reasonable efforts to resolve such support incidents, as well as cosmetic issues, with a future version release.

Incident Escalation

Tyler Technology's software support consists of four levels of personnel:

- (1) Level 1: front-line representatives
- (2) Level 2: more senior in their support role, they assist front-line representatives and take on escalated issues
- (3) Level 3: assist in incident escalations and specialized client issues
- (4) Level 4: responsible for the management of support teams for either a single product or a product group

If a client feels they are not receiving the service needed, they may contact the appropriate Software Support Manager. After receiving the incident tracking number, the manager will follow up on the open issue and determine the necessary action to meet the client's needs.

On occasion, the priority or immediacy of a software support incident may change after initiation. Tyler encourages clients to communicate the level of urgency or priority of software support issues so that we can respond appropriately. A software support incident can be escalated by any of the following methods:

- (1) Telephone – for immediate response, call toll-free to either escalate an incident's priority or to escalate an issue through management channels as described above.
- (2) Email – clients can send an email to software support in order to escalate the priority of an issue
- (3) On-line Support Incident Portal – clients can also escalate the priority of an issue by logging into the client incident portal and referencing the appropriate incident tracking number.

Remote Support Tool

Some support calls require further analysis of the client's database, process or setup to diagnose a problem or to assist with a question. Tyler will, at its discretion, use an industry-standard remote support tool. Support is able to quickly connect to the client's desktop and view the site's setup, diagnose problems, or assist with screen navigation. More information about the remote support tool Tyler uses is available upon request.



Exhibit D
End User License Agreement⁶

REMAINDER OF PAGE INTENTIONALLY LEFT BLANK

⁶ INCLUDE ONLY WHERE TYLERFORMS ARE PART OF LICENSED MODULES.

ATTENTION: THE SOFTWARE PROVIDED UNDER THIS AGREEMENT IS BEING LICENSED TO YOU BY **OF SOFTWARE LTD.** AND IS NOT BEING SOLD. THIS SOFTWARE IS PROVIDED UNDER THE FOLLOWING AGREEMENT THAT SPECIFIES WHAT YOU MAY DO WITH THE SOFTWARE AND CONTAINS IMPORTANT LIMITATIONS ON REPRESENTATIONS, WARRANTIES, CONDITIONS, REMEDIES, AND LIABILITIES.

DocOrigin

SOFTWARE LICENSE

IMPORTANT-READ CAREFULLY: This End-User License Agreement ("**Agreement**" or "**EULA**") is a legal agreement between you (either an individual person or a single legal entity, who will be referred to in this EULA as "**You**") and OF Software Ltd. for the DocOrigin software product that accompanies this EULA, including any associated media, printed materials and electronic documentation (the "**Software**"). The Software also encompasses any software updates, add-on components, web services and/or supplements that may be provided to you or made available to you after the date you obtain the initial copy of the Software to the extent that such items are not accompanied by a separate license agreement or terms of use. If you receive the Software under separate terms from your distributor, those terms will take precedence over any conflicting terms of this EULA.

By installing, copying, downloading, accessing or otherwise using the Software, you agree to be bound by the terms of this EULA. If you do not agree to the terms of this EULA, do not install, access or use the Software; instead, you should remove the Software from all systems and receive a full refund.

IF YOU ARE AN AGENT OR EMPLOYEE OF ANOTHER ENTITY YOU REPRESENT AND WARRANT THAT (I) THE INDIVIDUAL ACCEPTING THIS AGREEMENT IS DULY AUTHORIZED TO ACCEPT THIS AGREEMENT ON SUCH ENTITY'S BEHALF AND TO BIND SUCH ENTITY, AND (II) SUCH ENTITY HAS FULL POWER, CORPORATE OR OTHERWISE, TO ENTER INTO THIS AGREEMENT AND PERFORM ITS OBLIGATIONS HEREUNDER.

1. LICENSE TERMS

- 1.1** In this Agreement a "**License Key**" means any license key, activation code, or similar installation, access or usage control codes, including serial numbers digitally created and or provided by OF Software Ltd., designed to provide unlocked access to the Software and its functionality.
- 1.2** **Evaluation License.** Subject to all of the terms and conditions of this Agreement, OF Software Ltd. grants You a limited, royalty-free, non-exclusive, non-transferable license to download and install a copy of the Software from www.docorigin.com on a single machine and use it on a royalty-free basis for no more than 120 days from the date of installation (the "**Evaluation Period**"). You may use the Software during the Evaluation Period solely for the purpose of testing and evaluating it to determine if You wish to obtain a commercial, production license for the Software. This evaluation license grant will automatically end on expiry of the Evaluation Period and you acknowledge and agree that OF Software Ltd. will be under no obligation to renew or extend the Evaluation Period. If you wish to continue using the Software You may, on payment of the applicable fees, upgrade to a full license (as further described in section 1.3 below) on the terms of this Agreement and will be issued with a License Key for the same. If you do not wish to continue to license the Software after expiry of the Evaluation Period, then You agree to comply with the termination obligations set out in section [7.3] of this Agreement. For greater certainty, any document generated by you under an evaluation license will have a 'spoiler' or watermark on the output document. Documents generated by DocOrigin software that has a valid license key file also installed will not have the 'spoiler' produced. You are not permitted to remove the watermark or 'spoiler' from documents generated using the software under an evaluation license.
- 1.3** **Development and Testing Licenses.** Development and testing licenses are available for purchase through authorized distributors and resellers of OF Software Ltd. only. Subject to all of the terms and conditions of this Agreement, OF Software Ltd. grants You, a perpetual (subject to termination by OF Software Ltd. due to your breach of the terms of this Agreement), non-exclusive, non-transferable, worldwide non-sublicensable license to download and install a copy of the Software from www.docorigin.com on a single machine and

use for development and testing to create collateral deployable to Your production system(s). You are not entitled to use a development and testing license for live production purposes.

1.4 Production Licenses. Production licenses are available for purchase through authorized distributors and resellers of OF Software Ltd. only. Subject to all of the terms and conditions of this Agreement, OF Software Ltd. grants You, a perpetual (subject to termination by OF Software Ltd. due to your breach of the terms of this Agreement), non-exclusive, non-transferable, worldwide non-sublicenseable license to use the Software in accordance with the license type purchased by you as set out on your purchase order as further described below. For greater certainty, unless otherwise agreed in a purchase order concluded with an approved distributor of the Software, and approved by OF Software, the default license to the Software is a per-CPU license as described in A. below:

A. Per-CPU. The total number of CPUs on a computer used to operate the Software may not exceed the licensed quantity of CPUs. For purposes of this license metric: (a) CPUs may contain more than one processing core, each group of two (2) processing cores is consider one (1) CPU., and any remaining unpaired processing core, will be deemed a CPU. (b) all CPUs on a computer on which the Software is installed shall be deemed to operate the Software unless You configure that computer (using a reliable and verifiable means of hardware or software partitioning) such that the total number of CPUs that actually operate the Software is less than the total number on that computer.

B. Per-Document. This is defined as a fee per document based on the total number of documents generated annually by merging data with a template created by the Software. The combined data and template produce documents of one or more pages. A document may contain 1 or more pages. For instance a batch of invoices for 250 customers may contain 1,000 pages, this will be counted as 250 documents which should correspond to 250 invoices.

C. Per-Surface. This is defined as a fee per surface based on the total number of surfaces generated annually by merging data with a template created by the Software. The combined data and template produce documents of one or more pages, the pages may be printed one side (one surface) or duplexed (2 surfaces). The documents may be rendered to a computer file (i.e. PDF), each page placed in the file is considered a surface. A document may contain 1 or more surfaces. For instance a batch of invoices for 250 customers may contain 500 pages duplexed, this will be counted as 1000 surfaces.

1.5 Disaster Recovery License. You may request a Disaster Recovery license of the Software for each production license You have purchased as a failover in the event of loss of use of the production server(s). This license is for disaster recovery purposes only and under no circumstance may the disaster recovery license be used for production simultaneously with a production license with which it is paired.

1.6 Backup Copies. After installation of the Software pursuant to this EULA, you may store a copy of the installation files for the Software solely for backup or archival purposes. Except as expressly provided in this EULA, you may not otherwise make copies of the Software or the printed materials accompanying the Software.

1.7 Third-Party Software License Rights. If a separate license agreement pertaining to an item of third-party software is: delivered to You with the Software, included in the Software download package, or referenced in any material that is provided with the Software, then such separate license agreement shall govern Your use of that item or version of Third-Party Software. Your rights in respect to any third-party software, third-party data, third-party software or other third-party content provided with the Software shall be limited to those rights necessary to operate the Software as permitted by this Agreement. No other rights in the Software or third-party software are granted to You.

2. LICENSE RESTRICTIONS

Any copies of the Software shall include all trademarks, copyright notices, restricted rights legends, proprietary markings and the like exactly as they appear on the copy of the Software originally provided to You. You may not remove or alter any copyright, trademark and/or proprietary notices marked on any part of the Software or related documentation and must reproduce all such notices on all authorized copies of the Software and related documentation. You shall not sublicense, distribute or otherwise make the Software available to any third party (including, without limitation, any contractor, franchisee, agent or dealer) without first obtaining the written agreement of (a) OF Software Ltd. to that use, and (b) such third party to comply with this Agreement. You further agree not to (i) rent, lease, sell, sublicense, assign, or otherwise transfer the Software to anyone else; (ii) directly or indirectly use the Software or any information about the Software in the development of any software that is competitive with the Software, or (iii) use the Software to operate or as a part of a time-sharing service, outsourcing service, service bureau, application service provider or managed service provider offering. You further agree not to reverse engineer, decompile, or disassemble the Software.

3. UPDATES, MAINTENANCE AND SUPPORT

- 3.1 During the validity period of Your License Key, You will be entitled to download the latest version of the Software from the DocOrigin website www.docorigin.com. Use of any updates provided to You shall be governed by the terms and conditions of this Agreement. OF Software Ltd. reserves the right at any time to not release or to discontinue release of any Software and to alter prices, features, specifications, capabilities, functions, licensing terms, release dates, general availability or other characteristics of the Software.
- 3.2 On expiry of your maintenance and support contract, you will have the right to continue using the current version(s) of the Software which you downloaded prior to the date of expiry of your License Key. However, you will need to renew maintenance and support in order to receive a new License Key that will unlock the more current version(s) of the Software. For greater certainty, if you attempt to use an expired License Key to download the latest version of the Software, the Software will revert to being a locked, evaluation copy of that version of the Software.

4. INTELLECTUAL PROPERTY RIGHTS.

This EULA does not grant you any rights in connection with any trademarks or service marks of OF Software Ltd. or DocOrigin. All title and intellectual property rights in and to the Software, the accompanying printed materials, and any copies of the Software are owned by OF Software Ltd. or its suppliers. All title and intellectual property rights in and to the content that is not contained in the Software, but may be accessed through use of the Software, is the property of the respective content owners and may be protected by applicable copyright or other intellectual property laws and treaties. This EULA grants you no rights to use such content. If this Software contains documentation that is provided only in electronic form, you may print one copy of such electronic documentation.

5. DISCLAIMER OF WARRANTIES.

TO THE GREATEST EXTENT PERMITTED BY LAW, THE LICENSED SOFTWARE AND TECHNICAL SUPPORT PROVIDED BY OF SOFTWARE LTD. HEREUNDER ARE PROVIDED ON AN "AS IS" BASIS AND THERE ARE NO WARRANTIES, REPRESENTATIONS OR CONDITIONS, EXPRESS OR IMPLIED, WRITTEN OR ORAL, ARISING BY STATUTE, OPERATION OF LAW, COURSE OF DEALING, USAGE OF TRADE OR OTHERWISE, REGARDING THEM OR ANY OTHER PRODUCT OR SERVICE PROVIDED UNDER THIS AGREEMENT OR IN CONNECTION WITH THIS AGREEMENT BY OF SOFTWARE LTD. OF SOFTWARE LTD. DISCLAIM ANY IMPLIED WARRANTIES OR CONDITIONS OF QUALITY, MERCHANTABILITY, MERCHANTABLE QUALITY, DURABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. OF SOFTWARE LTD. DOES NOT REPRESENT OR WARRANT THAT THE SOFTWARE SHALL MEET ANY OR ALL OF YOUR PARTICULAR REQUIREMENTS, THAT THE SOFTWARE WILL OPERATE ERROR-FREE OR UNINTERRUPTED OR THAT ALL ERRORS OR DEFECTS IN THE SOFTWARE CAN BE FOUND OR CORRECTED.

In certain jurisdictions some or all of the provisions in this Section may not be effective or the applicable law may mandate a more extensive warranty in which case the applicable law will prevail over this Agreement.

6. LIMITATIONS OF LIABILITY.

- 6.1 TO THE GREATEST EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL OF SOFTWARE LTD. BE LIABLE TO YOU OR ANY OTHER PERSON FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, EXEMPLARY OR CONSEQUENTIAL DAMAGES WHATSOEVER, INCLUDING WITHOUT LIMITATION, LEGAL EXPENSES, LOSS OF BUSINESS, LOSS OF PROFITS, LOSS OF REVENUE, LOST OR DAMAGED DATA, LOSS OF COMPUTER TIME, COST OF SUBSTITUTE GOODS OR SERVICES, OR FAILURE TO REALIZE EXPECTED SAVINGS OR ANY OTHER COMMERCIAL OR ECONOMIC LOSSES ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT, EVEN IF OF SOFTWARE LTD. HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSS OR DAMAGES, OR SUCH LOSSES OR DAMAGES ARE FORESEEABLE.
- 6.2 THE ENTIRE LIABILITY OF OF SOFTWARE LTD. AND YOUR EXCLUSIVE REMEDY WITH RESPECT TO THE SOFTWARE AND TECHNICAL SUPPORT AND ANY OTHER PRODUCTS OR SERVICES SUPPLIED BY OF SOFTWARE LTD. IN CONNECTION WITH THIS AGREEMENT FOR DAMAGES FOR ANY CAUSE AND REGARDLESS OF THE CAUSE OF ACTION, WHETHER IN CONTRACT OR IN TORT, INCLUDING FUNDAMENTAL BREACH OR NEGLIGENCE, WILL BE LIMITED IN THE AGGREGATE TO THE AMOUNTS PAID BY YOU FOR THE SOFTWARE, TECHNICAL SUPPORT OR SERVICES GIVING RISE TO THE CLAIM.
- 6.3 THE DISCLAIMER OF REPRESENTATIONS, WARRANTIES AND CONDITIONS AND LIMITATION OF LIABILITY CONSTITUTE AN ESSENTIAL PART OF THIS AGREEMENT. YOU ACKNOWLEDGE THAT BUT FOR THE DISCLAIMER OF REPRESENTATIONS, WARRANTIES AND CONDITIONS AND LIMITATION OF LIABILITY, NEITHER OF SOFTWARE LTD. NOR ANY OF ITS LICENSORS OR SUPPLIERS WOULD GRANT THE RIGHTS GRANTED IN THIS AGREEMENT.

7. TERM AND TERMINATION

- 7.1 The term of this Agreement will begin on download of the Software and, in respect of an Evaluation License, shall continue for the Evaluation Period, and in respect of all other license types defined in Section 1, shall continue for as long as You use the Software, unless earlier terminated sooner under this section 7.
- 7.2 OF Software Ltd. may terminate this Agreement in the event of any breach by You if such breach has not been cured within five (5) days of notice to You. No termination of this Agreement will entitle You to a refund of any amounts paid by You to OF Software Ltd. or its applicable distributor or reseller or affect any obligations You may have to pay any outstanding amounts owing to OF Software Ltd. or its distributor.
- 7.3 Your rights to use the Software will immediately terminate upon termination or expiration of this Agreement. Within five (5) days of termination or expiration of this Agreement, You shall purge all Software and all copies thereof from all computer systems and storage devices on which it was stored, and certify such to OF Software Ltd.

8. GENERAL PROVISIONS

- 8.1 **No Waiver.** No delay or failure in exercising any right under this Agreement, or any partial or single exercise of any right, will constitute a waiver of that right or any other rights under this Agreement. No consent to a breach of any express or implied term set out in this Agreement constitutes consent to any subsequent breach, whether of the same or any other provision.
- 8.2 **Severability.** If any provision of this Agreement is, or becomes, unenforceable, it will be severed from this Agreement and the remainder of this Agreement will remain in full force and effect.
- 8.3 **Assignment.** You may not transfer or assign this Agreement (whether voluntarily, by operation of law, or otherwise) without OF Software Ltd.'s prior written consent. OF Software Ltd. may assign this Agreement at any time without notice. This Agreement is binding upon and will inure to the benefit of both parties, and their respective successors and permitted assigns.
- 8.4 **Governing Law and Venue.** This Agreement shall be governed by the laws of the Province of Ontario. No choice of laws rules of any jurisdiction shall apply to this Agreement. You consent and agree that the courts of the Province of Ontario shall have jurisdiction over any legal action or proceeding brought by You arising out of or relating to this Agreement, and You consent to the jurisdiction of such courts for any such action or proceeding.

8.5 **Entire Agreement.** This Agreement is the entire understanding and agreement between You and OF Software Ltd. with respect to the subject matter hereof, and it supersedes all prior negotiations, commitments and understandings, verbal or written, and purchase order issued by You. This Agreement may be amended or otherwise modified by OF Software Ltd. from time to time and the most recent version of the Agreement will be available on the OF Software website www.docorigin.com.

Last Updated: [July 18 2013]



Exhibit D MyGovPay/VirtualPay and IVR

1. MyGovPay/VirtualPay Licensing. Access to MyGovPay and/or Virtual Pay is hereby granted if Customer elects to use MyGovPay or VirtualPay, products of Tyler Technologies (*Powered by Persolvent*), designed for Citizen Users to use for processing online payments.

(a) Special MyGovPay/VirtualPay Definitions.

"Merchant Agreement" means the agreement between Customer and Persolvent that provides for the Merchant Fees.

"Merchant Fees" means direct costs levied by Visa/Mastercard/Discover or other payment card companies for Interchange Fees, Dues, Assessments and Occurrence Fees, over which Tyler Technologies has no authority.

"MyGovPay" means the Product of Tyler Technologies that allows members of the public to pay for Customer's services with a credit or other payment card on the Customer's citizen-facing web portal.

"Persolvent" means Persolvent, formerly BankCard Services Worldwide, a Payment Card Industry (PCI) compliant processing agent through which the EnerGov Software passes credit card transactions.

"Use Fees" means the Technology Fees, Authorization Fees and Program/Convenience Fees as listed in Use Fees Table in Section 2, titled *MyGovPay/VirtualPay*.

"VirtualPay" means the Product of Tyler Technologies that allows the Customer to accept and process citizen user's credit or other payment card using the EnerGov Software.

(b) Conditions of Use. If customer elects to use MyGovPay and/or VirtualPay the following terms apply:

- (1) Customer must apply for and agree to a Merchant Agreement with Persolvent.
- (2) Customer agrees that Citizen Users will be subject to Use Fees as listed in Use Fees table in Section 2.
- (3) Customer agrees that Use Fees are separate from and independent of Merchant Fees.
- (4) Customer agrees that this Agreement does not represent any modification to Customer's Merchant Agreement with Persolvent.
- (5) Customer agrees that Use Fees are for use on the MyGovPay/VirtualPay online system and will not be deposited or owed to Customer in any way.
- (6) Customer agrees that MyGovPay's and VirtualPay's ability to assess Use Fees is dictated by the Card Associations whose rules may change at any time and for any reason. If MyGovPay and/or VirtualPay, for any reason, are unable to process payments using Use Fees, Customer agrees that MyGovPay/VirtualPay reserves the right to negotiate a new pricing model with Customer for the continued use of MyGovPay and/or VirtualPay.

2. MyGovPay/VirtualPay Fees. Customer agrees that the Use Fees set forth on the following page will apply if Customer elects to use MyGovPay/VirtualPay.

USE FEES TABLE FOLLOWS ON NEXT PAGE

Use Fees

EnerGov's MyGovPay (Online / card-not-present payments)**

	MyGovPay (Online Payments)	MyGovPay (Online Payments)
	Percentage Based Fee	+ Transaction Fee
Option 1: Government Entity Paid	2.79%	\$0.20
Option 2: Patron Paid	3.29%	N/A

**ACH processing is available for a fee of \$20 per month and \$0.30 per transaction.

EnerGov's VirtualPay (retail card present)

	VirtualPay (Retail Payments)	Virtual Pay (Retail Payments)
	Percentage Based Fee	+ Transaction Fee
Option 1: Government Entity Paid	2.59%	\$0.15
Option 2: Patron Paid	2.99%	N/A

Patron Paid fees will be communicated as "Service Fees" to the cardholder, at the time of transaction. In the event that the average monthly transaction amount is below \$30, Contractor reserves the right to apply an additional \$0.20 service fee above the quoted rates above.

3. Interactive Voice Response ("IVR"). If IVR is selected by Customer and included in the pricing, the following additional terms and conditions shall apply of this Agreement:

- (a) Network Security. Customer acknowledges that a third-party is used by Tyler Technologies to process IVR data. Customer's content will pass through and be stored on the third-party servers and will not be segregated or in a separate physical location from servers on which other customers' content is or will be transmitted or stored.
- (b) Content. Customer is responsible for the creation, editorial content, control, and all other aspects of content to be used solely in conjunction with the EnerGov Software.
- (c) Lawful Purposes. Customer shall not use the IVR system for any unlawful purpose.
- (d) Critical Application. Customer will not use the IVR system for any life-support application or other critical application where failure or potential failure of the IVR system can cause injury, harm, death, or other grave problems, including, without limitation, loss of aircraft control, hospital life-support system, and delays in getting medicate care or other emergency services.
- (e) No Harmful Code. Customer represents and warrants that no content designed to delete, disable, deactivate, interfere with or otherwise harm any aspect of the IVR system now or in the future, shall be knowingly transmitted by Customer or Users.
- (f) IVR WARRANTY. Except as expressly set forth in this Agreement, TYLER TECHNOLOGIES MAKES NO REPRESENTATION AND EXTENDS NO WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF TITLE, NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE FOR IVR.



Exhibit E

Statement of Work

TO BE INSERTED

10.2 MASTER ESCROW AGREEMENT

Please reference the Master Escrow Agreement on the following pages.

EFFECTIVE DATE: Sept. 29, 2008

MASTER DEPOSIT ACCOUNT NUMBER: 34953

THREE-PARTY MASTER DEPOSITOR ESCROW SERVICE AGREEMENT

1. Introduction.

This Three-Party Master Depositor Escrow Service Agreement (the "Agreement") is entered into by and between Tyler Technologies, Inc., ("Depositor"), and by any additional party enrolling as a "Beneficiary" upon execution of the Beneficiary Enrollment Form attached as Exhibit E to this Agreement and by Iron Mountain Intellectual Property Management, Inc. ("Iron Mountain"). Beneficiary, Depositor, and Iron Mountain may be referred to individually as a "Party" or collectively as the "Parties" throughout this Agreement.

(a) The use of the term "services" in this Agreement shall refer to Iron Mountain services that facilitate the creation, management, and enforcement of software or other technology escrow accounts as described in Exhibit A attached hereto ("Services"). A Party shall request Services under this Agreement by submitting a work request for certain Iron Mountain Services ("Work Request") via written instruction or the online portal maintained at the website located at www.ironmountainconnect.com or other websites owned or controlled by Iron Mountain that are linked to that website (collectively the "Iron Mountain Website").

(b) The Beneficiary and Depositor have, or will have, entered into a license agreement or other agreement conveying intellectual property rights to the Beneficiary ("License Agreement"), and the Parties intend this Agreement to be considered as supplementary to the License Agreement, pursuant to Title 11 United States [Bankruptcy] Code, Section 365(n).

2. Depositor Responsibilities and Representations.

- (a) Depositor shall make an initial deposit that is complete and functional of all proprietary technology and other materials covered under this Agreement ("Deposit Material") to Iron Mountain within thirty (30) days of the Effective Date. Depositor may also update Deposit Material from time to time during the Term of this Agreement provided a minimum of one (1) complete and functional copy of Deposit Material is deposited with Iron Mountain at all times. At the time of each deposit or update, Depositor will provide an accurate and complete description of all Deposit Material sent to Iron Mountain via the Iron Mountain Website or using the form attached hereto as Exhibit B.
- (b) Depositor represents that it lawfully possesses all Deposit Material provided to Iron Mountain under this Agreement free of any liens or encumbrances as of the date of their deposit. Any Deposit Material liens or encumbrances made after their deposit will not prohibit, limit, or alter the rights and obligations of Iron Mountain under this Agreement. Depositor warrants that with respect to the Deposit Material, Iron Mountain's proper administration of this Agreement will not violate the rights of any third parties.
- (c) Depositor represents that all Deposit Material is readable and useable in its then current form; if any portion of such Deposit Material is encrypted the necessary decryption tools and keys to read such material are deposited contemporaneously.
- (d) Depositor agrees, upon request by Iron Mountain, in support of Beneficiary's request for verification Services, to promptly complete and return the Escrow Deposit Questionnaire attached hereto as Exhibit Q. Depositor consents to Iron Mountain's performance of any level(s) of verification Services described in Exhibit A attached hereto and Depositor further consents to Iron Mountain's use of a subcontractor to perform verification Services. Any such subcontractor shall be bound by the same confidentiality obligations as Iron Mountain and shall not be a direct competitor to either Depositor or Beneficiary. Iron Mountain shall be responsible for the delivery of Services of any such subcontractor as if Iron Mountain had performed the Services. Depositor represents that all Deposit Material is provided with all rights necessary for Iron Mountain to verify such proprietary technology and materials upon receipt of a Work Request for such Services or agrees to use commercially reasonable efforts to provide Iron Mountain with any necessary use rights or permissions to use materials necessary to perform verification of the Deposit Material. Depositor agrees to reasonably cooperate with Iron Mountain by providing reasonable access to its technical personnel for verification Services whenever reasonably necessary.

3. Beneficiary Responsibilities and Representations.

- (a) Beneficiary acknowledges that, as between Iron Mountain and Beneficiary, Beneficiary assumes all responsibility for the completeness and functionality of all Deposit Material.
- (b) Beneficiary may submit a verification Work Request to Iron Mountain for one or more of the Services defined in Exhibit A attached hereto and further consents to Iron Mountain's use of a subcontractor if needed to provide such

Services. Beneficiary warrants that Iron Mountain's use of any materials supplied by Beneficiary to perform the verification Services described in Exhibit A is lawful and does not violate the rights of any third parties.

4. Iron Mountain Responsibilities and Representations.

- (a) Iron Mountain agrees to use commercially reasonable efforts to provide the Services requested by Authorized Person(s) (as identified in the "Authorized Person(s)/Notices Table" below) representing the Depositor and Beneficiary in a Work Request. Iron Mountain may reject a Work Request (in whole or in part) that does not contain all required information at any time upon notification to the Party originating the Work Request.
- (b) Iron Mountain will conduct a visual inspection upon receipt of any Deposit Material and associated Exhibit B. If Iron Mountain determines that the Deposit Material does not match the description provided by Depositor represented in Exhibit B attached hereto, Iron Mountain will notify Depositor of such discrepancies and notate such discrepancy on the Exhibit B.
- (c) Iron Mountain will provide notice to the Beneficiary of all Deposit Material that is accepted and deposited into the escrow account under this Agreement.
- (d) Iron Mountain will work with a Party who submits any verification Work Request for Deposit Material covered under this Agreement to either fulfill any standard verification Services Work Request or develop a custom Statement of Work ("SOW"). Iron Mountain and the requesting Party will mutually agree in writing to a SOW on the following terms and conditions that include but are not limited to: description of Deposit Material to be tested; description of verification testing; requesting Party responsibilities; Iron Mountain responsibilities; Service Fees; invoice payment instructions; designation of the paying Party; designation of authorized SOW representatives for both the requesting Party and Iron Mountain with name and contact information; and description of any final deliverables, prior to the start of any fulfillment activity. After the start of fulfillment activity, each SOW may only be amended or modified in writing with the mutual agreement of both Parties, in accordance with the change control procedures set forth therein.
- (e) Iron Mountain will hold and protect all Deposit Material in physical or electronic vaults that are either owned or under the control of Iron Mountain, unless otherwise agreed to by the Parties.
- (f) Upon receipt of written instructions by Depositor, Iron Mountain will permit the replacement or removal of previously submitted Deposit Material.
- (g) Iron Mountain will return the Deposit Material to Depositor upon termination of this Agreement. If reasonable attempts to return the Deposit Material to Depositor are unsuccessful, Iron Mountain shall destroy the Deposit Material.

5. Payment.

The Party responsible for payment designated in Exhibit A ("Paying Party") shall pay to Iron Mountain all fees as set forth in the Work Request ("Service Fees"). Except as set forth below, all Service Fees are due to Iron Mountain within forty-five (45) calendar days from the date of invoice in U.S. currency and are non-refundable. Iron Mountain may update Service Fees with a ninety (90) calendar day written notice to the Paying Party during the Term of this Agreement. Iron Mountain shall not increase Service Fees by more than eight percent (8%) per year. The Paying Party is liable for any taxes related to Services purchased under this Agreement or shall present to Iron Mountain an exemption certificate reasonably acceptable to the taxing authorities. Applicable taxes shall be billed as a separate item on the invoice, to the extent possible. Any undisputed Service Fees not collected by Iron Mountain when due shall bear interest until paid at a rate of one percent (1%) per month (12% per annum) or the maximum rate permitted by law, whichever is less. Notwithstanding, the non-performance of any obligations of Depositor to deliver Deposit Material under the License Agreement or this Agreement, Iron Mountain is entitled to be paid all Service Fees that accrue during the Term of this Agreement.

6. Term and Termination.

- (a) The initial "Term" of this Agreement is for a period of one (1) year from the Effective Date ("Initial Term") and will automatically renew for additional one (1) year terms (each a "Renewal Term") and continue in full force and effect until one of the following events occur: (i) Depositor provides Iron Mountain with sixty (60) days' prior written notice of its intent to cancel this Agreement; (ii) Beneficiary provides Iron Mountain and Depositor with sixty (60) days' prior written notice of their intent to terminate this Agreement; (iii) the Agreement terminates under another provision of this Agreement; or (iv) any time after the Initial Term, Iron Mountain provides one hundred eighty (180) days prior written notice to the Depositor and Beneficiary of Iron Mountain's intent to terminate this Agreement. During this notice period, Iron Mountain's Service Fees shall be paid by the Paying Party. If the Effective Date is not specified above, then the last date noted on the signature blocks of this Agreement shall be the Effective Date.
- (b) Unless the express terms of this Agreement provide otherwise, upon termination of this Agreement, Iron Mountain shall return the Deposit Material to the Depositor. If reasonable attempts to return the Deposit Material to Depositor are unsuccessful, Iron Mountain shall destroy the Deposit Material.

- (c) In the event of the nonpayment of undisputed Service Fees owed to Iron Mountain, Iron Mountain shall provide all Parties to this Agreement with written notice of Iron Mountain's intent to terminate this Agreement. Any Party to this Agreement shall have the right to make the payment to Iron Mountain to cure the default. If the past due payment is not received in full by Iron Mountain within forty-five (45) calendar days of the date of such notice, then Iron Mountain shall have the right to terminate this Agreement at any time thereafter by sending written notice to all Parties. Iron Mountain shall have no obligation to take any action under this Agreement (except to those obligations that survive termination of this Agreement) so long as any undisputed Service Fees due Iron Mountain under this Agreement remain unpaid.

7. General Indemnity.

Subject to Section 10 and 11, each Party shall defend, indemnify and hold harmless the others, their corporate affiliates and their respective officers, directors, employees, and agents and their respective successors and assigns from and against any and all claims, losses, liabilities, damages, and expenses (including, without limitation, reasonable attorneys' fees), arising under this Agreement from the negligent or intentional acts or omissions of the indemnifying Party or its subcontractors, or the officers, directors, employees, agents, successors and assigns of any of them.

8. Warranties.

- (a) IRON MOUNTAIN WARRANTS ANY AND ALL SERVICES PROVIDED HEREUNDER SHALL BE PERFORMED IN A WORKMANLIKE MANNER. EXCEPT AS SPECIFIED IN THIS SECTION, ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS, AND WARRANTIES INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, AGAINST INFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE, ARE HEREBY EXCLUDED TO THE EXTENT ALLOWED BY APPLICABLE LAW. AN AGGRIEVED PARTY MUST NOTIFY IRON MOUNTAIN PROMPTLY OF ANY CLAIMED BREACH OF ANY WARRANTIES AND SUCH PARTY'S SOLE AND EXCLUSIVE REMEDY FOR BREACH OF WARRANTY SHALL BE RETURN OF THE PORTION OF THE FEES PAID TO IRON MOUNTAIN BY PAYING PARTY FOR SUCH NON-CONFORMING SERVICES. THIS DISCLAIMER AND EXCLUSION SHALL APPLY EVEN IF THE EXPRESS WARRANTY AND LIMITED REMEDY SET FORTH ABOVE FAILS OF ITS ESSENTIAL PURPOSE. THE WARRANTY PROVIDED IS SUBJECT TO THE LIMITATION OF LIABILITY SET FORTH IN THIS AGREEMENT.
- (b) Depositor warrants that all Depositor Information provided hereunder is accurate and reliable and undertakes to promptly correct and update such Depositor Information during the Term of this Agreement.
- (c) Beneficiary warrants that all Beneficiary information provided hereunder is accurate and reliable and undertakes to promptly correct and update such Beneficiary Information during the Term of this Agreement.
- (d) Ownership Warranty. Depositor warrants that it is the owner or legal custodian of the Deposit Material and has full authority to store the Deposit Material and direct their disposition in accordance with the terms of this Agreement. Depositor shall reimburse Iron Mountain for any expenses reasonably incurred by Iron Mountain (including reasonable legal fees) by reason of Iron Mountain's compliance with the instructions of Depositor in the event of a dispute concerning the ownership, custody or disposition of Deposit Material stored by Depositor with Iron Mountain.

9. Confidential Information.

Iron Mountain shall have the obligation to reasonably protect the confidentiality of the Deposit Material. Except as provided in this Agreement Iron Mountain shall not use or disclose the Deposit Material. Iron Mountain shall not disclose the terms of this Agreement to any third party. If Iron Mountain receives a subpoena or any other order from a court or other judicial tribunal pertaining to the disclosure or release of the Deposit Material, Iron Mountain will immediately notify the Parties to this Agreement unless prohibited by law. After notifying the Parties, Iron Mountain may comply in good faith with such order. It shall be the responsibility of Depositor or Beneficiary to challenge any such order; provided, however, that Iron Mountain does not waive its rights to present its position with respect to any such order. Iron Mountain will cooperate with the Depositor or Beneficiary, as applicable, to support efforts to quash or limit any subpoena, at such party's expense. Any Party requesting additional assistance shall pay Iron Mountain's standard charges or as quoted upon submission of a detailed request.

10. Limitation of Liability.

NOTWITHSTANDING ANYTHING ELSE IN THIS AGREEMENT, ALL LIABILITY, IF ANY, WHETHER ARISING IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, OF ANY PARTY TO THIS AGREEMENT SHALL BE LIMITED TO THE AMOUNT EQUAL TO ONE YEAR OF FEES PAID OR OWED TO IRON MOUNTAIN UNDER THIS AGREEMENT. IF CLAIM OR LOSS IS MADE IN RELATION TO A SPECIFIC DEPOSIT OR DEPOSITS, SUCH LIABILITY SHALL BE LIMITED TO THE FEES RELATED SPECIFICALLY TO SUCH DEPOSITS. THIS LIMIT SHALL NOT APPLY TO ANY PARTY FOR: (1) ANY CLAIMS OF

INFRINGEMENT OF ANY PATENT, COPYRIGHT, OR TRADEMARK; (II) LIABILITY FOR DEATH OR BODILY INJURY; (III) PROVEN THEFT; OR (IV) PROVEN GROSS NEGLIGENCE OR WILLFUL MISCONDUCT.

11. Consequential Damages Waiver.

IN NO EVENT SHALL ANY PARTY TO THIS AGREEMENT BE LIABLE TO ANOTHER PARTY FOR ANY INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, LOST PROFITS OR LOST DATA OR INFORMATION, ANY COSTS OR EXPENSES FOR THE PROCUREMENT OF SUBSTITUTE SERVICES, OR ANY OTHER INDIRECT DAMAGES, WHETHER ARISING IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE EVEN IF THE POSSIBILITY THEREOF MAY BE KNOWN IN ADVANCE TO ONE OR MORE PARTIES.

12. General.

- (a) Incorporation of Work Requests. All valid Depositor and Beneficiary Work Requests are incorporated into this Agreement.
- (b) Purchase Orders. In the event that the Paying Party issues a purchase order or other instrument used to pay Service Fees to Iron Mountain, any terms and conditions set forth in the purchase order which constitute terms and conditions which are in addition to those set forth in this Agreement or which establish conflicting terms and conditions to those set forth in this Agreement are expressly rejected by Iron Mountain.
- (c) Right to Make Copies. Iron Mountain shall have the right to make copies of all Deposit Material as reasonably necessary to perform the Services. Iron Mountain shall copy all copyright, nondisclosure, and other proprietary notices and titles contained on Deposit Material onto any copies made by Iron Mountain. Any copying expenses incurred by Iron Mountain as a result of a Work Request to copy will be borne by the Party requesting the copies. Iron Mountain may request Depositor's reasonable cooperation in promptly copying Deposit Material in order for Iron Mountain to perform Services.
- (d) Choice of Law. The validity, interpretation, and performance of this Agreement shall be controlled by and construed under the laws of the State of Texas, United States of America, as if performed wholly within the state and without giving effect to the principles of conflicts of laws.
- (e) Authorized Person(s). Depositor and Beneficiary must each authorize and designate one person whose actions will legally bind such party ("Authorized Person(s)" who shall be identified in the Authorized Person(s) Notices Table of this Agreement) and who may manage the Iron Mountain escrow account through the Iron Mountain Website or written instruction. The Authorized Person(s) for each the Depositor and Beneficiary will maintain the accuracy of their name and contact information provided to Iron Mountain during the term of this Agreement.
- (f) Right to Rely on Instructions. Iron Mountain may act in reliance upon any instruction, instrument, or signature reasonably believed by Iron Mountain to be genuine and from an Authorized Person(s), officer, or other employee of a Party. Iron Mountain may assume that such representative of a Party to this Agreement who gives any written notice, request, or instruction has the authority to do so. Iron Mountain will not be required to inquire into the truth or evaluate the merit of any statement or representation contained in any notice or document reasonably believed to be from such representative. With respect to Release and Destruction of Deposit Materials, Iron Mountain shall rely on an Authorized Person(s).
- (g) Force Majeure. No Party shall be liable for any delay or failure in performance due to events outside the defaulting Party's reasonable control, including without limitation acts of God, earthquake, labor disputes, shortages of supplies, riots, war, acts of terrorism, fire, epidemics, or delays of common carriers or other circumstances beyond its reasonable control. The obligations and rights of the excused Party shall be extended on a day-to-day basis for the time period equal to the period of the excusable delay.
- (h) Notices. All notices regarding Exhibit C (release) shall be sent by commercial express mail or other commercially appropriate means that provide prompt delivery and require proof of delivery. All other correspondence, including invoices, payments, and other documents and communications, may be sent electronically or via regular mail. The Parties shall have the right to rely on the last known address of the other Parties. Any correctly addressed notice to last known address of the other Parties that is relied on herein that is refused, unclaimed, or undeliverable because of an act or omission of the Party to be notified as provided herein shall be deemed effective as of the first date that said notice was refused, unclaimed, or deemed undeliverable by electronic mail, the postal authorities by mail, through messenger or commercial express delivery services.
- (i) No Waiver. No waiver of rights under this Agreement by any Party shall constitute a subsequent waiver of this or any other right under this Agreement.
- (j) Assignment. No assignment of this Agreement by Depositor or Beneficiary or any rights or obligations of Depositor or Beneficiary under this Agreement is permitted without the written consent of Iron Mountain, which shall not be

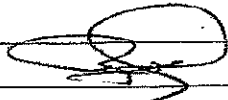
unreasonably withheld or delayed, provided, however, Depositor may, without the prior written consent of Iron Mountain, assign this Agreement in its entirety to the surviving entity of any merger or consolidation or to any purchaser of substantially all of the Depositor's assets. Iron Mountain shall have no obligation in performing this Agreement to recognize any successor or assign of Depositor or Beneficiary unless Iron Mountain receives clear, authoritative and conclusive written evidence of the change of parties. No assignment of this Agreement by Iron Mountain or any rights or obligation of Iron Mountain under this Agreement is permitted without the written consent of Depositor, which shall not be unreasonably withheld or delayed, provided, however, that Depositor's consent shall not be required for any assignment of this Agreement to an Iron Mountain subsidiary or other Iron Mountain entity.

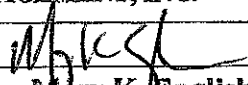
- (k) Severability. In the event any of the terms of this Agreement become or are declared to be illegal or otherwise unenforceable by any court of competent jurisdiction, such term(s) shall be null and void and shall be deemed deleted from this Agreement. All remaining terms of this Agreement shall remain in full force and effect. If this paragraph becomes applicable and, as a result, the value of this Agreement is materially impaired for any Party, as determined by such Party in its sole discretion, then the affected Party may terminate this Agreement by written notice to the others.
- (l) Independent Contractor Relationship. Depositor and Beneficiary understand, acknowledge, and agree that Iron Mountain's relationship with Depositor and Beneficiary will be that of an independent contractor and that nothing in this Agreement is intended to or should be construed to create a partnership, joint venture, or employment relationship.
- (m) Attorneys' Fees. In any suit or proceeding between the Parties relating to this Agreement, the prevailing Party will have the right to recover from the other(s) its costs and reasonable fees and expenses of attorneys, accountants, and other professionals incurred in connection with the suit or proceeding, including costs, fees and expenses upon appeal, separately from and in addition to any other amount included in such judgment. This provision is intended to be severable from the other provisions of this Agreement, and shall survive and not be merged into any such judgment.
- (n) No Agency. No Party has the right or authority to, and shall not, assume or create any obligation of any nature whatsoever on behalf of the other Parties or bind the other Parties in any respect whatsoever.
- (o) Disputes. Any dispute, difference or question relating to or arising among any of the Parties concerning the construction, meaning, effect or implementation of this Agreement or the rights or obligations of any Party hereof will be submitted to, and settled by arbitration by a single arbitrator chosen by the corresponding Regional Office of the American Arbitration Association in accordance with the Commercial Rules of the American Arbitration Association. The Parties in dispute shall submit briefs of no more than ten (10) pages and the arbitration hearing shall be limited to two (2) days maximum. The arbitrator shall apply Texas law. Unless otherwise agreed by the Parties, with agreement by Iron Mountain not to be unreasonably withheld, arbitration will take place in Dallas, Texas, U.S.A. Any court having jurisdiction over the matter may enter judgment on the award of the arbitrator. Service of a petition to confirm the arbitration award may be made by regular mail or by commercial express mail, to the attorney for the Party or, if unrepresented, to the Party at the last known business address. If however, Depositor and/or Beneficiary refuse to submit to arbitration, the matter shall not be submitted to arbitration and Iron Mountain may submit the matter to any court of competent jurisdiction for an interpleader or similar action. Unless adjudged otherwise, any costs of arbitration incurred by Iron Mountain, including reasonable attorney's fees and costs, shall be divided equally and paid by Depositor and Beneficiary.
- (p) Regulations. All Parties are responsible for and warrant, to the extent of their individual actions or omissions, compliance with all applicable laws, rules and regulations, including but not limited to: customs laws; import; export and re-export laws; and government regulations of any country from or to which the Deposit Material may be delivered in accordance with the provisions of this Agreement.
- (q) No Third Party Rights. This Agreement is made solely for the benefits of the Parties to this Agreement and their respective permitted successors and assigns, and no other person or entity shall have or acquire any right by virtue of this Agreement unless otherwise agreed to by all the parties hereto.
- (r) Entire Agreement. The Parties agree that this Agreement, which includes all the Exhibits attached hereto and all valid Work Requests submitted by the Parties, is the complete agreement between the Parties hereto concerning the subject matter of this Agreement and replaces any prior or contemporaneous oral or written communications between the Parties. There are no conditions, understandings, agreements, representations, or warranties, expressed or implied, which are not specified herein. Each of the parties herein represents and warrants that the execution, delivery, and performance of this Agreement has been duly authorized and signed by a person who meets statutory or other binding approval to sign on behalf of its business organization as named in this Agreement. This Agreement may only be modified by mutual written agreement of the Parties.
- (s) Counterparts. This Agreement may be executed in any number of counterparts, each of which shall be an original, but all of which together shall constitute one instrument.

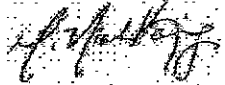
- (t) **Survival.** Sections 6 (Term and Termination), 7 (General Indemnity), 8 (Warranties), 9 (Confidential Information), 10 (Limitation of Liability), 11 (Consequential Damages Waiver), and 12 (General) of this Agreement shall survive termination of this Agreement or any Exhibit attached hereto.

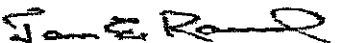
DEPOSITOR: TYLER TECHNOLOGIES, INC.

**IRON MOUNTAIN INTELLECTUAL
PROPERTY MANAGEMENT, INC.**

SIGNATURE:	
PRINT NAME:	Richard E. Peterson, Jr.
TITLE:	President - FMS Division
DATE:	September 25, 2008
EMAIL ADDRESS	

SIGNATURE:	
PRINT NAME:	Mary K. English
TITLE:	Director of Operations
DATE:	9/29/08
EMAIL ADDRESS:	ipmclientservices@ironmountain.com

<p>Approved as to Operational Content: Iron Mountain Operations</p>  <p>I. Nicole King, Contracts Specialist Date: September 19, 2008</p>
--

<p>Approved as to Form and Content: Iron Mountain Legal Department</p>  <p>James E. Raymond, Contracts Specialist Date: Sept. 8, 2008</p>

NOTE: AUTHORIZED PERSONS/NOTICES TABLE, BILLING CONTACT INFORMATION TABLE AND EXHIBITS FOLLOW

DEPOSITOR AUTHORIZED PERSON(S)/NOTICES TABLE

Please provide the name(s) and contact information of the Authorized Person(s) under this Agreement. All notices will be sent electronically and/or through regular mail to the appropriate address set forth below.

PRINT NAME:	Stacey M. Gerard
TITLE:	Contracts Manager
EMAIL ADDRESS	stacey.gerard@tylertech.com
STREET ADDRESS	370 US Route 1
PROVINCE/CITY/STATE	Falmouth, ME
POSTAL/ZIP CODE	04105
PHONE NUMBER	800-772-2260
FAX NUMBER	207-781-2459

BILLING CONTACT INFORMATION TABLE

Please provide the name and contact information of the Billing Contact under this Agreement. All invoices will be sent electronically and/or through regular mail to the appropriate address set forth below.

PRINT NAME:	Lisa Carpenter
TITLE:	Senior A/P Specialist
EMAIL ADDRESS	lisa.carpenter@tylertech.com
STREET ADDRESS	370 US Route 1
PROVINCE/CITY/STATE	Falmouth, ME
POSTAL/ZIP CODE	04105
PHONE NUMBER	800-772-2260
FAX NUMBER	207-781-2459

IRON MOUNTAIN INTELLECTUAL PROPERTY MANAGEMENT, INC.

All notices should be sent to ipmclientservices@ironmountain.com OR Iron Mountain Intellectual Property Management, Inc., Attn: Client Services, 2100 Norcross Parkway, Suite 150, Norcross, Georgia, 30071, USA.

**EXHIBIT B
DEPOSIT MATERIAL DESCRIPTION**

COMPANY NAME: _____ DEPOSIT ACCOUNT NUMBER: 34953

DEPOSIT NAME _____ AND DEPOSIT VERSION _____

(Deposit Name will appear in account history reports)

DEPOSIT MEDIA (PLEASE LABEL ALL MEDIA WITH THE DEPOSIT NAME PROVIDED ABOVE)

MEDIA TYPE	QUANTITY	MEDIA TYPE	QUANTITY
<input type="checkbox"/> CD-ROM / DVD		<input type="checkbox"/> 3.5" Floppy Disk	
<input type="checkbox"/> DLT Tape		<input type="checkbox"/> Documentation	
<input type="checkbox"/> DAT Tape		<input type="checkbox"/> Hard Drive / CPU	
		<input type="checkbox"/> Circuit Board	

	TOTAL SIZE OF TRANSMISSION (SPECIFY IN BYTES)	# OF FILES	# OF FOLDERS
<input type="checkbox"/> Internet File Transfer			
<input type="checkbox"/> Other (please describe below):			

DEPOSIT ENCRYPTION (Please check either "Yes" or "No" below and complete as appropriate)

Is the media or are any of the files encrypted? Yes or No

If yes, please include any passwords and decryption tools description below. Please also deposit all necessary encryption software with this deposit.

Encryption tool name _____ Version _____

Hardware required _____

Software required _____

Other required information _____

DEPOSIT CERTIFICATION (Please check the box below to Certify and Provide your Contact Information)

<input type="checkbox"/> I certify for Depositor that the above described Deposit Material has been transmitted electronically or sent via commercial express mail carrier to Iron Mountain at the address below.	<input type="checkbox"/> Iron Mountain has inspected and accepted the above described Deposit Material either electronically or physically. Iron Mountain will notify Depositor of any discrepancies.
NAME:	NAME:
DATE:	DATE:
EMAIL ADDRESS:	
TELEPHONE NUMBER:	
FAX NUMBER:	

Note: If Depositor is physically sending Deposit Material to Iron Mountain, please label all media and mail all Deposit Material with the appropriate Exhibit B via commercial express carrier to the following address:

Iron Mountain Intellectual Property Management, Inc.

Attn: Vault Administration

2100 Norcross Parkway, Suite 150

Norcross, GA 30071

Telephone: 800-875-5669

Facsimile: 770-239-9201

FOR IRON MOUNTAIN USE ONLY (NOTED IN CREW CHECK-SONG VISUAL INSPECTION)	

EXHIBIT C

RELEASE OF DEPOSIT MATERIAL

Deposit Account Number: 34953

Iron Mountain will use the following procedures to process any Beneficiary Work Request to release Deposit Material. All notices under this Exhibit C shall be sent pursuant to the terms of Section 12(h) Notices.

1. **Release Conditions.** Depositor and Beneficiary agree that a Work Request for the release of the Deposit Material shall be based solely on one or more of the following conditions (defined as "Release Conditions"):
 - (i) Depositor's failure to cure a material breach of the License Agreement or other agreement between the Depositor and Beneficiary regulating the use of the Deposit Material covered under this Agreement; or
 - (ii) Joint written instructions from Depositor and Beneficiary; or
 - (iii) Depositor is subject to voluntary or involuntary bankruptcy.
2. **Release Work Request.** A Beneficiary may submit a Work Request to Iron Mountain to release the Deposit Material covered under this Agreement. Iron Mountain will send a written notice of this Beneficiary Work Request within five (5) business days to the Depositor's Authorized Person.
3. **Contrary Instructions.** From the date Iron Mountain mails written notice of the Beneficiary Work Request to release Deposit Material covered under this Agreement, Depositor representative(s) shall have ten (10) business days to deliver to Iron Mountain contrary instructions. Contrary Instructions shall mean the written representation by Depositor that a Release Condition has not occurred or has been cured ("Contrary Instructions"). Contrary Instructions shall be on company letterhead and signed by an authorized Depositor representative. Upon receipt of Contrary Instructions, Iron Mountain shall promptly send a copy to Beneficiary's Authorized Person(s). Additionally, Iron Mountain shall notify both Depositor and Beneficiary Authorized Person(s) that there is a dispute to be resolved pursuant to the disputes provisions of this Agreement. Iron Mountain will continue to store Deposit Material without release pending (i) joint instructions from Depositor and Beneficiary with instructions to release the Deposit Material; or (ii) dispute resolution pursuant to the disputes provisions of this Agreement; or (iii) receipt of an order from a court of competent jurisdiction.
4. **Release of Deposit Material.** If Iron Mountain does not receive Contrary Instructions from an authorized Depositor representative, Iron Mountain is authorized to release Deposit Material to the Beneficiary or, if more than one Beneficiary is registered to the deposit, to release a copy of Deposit Material to that particular Beneficiary only. Iron Mountain is entitled to receive any undisputed, unpaid Service Fees due Iron Mountain from the Parties before fulfilling the Work Request to release Deposit Material covered under this Agreement. Any Party may cure a default of payment of Service Fees.
5. **Termination of Agreement.** This Agreement will terminate upon the release of Deposit Material held by Iron Mountain with regards to that particular Beneficiary only.
6. **Right to Use Following Release.** Beneficiary has the right under this Agreement to use the Deposit Material for the sole purpose of continuing the benefits afforded to Beneficiary by the License Agreement. Notwithstanding, the Beneficiary shall not have access to the Deposit Material unless there is a release of the Deposit Material in accordance with this Agreement. Beneficiary shall be obligated to maintain the confidentiality of the released Deposit Material.

EXHIBIT D

AUXILIARY DEPOSIT ACCOUNT TO ESCROW AGREEMENT

Deposit Account Number: 34953

Auxiliary Account Number _____

_____ (“**Depositor**”), and Iron Mountain Intellectual Property Management, Inc. (“**Iron Mountain**”) have entered into the above referenced Escrow Agreement (“**Agreement**”). Pursuant to that Agreement Depositor may create additional deposit accounts (“**Auxiliary Deposit Account**”) for the purpose of holding additional Deposit Material in a separate account which Iron Mountain will maintain separately from other deposit accounts under this Agreement. The new account will be referenced by the following name: _____ (“**Deposit Account Name**”).

Pursuant to the Agreement, Depositor may submit material to be held in this Auxiliary Deposit Account by submitting a properly filled out Exhibit B with the Deposit Material to Iron Mountain. For avoidance of doubt, Beneficiary’s rights and obligations relative to the Deposit Material held in any deposit account under this Agreement are governed by the express terms of the Agreement; this form does not provide any additional rights in the Deposit Material.

The undersigned hereby agrees that all terms and conditions of the above referenced Escrow Agreement will govern this Auxiliary Deposit Account. The termination or expiration of any other deposit account will not affect this account.

DEPOSITOR

SIGNATURE:	
PRINT NAME:	
TITLE:	
DATE:	
EMAIL ADDRESS	

IRON MOUNTAIN INTELLECTUAL PROPERTY MANAGEMENT, INC.

SIGNATURE:	
PRINT NAME:	
TITLE:	
DATE:	
EMAIL ADDRESS:	ipmclientservices@ironmountain.com

IRON MOUNTAIN INTELLECTUAL PROPERTY MANAGEMENT, INC.

All notices should be sent to ipmclientservices@ironmountain.com OR Iron Mountain Intellectual Property Management, Inc., Attn: Client Services, 2100 Norcross Parkway, Suite 150, Norcross, Georgia, 30071, USA.

PAYING PARTY COMPANY NAME: _____

BILLING CONTACT INFORMATION TABLE

Please provide the name and contact information of the Billing Contact under this Agreement. All Invoices will be sent to this individual at the address set forth below.

PRINT NAME:	
TITLE:	
EMAIL ADDRESS	
STREET ADDRESS	
PROVINCE/CITY/STATE	
POSTAL/ZIP CODE	
PHONE NUMBER	
FAX NUMBER	
PURCHASE ORDER #	

DEPOSITOR

SIGNATURE:	
PRINT NAME:	
TITLE:	
DATE:	
EMAIL ADDRESS	

BENEFICIARY

SIGNATURE:	
PRINT NAME:	
TITLE:	
DATE:	
EMAIL ADDRESS:	

IRON MOUNTAIN INTELLECTUAL PROPERTY MANAGEMENT, INC.

SIGNATURE:	
PRINT NAME:	
TITLE:	
DATE:	
EMAIL ADDRESS:	ipmclientservices@ironmountain.com

All notices to Iron Mountain Intellectual Property Management, Inc. should be sent to ipmclientservices@ironmountain.com OR Iron Mountain Intellectual Property Management, Inc., Attn: Client Services, 2100 Norcross Parkway, Suite 150, Norcross, Georgia, 30071, USA.

EXHIBIT Q
ESCROW DEPOSIT QUESTIONNAIRE

Introduction

From time to time, Beneficiaries may exercise their right to perform verification Services. This is a Service that Iron Mountain provides for the purpose of validating relevance, completeness, currency, accuracy and functionality of Deposit Materials.

Purpose of Questionnaire

In order for Iron Mountain to determine the Deposit Material requirements and to quote Fees associated with verification Services, a completed deposit questionnaire is requested. It is the responsibility of the Depositor to complete the questionnaire.

Instructions

Please complete the questionnaire in its entirety by answering every question with accurate data. Upon completion, please return the completed questionnaire to the Beneficiary asking for its completion, or e-mail it to Iron Mountain to the attention of verification@ironmountain.com

Escrow Deposit Questionnaire

General Description

1. What is the general function of the software to be placed into escrow?
2. On what media will the source code be delivered?
3. What is the size of the deposit in megabytes?

Requirements for the Execution of the Software Protected by the Deposit

1. What are the system hardware requirements to successfully execute the software? (memory, disk space, etc.)
2. How many machines are required to completely set up the software?
3. What are the software and system software requirements, to execute the software and verify correct operation?

Requirements for the Assembly of the Deposit

1. Describe the nature of the source code in the deposit. (Does the deposit include interpreted code, compiled source, or a mixture? How do the different parts of the deposit relate to each other?)
2. How many build processes are there?
3. How many unique build environments are required to assemble the material in the escrow deposit into the deliverables?
4. What hardware is required for each build environment to compile the software? (including memory, disk space, etc.)
5. What operating systems (including versions) are used during compilation? Is the software executed on any other operating systems/version?
6. How many separate deliverable components (executables, share libraries, etc.) are built?
7. What compilers/linkers/other tools (brand and version) are necessary to build the application?
8. What, if any, third-party libraries are used to build the software?
9. How long does a complete build of the software take? How much of that time requires some form of human interaction and how much is automated?
10. Do you have a formal build document describing the necessary steps for system configuration and compilation?
11. Do you have an internal QA process? If so, please give a brief description of the testing process.
12. Please list the appropriate technical person(s) Iron Mountain may contact regarding this set of escrow deposit materials.

Please provide your technical verification contact information below:

COMPANY:	
SIGNATURE:	
PRINT NAME:	
ADDRESS 1:	
ADDRESS 2:	
CITY, STATE, ZIP	
TELEPHONE:	
EMAIL ADDRESS:	

For additional information about Iron Mountain Technical Verification Services, please contact Manager of Verification Services at 978-667-3601 ext. 100 or by e-mail at <mailto:verification@ironmountain.com>

**PREFERRED BENEFICIARY
ACCEPTANCE FORM**

Depositor, Preferred Beneficiary and Iron Mountain Intellectual Property Management, Inc. (“IMIPM”), hereby acknowledge that _____ is the Preferred Beneficiary referred to in the Master Preferred Escrow Agreement effective _____, 20____ with IMIPM as the escrow agent and _____ as the Depositor. Preferred Beneficiary hereby agrees to be bound by all provisions of such Agreement.

SERVICE Check box(es) to order service	SERVICE DESCRIPTION-MASTER THREE PARTY ESCROW AGREEMENT - DEPOSITOR All services are listed below. Services in shaded tables are required for every new escrow account set up. Some services may not be available under the Agreement.	ONE-TIME FEES	ANNUAL FEES	PAYING PARTY Check box to identify the Paying Party
<input checked="" type="checkbox"/> Add Additional Beneficiary	Iron Mountain will fulfill a Work Request to add a new Beneficiary to an escrow deposit account in accordance with the service description above and the Agreement		\$1500	<input type="checkbox"/> Depositor - OR - <input type="checkbox"/> Beneficiary
<input type="checkbox"/> Add Additional Deposit Account	Iron Mountain will set up one additional deposit account to manage and administrate access to new Deposit Material that will be securely stored in controlled media vaults in accordance with the service description above and the Agreement that governs the Initial Deposit Account.		\$1,000	<input type="checkbox"/> Depositor - OR - <input type="checkbox"/> Beneficiary
<input type="checkbox"/> File List Test	Iron Mountain will fulfill a Work Request to perform a File List Test, which includes analyzing deposit media readability, file listing, creation of file classification table, virus scan, and assurance of completed deposit questionnaire. A final report will be sent to the Paying Party regarding the Deposit Material to ensure consistency between Depositor’s representations (i.e., Exhibit B and Supplementary Questionnaire) and stored Deposit Material. Deposit must be provided on CD, DVD-R, or deposited by FTP.	\$2,500	N/A	<input type="checkbox"/> Depositor - OR - <input type="checkbox"/> Beneficiary
<input type="checkbox"/> Add Level 1 - Inventory and Analysis Test	Iron Mountain will perform an Inventory Test on the initial deposit, which includes Analyzing deposit media readability, virus scanning, developing file classification tables, identifying the presence/absence of build instructions, and identifying materials required to recreate the Depositor's software development environment. Output includes a report which will include build instructions, file classification tables and listings. In addition, the report will list required software development materials, including, without limitation, required source code languages and compilers, third-party software, libraries, operating systems, and hardware, as well as Iron Mountain’s analysis of the deposit.	\$5,000 or based on SOW if custom work required	N/A	<input type="checkbox"/> Depositor - OR - <input type="checkbox"/> Beneficiary
<input type="checkbox"/> Add Deposit Tracking Notification	At least semi-annually, Iron Mountain will send an update reminder to Depositor. Thereafter, Beneficiary will be notified of last deposit.	N/A	\$375	<input type="checkbox"/> Depositor - OR - <input type="checkbox"/> Beneficiary
<input type="checkbox"/> Custom Contract Fee	Custom contracts are subject to the Custom Contract Fee, which covers the review and processing of custom or modified contracts.	\$750	N/A	<input type="checkbox"/> Depositor <input type="checkbox"/> Beneficiary

Depositor hereby enrolls Preferred Beneficiary to the following account(s):

Account Name

Deposit Account Number

Notices and communications to Preferred Beneficiary should be addressed to:

Invoices should be addressed to:

Company Name: _____

Address: _____

Designated Contact: _____

Contact: _____

Telephone: _____

Facsimile: _____

E-mail: _____

P.O.#, if required: _____

Preferred Beneficiary

Depositor

By: _____

Name: _____

Title: _____

Date: _____

By: _____

Name: _____

Title: _____

Date: _____

IMIPM

By: _____

Name: _____

Title: _____

Date: _____

10.3 CERTIFICATE OF INSURANCE

Please reference the Certificate of Insurance on the following pages.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

3/1/2016

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Hays Companies 133 Federal Street, 2nd Floor Boston MA 02110		CONTACT NAME: Moira Crosby PHONE (A/C, No. Ext): FAX (A/C, No): E-MAIL ADDRESS: mcrosby@hayscompanies.com	
		INSURER(S) AFFORDING COVERAGE	
		INSURER A: Atlantic Specialty Insurance	
		INSURER B: Trumbull Insurance Company	
		INSURER C: Certain Underwriters at Lloyds	
		INSURER D:	
		INSURER E:	
		INSURER F:	

COVERAGES

CERTIFICATE NUMBER: 3.1.16-11.17.16 GL, Auto


REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			711013784-0003	3/1/2016	3/1/2017	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS			711013784-0003	3/1/2016	3/1/2017	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$			711013784-0003	3/1/2016	3/1/2017	EACH OCCURRENCE \$ 15,000,000 AGGREGATE \$ 15,000,000
B	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	08WEEI2592	3/1/2016	3/1/2017	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C	Professional Liability			B0621PTYLE000215	11/17/2015	11/17/2016	Occurrence Limit: \$20,000,000
C	Professional Liability			B0621PTYLE000215	11/17/2015	11/17/2016	Aggregate Limit: \$20,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER**CANCELLATION**

Evidence of Insurance	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE James Hays / SKING 

© 1988-2014 ACORD CORPORATION. All rights reserved.

ACORD 25 (2014/01)

The ACORD name and logo are registered marks of ACORD

INS025 (201401)

10.4 CORPORATE RESOLUTION

Please reference the Corporate Resolution on the following pages.

**CERTIFICATE OF SECRETARY OF
TYLER TECHNOLOGIES, INC.**

The undersigned, being the duly elected and qualified Secretary of Tyler Technologies, Inc., a Delaware corporation ("Tyler"), hereby certifies on behalf of Tyler that:

1. Attached hereto is a true, correct, and complete copy of resolutions duly adopted by the Executive Committee of the Board of Directors of Tyler.

IN WITNESS WHEREOF, the undersigned has executed this Certificate of Secretary on behalf of Tyler as of February 4, 2014.

TYLER TECHNOLOGIES, INC.,
a Delaware corporation

By: 

Name: H. Lynn Moore, Jr.

Title: Secretary

**RESOLUTIONS OF THE EXECUTIVE COMMITTEE OF THE
BOARD OF DIRECTORS OF TYLER TECHNOLOGIES, INC.**

WHEREAS, the Executive Committee of the Board of Directors of Tyler Technologies, Inc., a Delaware corporation ("Tyler"), deems it to be in the best interests of Tyler's ERP and School Division (the "Tyler Division") to authorize certain individuals to enter into contracts on behalf of the Tyler Division and Tyler;

RESOLVED, that the following persons are hereby authorized to enter into contract(s) in the name and on behalf of the Tyler Division and Tyler (including, without limitation, contract(s) for the license, lease, sale, and provision of goods and services) without regard to the dollar value of such contract(s):

Andrew D. Teed
Christopher P. Hepburn
James J. Hurley, III
Abigail Diaz
Rob Kennedy-Jensen

RESOLVED, that foregoing authorization shall continue until revoked; provided, however, that it will automatically terminate with respect to each named person on such date as such person is no longer employed by Tyler;

RESOLVED, that each officer of Tyler is hereby authorized and directed, in the name and on behalf of Tyler, to do or cause to be done any and all things, and to execute, deliver, and file and all such other agreements, amendments, instruments, certificates, waivers, documents, and papers that any of them deem necessary or advisable to carry into effect the purposes and intent of the foregoing resolutions and to consummate the transactions contemplated thereby.

10.5 SERVICE LEVEL AGREEMENT

Please reference the Service Level Agreement on the following pages.



SERVICE LEVEL AGREEMENT

I. Agreement Overview

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

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

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

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

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

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

III. Service Availability

The Service Availability of the Tyler Software is intended to be 24/7/365. We set Service Availability goals and measures whether we have met those goals by tracking Attainment.

a. Your Responsibilities

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

You must document, in writing, all Downtime that you have experienced during a calendar quarter. You must deliver such documentation to us within 30 days of a quarter's end.

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

b. Our Responsibilities

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

Upon timely receipt of your Downtime report, we will compare that report to our own outage logs and support tickets to confirm that Downtime for which we were responsible indeed occurred.

We will respond to your Downtime report within 30 day(s) of receipt. To the extent we have confirmed Downtime for which we are responsible, we will provide you with the relief set forth below.

c. Client Relief

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

Notwithstanding the above, the total amount of all relief that would be due under this SLA per quarter will not exceed 5% of one quarter of the then-current SaaS Fee. The total credits confirmed by us in one or more quarters of a billing cycle will be applied to the SaaS Fee for the next billing cycle. Issuing of such credit does not relieve us of our obligations under the Agreement to correct the problem which created the service interruption.

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

Targeted Attainment	Actual Attainment	Client Relief
100%	98-99%	Remedial action will be taken.
100%	95-97%	4% credit of fee for affected calendar quarter will be posted to next billing cycle
100%	<95%	5% credit of fee for affected calendar quarter will be posted to next billing cycle

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

IV. Applicability

The commitments set forth in this SLA do not apply during maintenance windows, Client Error Incidents, and Force Majeure.

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

V. Force Majeure

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

Section 11 EXCEPTIONS AND DEVIATIONS

3.11 Exceptions and Deviations (Section 11)

If the Vendor finds it impossible or impractical to adhere to any portion of these specifications and all attachments, it shall be so stated in its proposal, with all deviations grouped together in a separate section entitled, “exceptions/deviations from proposal requirements.” This section will be all-inclusive and will contain a definition statement of each and every objection or deviation with adherence to specific RFP sections. Objections or deviations expressed only in other parts of the proposal, either directly or by implication, will not be accepted as deviations, and the Vendor in submitting a proposal, will accept this stipulation without recourse.

Exceptions/Deviations from Proposal Requirements for the City of Hollywood, Florida (the “Client” or “City”) Request for Proposals (“RFP”) Enterprise Resource Planning (ERP) System

Tyler Technologies, Inc. (“Tyler”)’s contract negotiation philosophy is to balance the rights and responsibilities of both Tyler and the Client, taking into account issues of special importance to each party. The following exceptions are based on our standard contract. Tyler prefers to use the standard Tyler contract as the basis for beginning contract negotiations, as it contains language specific to the software industry, such as license grant and intellectual property infringement. Tyler recognizes that there may be clauses of particular importance to the Client that are not included in the Tyler contract. Tyler is amenable to accommodating the Client’s contract requests by incorporating mutually agreed clauses into the contract. We reserve the right to negotiate any and all terms to the mutual satisfaction of the parties.

- 1.3 Support Hours: Support on the Tyler software is available according to the Support Call Process attached to the sample contract as an exhibit.
- 2.1; 2.2(B) Proposal Certification: Tyler’s Proposal is based on the information provided in the RFP.
- 2.2(C); 2.33 Legal Compliance: Any Agreement resulting from this procurement shall be governed by Florida State law. Tyler reserves the right to review and discuss with the Client specific laws and regulations that the Client wishes to incorporate into the final contract.
- 2.26 Proposal Submission: Submission of a proposal indicates compliance with RFP requirements except as otherwise indicated in Tyler’s Proposal.
- 2.27; 2.44; 2.57; 2.62 Confidential Information & Public Records Law: Tyler shall retain ownership of all (i) software products licensed to the Client; and (ii) proprietary information contained in all deliverables. Tyler reserves the right to protest the public disclosure of its confidential and proprietary information, consistent with applicable public records laws. Tyler reserves the right to discuss the applicability of F.S. 119.0701 to Tyler’s software and services.

- 2.32 Audit Rights: Right to audit is limited to documentation directly related to the agreement between the parties, with one-week advance notice and no more often than annually.
- 2.56; 2.59; 3.15 Pricing & Additional Charges: Tyler's Proposal contains estimates of the amount of services and associated expenses needed, based on the size and scope of the Client's project. The actual amount of services and expenses depends on such factors as the Client's level of involvement in the project and the speed of knowledge transfer. If required, Tyler will provide a not-to-exceed quote once the scope of services has been finalized.
- 2.58 Pricing Eligibility Period: The Client may increase or decrease quantities of services purchased at any time. The Client may not decrease quantities of software licensed after contract signing. Pricing for items in Proposal may be held for up to two years after contract effective date.
- 2.61 Purchase Quantities: Proposed pricing is based on total bid. Removal of portions may change unit pricing.
- 3.6 Implementation Plan: Tyler's Proposal includes a sample project plan. Tyler will deliver the actual project plan upon obtaining further information from the Client.
- 3.7 Project Personnel: Tyler will provide information on representative Tyler personnel. We are unable to assign personnel to a project until Tyler is selected and a contract is signed, in an effort to most effectively use resources.
- 3.10 Client List: Contractual limitations prevent Tyler from disclosing certain clients. Tyler has enclosed a representative sample of its client list.
- 3.12 Exceptions and Deviations: Tyler expects that exceptions to Contract Terms and Conditions need not be included in this section as response is provided in Section 6 as directed in the RFP.

Section 12 OTHER REQUIRED FORMS AND ATTACHMENTS

3.12 Other Required Forms and Attachments (Section 12)

Please provide all other required forms in this section:

- a. Contract terms and conditions compliance checklist
- b. Contract terms and conditions compliance checklist – Exception explanation

ADDITIONAL TERMS AND CONDITIONS

5.49	Federally Mandated Changes	The quoted fees are based, in part, on the cost of compliance with applicable laws existing as of the time of the quote. Should laws applicable to Tyler’s performance under the agreement change post-signature, Tyler reserves the right to seek a change order for the additional work, time and/or cost that may be required to comply with the new law, ordinance or regulation.
5.52	Successor Software Products	Successor Software product commitment only available to clients purchasing perpetual licenses.
5.53	Functionality Replacement	Future functionality may be updated, modified, or otherwise enhanced through our maintenance and support services
5.54	Right to Outsource	Any 3rd party used shall be subject to the requirements of the agreement between Tyler and Client.
5.55	Vender Merger or Acquisition	Tyler reserves the right to negotiate a mutually agreeable successors and assigns clause.

c. Acknowledgement and Signature Page

d. Hold Harmless and Indemnity Clause

e. Non-collusion Affidavit

f. Sworn Statement Pursuant To Section 287.133 (3) (1) Florida Statutes On Public Entity Crimes

g. Certifications Regarding Debarment, Suspension and Other Responsibility Matters

h. Drug-Free Workplace Program

i. Solicitation, Giving, And Acceptance Of Gifts Policy

j. Minimum Criteria

k. Please additionally supply a copy of your Independent Service Auditor's Opinion Letter from your most recent SSAE 16 Type II audit.

Due to the inability to edit forms, please reference notes pertaining to Ongoing Support Services Form (Question #10):

1. Training can delivered onsite or remotely. Travel expenses, if applicable, are billable to client.
2. Client may withhold fees directly related to products or services not conforming to contractual warranties.
3. Tyler agrees to negotiate in good faith regarding retaining a mutually agreed amount of fees until live processing of software.
4. Tyler retains the absolute right to assign staff to most effectively meet the needs of all its clients.
5. Year 1 maintenance and support fees are waived through the earlier of (a) availability of the Tyler Software for use in a live production environment; or (b) one (1) year from the Effective Date. Year 2 maintenance and support fees, at our then-current rates, are payable on that earlier-of date, and subsequent maintenance and support fees are invoiced annually in advance of each anniversary thereof.

Due to the strict format of the forms and not being able to separate them for insertion into each section, please reference all forms on the following pages.

6.1 Table of Contents

6 Contract Terms & Conditions Compliance Checklist 2

 6.1 Contract Terms and Conditions – Exception Explanations.....4

7 Proposal Forms 5

 7.1 Introduction5

 7.2 Acknowledgement and Signature Page6

 7.3 Hold Harmless and Indemnity Clause7

 7.4 Noncollusion Affidavit8

 7.5 Sworn Statement Pursuant To Section 287.133 (3) (1) Florida Statutes On Public Entity Crimes9

 7.6 Certifications Regarding Debarment, Suspension and Other Responsibility Matters.....11

 7.7 Drug-Free Workplace Program.....12

 7.8 Solicitation, Giving, And Acceptance Of Gifts Policy13

 7.9 Minimum Criteria14

 7.10 Company Background Form.....15

 7.11 Technical Requirements Form17

 7.12 Project Management Approach Form.....20

 7.13 Report Development Form20

 7.14 Training Form20

 7.15 Staffing Plan Form.....21

 7.16 Ongoing Support Services Form23

 7.17 Client Reference Form25

 7.18 Pricing Forms26

7 Contract Terms & Conditions Compliance Checklist

Proposal responders are to mark the Comply, Exception, or Not Comply column. Comply indicates the proposal responder understands and agrees to comply fully. Exceptions must be fully explained on the bottom portion of this page. If item is not relevant to Vendor's solution, please mark as an exception and state that on the bottom portion of the page. The Client reserves the right to reject any proposal for non-compliance.

#	Title	Comply	Exception	Not Comply
4.1.	Agreement	X		
4.2.	Notice to Proceed	X		
4.3.	Force Majeure		X	
4.4.	Governing Law	X		
4.5.	Litigation Venue	X		
4.6.	Sovereign Immunity	X		
4.7.	Survival	X		
4.8.	Indemnification and Hold Harmless Agreement		X	
4.9.	Patent and Copyright Indemnification		X	
4.10.	Insurance Requirements		X	
4.11.	Nature of the Agreement		X	
4.12.	Authority of the City's Project Manager		X	
4.13.	Mutual Obligations		X	
4.14.	Subcontractual Relations		X	
4.15.	Prompt Payment: Late Payments by Proposer to Subproposer and Material Suppliers; Penalty		X	
4.16.	Termination for Convenience and Suspension of Work		X	

January 9, 2017

ERP System Selection

#	Title	Comply	Exception	Not Comply
4.17.	Event of Default		X	
4.18.	Remedies in the Event of Default		X	
4.19.	Cancellation for Unappropriated Funds		X	
4.20.	Verbal Instructions Procedure	X		
4.21.	E-Verify	X		
4.22.	Bankruptcy	X		
4.23.	Budgetary Constraints		X	
4.24.	Cost Adjustments		X	
4.25.	Documentation		X	
4.26.	Incorporation by Reference		X	
4.27.	Grant of License		X	
4.28.	Use of Licenses by Personnel who are not Employees		X	
4.29.	Replication of Software		X	
4.30.	Disaster Recovery & Disaster Recovery Testing		X	
4.31.	Risk During Software Installation		X	
4.32.	Subcontractors		X	
4.33.	Control of Sub-Contractor, Project Team and Project Manager Designation		X	
4.34.	Effect of Regulation		X	
4.35.	Assignments		X	
4.36.	Password Security	X		
4.37.	Project Schedule and Acceptance.		X	
4.38.	Programming Services		X	

January 9, 2017

ERP System Selection

#	Title	Comply	Exception	Not Comply
4.39.	Acceptance Testing		X	
4.40.	Ineffective Training		X	
4.41.	Non-Performance Escalation Procedures		X	
4.42.	Payment Terms		X	
4.43.	Annual Maintenance and Support Services		X	
4.44.	Travel and Expense Reimbursement		X	
4.45.	Funding Out		X	
4.46	Termination of Annual Maintenance and Support		X	
4.47	Source Code Escrow		X	
4.48	Video and Audio Recording		X	
4.49	Federally Mandated Changes		X	
4.50	Future Releases/Upgrades	X		
4.51	Solution Longevity	X		
4.52	Successor Software Products		X	
4.53	Functionality Replacement		X	
4.54	Right to Outsource		X	
4.55	Vendor Merger or Acquisition		X	

7.1 Contract Terms and Conditions – Exception Explanations

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

Exception Explanations		
#	Title	Explanation of Exception
5.3	Force Majeure	Withholding of fees is limited to products and services not delivered in accord with contract requirements.
5.8	Indemnification and Hold Harmless Agreement	Tyler shall indemnify and hold harmless the Client from and against any and all direct claims, losses, liabilities, damages, costs and expenses (including reasonable attorney's fees and costs) for personal injury or property damage arising from Tyler's negligence or willful misconduct; or Tyler's violation of a law applicable to our performance under this Agreement. The Client must notify Tyler promptly in writing of the claim and give us sole control over its defense or settlement. The Client agrees to provide Tyler with reasonable assistance, cooperation, and information in defending the claim at our expense. Tyler will add the Client as additional insured for its CGL and Auto liability policies.
5.9	Patent and Copyright Indemnification	Tyler will indemnify the Client from intellectual property infringement by the Tyler software and/or documentation, in accordance with Section H(1) of Tyler's standard contract.
5.10	Insurance Requirements	Tyler will provide an insurance certificate documenting Tyler's coverage. Tyler's insurance company uses an Acord form that does not comply with the Client's requested notice provision, and instead states that notice will be provided according to the terms of the policy. Tyler will agree to provide notice of cancelation directly to the Client. Any change in insurance requirements must be mutually agreed. Tyler will reasonably cooperate in documenting coverage but copies of policies are not available. General Aggregate for CGL Policy is \$2,000,000. Renewal COIs are provided within 2 weeks of policy renewal.
5.11	Nature of the Agreement	All work and services will be provided in accord with contractual requirements
5.12	Authority of the City's Project Manager	Tyler reserves the right to negotiate specifics of the dispute resolution process and reserves right to assert equitable remedies at any time.

January 9, 2017

ERP System Selection

5.13	Mutual Obligations	Tyler will have sole control over defense and settlement in indemnification situations. Tyler will keep Client reasonably informed, and City may retain counsel to protect its interests at its own expense.
5.14	Subcontractual Relations	No subcontractors are proposed. Accordingly, we consider this provision not applicable.
5.15	Prompt Payment: Late Payments by Proposer to Subproposer and Materials	No subcontractors are proposed. Accordingly, we consider this provision not applicable
5.16	Termination for Convenience and Suspension of Work	Tyler's standard practice is not to include a termination for convenience provision in its contracts, given the significant investments made by both parties to the procurement and implementation. Tyler relies instead on its termination provisions for cause, non-appropriation, and/or force majeure. The Client will make payment to Tyler for all undisputed products, services and expenses delivered or incurred through the effective date of termination. Payment for disputed products, services and expenses, and the Client's remedies, will be determined through the mutually agreed dispute resolution process.
5.17	Event of Default	The Client may terminate the contract for cause in the event Tyler fails to cure a material breach within thirty (30) days of the Client's invocation of dispute resolution. The Client will make payment to Tyler for all undisputed products, services and expenses delivered or incurred through the effective date of termination. Payment for disputed products, services and expenses, and the Client's remedies, will be determined through the mutually agreed dispute resolution process.
5.18	Remedies in the Event of Default	The maximum liability for Tyler under the agreement shall be direct damages, not to exceed the fees listed in the investment summary.
5.19	Cancellation for Unappropriated Funds	If the Client should not appropriate or otherwise make available funds sufficient to purchase, lease, operate or maintain the products set forth in the contract, or other means of performing the same functions of such products, the Client may unilaterally terminate the contract upon thirty days' prior written notice to Tyler. Upon termination, the Client shall remit payment for all products and services delivered to the Client and all expenses incurred by Tyler prior to Tyler's receipt of the termination notice. The Client will not be entitled to a refund or offset of previously paid license and other fees.
5.23	Budgetary Constraints	Fees for services are paid as delivered but reductions in fees are subject to mutual agreement, not to be unreasonably withheld

January 9, 2017

ERP System Selection

5.24	Cost Adjustments	Prices during the the intial term are firm. Additional products and services shall be at mutually agreeable prices. Tyler will negotiate in good faith regarding caps for SaaS or Maintenance term renewals.
5.25	Documentation	Product documentation is embedded in the software. You may make copies of the documentation solely for internal business purposes, subject to confidentiality obligations.
5.26	Incorporation by Reference	The Proposal will take precedence over the RFP in the event of conflict.
5.27	Grant of License	License for a SaaS agreement is subject to caps on concurrent users.
5.28	Use of Licenses by Personnel who are not Employees	Use by 3rd parties is subject to the terms of the agreement between Tyler and Client
5.29	Replication of Software	SaaS clients are not entitled to delivery of software code to download at Client's site. Tyler maintains disaster recovery/business continuity plans to ensure client access to hosted software in the event of a disaster.
5.30	Disaster Recovery & Disaster Recovery Testin	SaaS clients are not entitled to delivery of software code to download at Client's site. Tyler maintains disaster recovery/business continuity plans to ensure client access to hosted software in the event of a disaster.
5.31	Risk During Software Installation	Tyler is not liable for loss/damage unless caused by its negligence or willful misconduct.
5.32	Subcontractors	No subcontractors are proposed. Accordingly, we consider this provision not applicable.
5.33	Control of Sub-contractor, Project Team, and Project Manager Designation	Removal of Tyler personnel shall be for cause. Tyler shall be permitted reasonable opportunity to remedy the asserted cause before removing personnel.
5.34	Effect of Regulation	The quoted fees are based, in part, on the cost of compliance with applicable laws existing as of the time of the quote. Should laws applicable to Tyler's performance under the agreement change post-signature, Tyler reserves the right to seek a change order for the additional work, time and/or cost that may be required to comply with the new law, ordinance or regulation.
5.35	Assignments	Neither party may assign the contract without the prior written consent of the other party, except that Tyler may, without the prior written consent of the Client, assign the contract in its entirety to the surviving entity of any merger or consolidation or to any purchaser of substantially all of Tyler's assets.
5.37	Project Schedule and Acceptance	A preliminary project plan will be submitted within 45 days of project kick off. Acceptance testing requirements will be

		included in the agreement or statement of work
5.38	Programming Services	50% of the fee for programming is due upon agreement of specifications. The balance of the fee is due upon delivery of the programming. Client will have thirty (30) days to test programming to confirm agreement with specifications.
5.39	Acceptance Testing	<p>Acceptance Testing:</p> <ul style="list-style-type: none"> o Conditional Acceptance of Tyler Software: Upon our notification to you that one or more components of the Tyler Software, conversions, interfaces and modifications and other software deliverables defined in the Statement of Work (“Software Components”) are ready for testing, you will begin testing such Software Components in a non-production environment. You will conduct those tests using the procedures and standards mutually agreed to in the User Acceptance Test Plan, as set forth in the Statement of Work, or such other standards as are mutually agreed upon in writing (“Acceptance Test Procedures”). You will conduct the tests to determine whether each Software Component satisfies the Acceptance Test Procedures (“Pre-Live Testing”). You will have forty-five (45) days to conduct Pre-Live Testing unless otherwise agreed to by the parties per the project plan and/or project schedule, beginning on the date we notify you that the Software Component(s) is/are ready for testing. After that 45-day window has passed, you will notify us in writing if the Software Component(s) achieved
		<p>“Conditional Acceptance.” If you determine that one or more Software Components cannot achieve Conditional Acceptance for failure to satisfy the Acceptance Test Procedures, you will deliver to us a description of the failures according to reporting procedures agreed to by both parties. We will correct the failures in a timeframe mutually agreed to by the parties, your consent not to be unreasonably withheld, and you may repeat the Acceptance Test Procedures on the Software Component(s), repeating the process described above. This procedure shall continue until Conditional Acceptance of all Software Components. In the event we disagree with your determination that a Software Component cannot achieve Conditional Acceptance, we will note our dispute on the Issues Log and escalate the dispute accordingly, as set forth in the Statement of Work.</p> <ul style="list-style-type: none"> o Final Acceptance of the Tyler Software. Once Conditional Acceptance of each of the Software Components has occurred, and the Tyler Software has been placed in a live production environment, you will operate the Tyler Software for a period of thirty (30) consecutive calendar days (“Live Testing”). During the Live Testing period, Client will notify Tyler of any new issues that are discovered where the Tyler Software

		<p>does not comply with the Functional Requirements and upon verification of such Defects by Tyler, they will be added to the Punch List Issues along with the agreed schedule for resolution of such issue. Any new issue discovered during the Live Testing period that is causing an essential function of the Tyler Software to be inoperable without a mutually agreed to effective workaround must be resolved prior to "Final Acceptance", and will be considered a "Punch List Issue." At such time as all Punch List Issues that are designated as being resolved prior to Final Acceptance have been resolved, then Client will issue Final Acceptance. If a Punch List Issue that does not impair an essential function cannot reasonably be resolved within the Live Testing period, then Tyler will propose a schedule for the resolution of such issue for approval by Client, which approval will not be unreasonably withheld. Upon final agreement as to the schedule for resolving all Punch List Issues remaining at the end of the Live Testing period, Client will issue Final Acceptance. In the event Tyler and Client disagree on whether Punch List Issues have been resolved or require resolution prior to Final Acceptance, then either party may escalate the dispute accordingly, as set forth in the Statement of Work or the dispute resolution process set forth in this Agreement</p>
5.40	Ineffective Training	<p>In the event Tyler personnel provide services that do not conform to Tyler's services warranty, Tyler will be given an opportunity to correct the deficiency. In the event the deficiency persists, the Client may require the removal of personnel in question. Tyler warrants that it will perform services in a professional, workmanlike manner, consistent with industry standards. In the event Tyler provides services that do not conform to this warranty, Tyler will re-perform the services at no additional cost to the Client, which shall be Client's sole remedy.</p>
5.41	Non-Performance Escalation Procedures	<p>Client may withhold fees only for products or services provided out of compliance with contract requirements. Tyler reserves the right to have remote attendance during dispute.</p>
5.42	Payment Terms	<p>Tyler's standard payment terms provide for payment of license fees on milestones of contract signing and software delivery. Standard services fees and travel expenses are billed as delivered and invoiced as incurred. Maintenance fees are waived through the earlier of use of the Tyler software in live production or one (1) year from the Effective Date, and thereafter annually in advance. SaaS fees are paid annual, in advance, beginning on term commencement. Payment is due within forty-five days of invoicing.</p>
5.43	Annual Maintenance and	<p>Tyler reserves the right to reasonable negotiate the duration and limits on increases to annual maintenance fees, subject to</p>

January 9, 2017

ERP System Selection

	Support Services	proposed caps.
5.44	Travel and Expense Reimbursement	Tyler's Proposal contains estimates of the amount of services and associated expenses needed, based on the size and scope of the Client's project. The actual amount of services and expenses depends on such factors as the Client's level of involvement in the project and the speed of knowledge transfer. If required, Tyler will provide a not-to-exceed quote once the scope of services has been finalized. A travel expense not to exceed is contingent on client's timely performance of its duties for the agreed to scope of the project.
5.45	Funding Out	If the Client should not appropriate or otherwise make available funds sufficient to purchase, lease, operate or maintain the products set forth in the contract, or other means of performing the same functions of such products, the Client may unilaterally terminate the contract upon thirty days' prior written notice to Tyler. Upon termination, the Client shall remit payment for all products and services delivered to the Client and all expenses incurred by Tyler prior to Tyler's receipt of the termination notice. The Client will not be entitled to a refund or offset of previously paid license and other fees.
5.46	Termination of Annual Maintenance and Support	Tyler will continue to offer support to Client provided compliance with contract terms, timely payment, and Tyler's offering of such support generally.
5.47	Source Code Escrow	Tyler has an Escrow Agreement in place with Iron Mountain. In the event the Client desires to enroll as a beneficiary, the Client will pay the annual beneficiary fee. Release of the Tyler source code will be in accordance with such Escrow Agreement. Source code escrow is not made available to SaaS clients without payment of a perpetual license fee.
5.48	Video and Audio Recording	Tyler reserves the right to require execution of a non-disclosure agreement in connection with such recordings. ****PLEASE NOTE, DUE TO THE SPACE GIVEN AND THE LACK OF EDITABILITY OF THESE FORMS, PLEASE REFERENCE THE REMAINING TERMS & CONDITIONS IN THE PROPOSAL RESPONSE DOCUMENT

Proposal Forms

7.2 Introduction

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

- Acknowledgement and Signature Page
- Hold Harmless and Indemnity Clause
- Noncollusion Affidavit
- Sworn Statement Pursuant To Section 287.133 (3) (1) Florida Statutes On Public Entity Crimes
- Certifications Regarding Debarment, Suspension and Other Responsibility Matters
- Drug-Free Workplace Program
- Solicitation, Giving, And Acceptance Of Gifts Policy
- Minimum Criteria
- Company Background Form
- Technical Requirements Form
- Project Management Approach Form
- Report Development Form
- Training Form
- Staffing Plan Form
- Ongoing Support Services Form
- Client Reference Form
- Pricing Forms

January 9, 2017

ERP System Selection

7.3 Acknowledgement and Signature Page

This form must be completed and submitted by the date and the time of bid opening.

Legal Company Name (include d/b/a if applicable): Tyler Technologies, Inc. Federal Tax Identification Number: 75-2303920

If Corporation - Date Incorporated/Organized: November 13, 1989

State Incorporated/Organized: Delaware

Company Operating Address: One Tyler Drive

City Yarmouth State ME Zip Code 04096

Remittance Address (if different from ordering address): P.O. Box 203556

City Dallas State TX Zip Code 75320-3556

Company Contact Person: Christopher P. Hepburn Email Address: chris.hepburn@tylertech.com

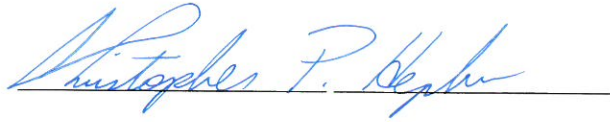
Phone Number (include area code): 800-772-2260 Fax Number (include area code): 207-781-2981

Company's Internet Web Address: www.tylertech.com

IT IS HEREBY CERTIFIED AND AFFIRMED THAT THE BIDDER/PROPOSER CERTIFIES ACCEPTANCE OF THE TERMS, CONDITIONS, SPECIFICATIONS, ATTACHMENTS AND ANY ADDENDA. THE BIDDER/PROPOSER SHALL ACCEPT ANY AWARDS MADE AS A RESULT OF THIS SOLICITATION. *BIDDER/PROPOSER FURTHER AGREES THAT PRICES QUOTED WILL REMAIN FIXED FOR THE PERIOD OF TIME STATED IN THE SOLICITATION.

January 9, 2017

ERP System Selection



February 20, 2017

Bidder/Proposer's Authorized Representative's Signature:

Date

Type or Print Name: Christopher P. Hepburn, President, Tyler Technologies' ERP and School Division

THE EXECUTION OF THIS FORM CONSTITUTES THE UNEQUIVOCAL OFFER OF BIDDER/PROPOSER TO BE BOUND BY THE TERMS OF ITS PROPOSAL. FAILURE TO SIGN THIS SOLICITATION WHERE INDICATED BY AN AUTHORIZED REPRESENTATIVE SHALL RENDER THE BID/PROPOSAL NON-RESPONSIVE. THE CITY MAY, HOWEVER, IN ITS SOLE DISCRETION, ACCEPT ANY BID/PROPOSAL THAT INCLUDES AN EXECUTED DOCUMENT WHICH UNEQUIVOCALLY BINDS THE BIDDER/PROPOSER TO THE TERMS OF ITS OFFER.

ANY EXCEPTION, CHANGES OR ALTERATIONS TO THE GENERAL TERMS AND CONDITIONS, HOLDHARMLESS/INDEMNITY DOCUMENT OR OTHER REQUIRED FORMS MAY RESULT IN THE BID/PROPOSAL BE DEEMED NON-RESPONSIVE AND DISQUALIFIED FROM THE AWARD PROCESS.

*Acceptance of pricing and terms except as specifically noted in Tyler's Proposal.

7.4 Hold Harmless and Indemnity Clause

(Company Name and Authorized Representative's Name)

, the contractor, shall indemnify, defend and hold harmless the City of Hollywood, its elected and appointed officials, employees and agents for any and all suits, actions, legal or administrative proceedings, claims, damage, liabilities, interest, attorney's fees, costs of any kind whether arising prior to the start of activities or following the completion or acceptance and in any manner directly or indirectly caused, occasioned or contributed to in whole or in part by reason of any act, error or omission, fault or negligence whether active or passive by the contractor, or anyone acting under its direction, control, or on its behalf in connection with or incident to its performance of the contract.



Christopher P. Hepburn, President ERP & School Division

SIGNATURE

PRINTED NAME

Tyler Technologies, Inc.

February 20, 2017

COMPANY OF NAME

DATE

Failure to sign or changes to this page shall render your bid non-responsive.

January 9, 2017

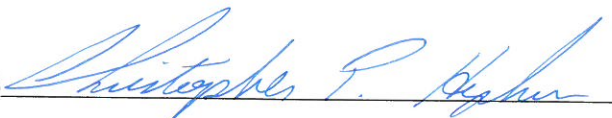
ERP System Selection

7.5 Non collusion Affidavit

STATE OF: MAINE

COUNTY OF: CUMBERLAND, being first duly sworn, deposes and says that:

- (1) He/she is President, ERP & School Division of Tyler Technologies, Inc., the Bidder that has submitted the attached Bid.
- (2) He/she has been fully informed regarding the preparation and contents of the attached Bid and of all pertinent circumstances regarding such Bid;
- (3) Such Bid is genuine and is not a collusion or sham Bid;
- (4) Neither the said Bidder nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant has in any way colluded, conspired, connived or agreed, directly or indirectly with any other Bidder, firm or person to submit a collusive or sham Bid in connection with the contractor for which the attached Bid has been submitted or to refrain from bidding in connection with such contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other Bidder, firm or person to fix the price or prices, profit or cost element of the Bid price or the Bid price of any other Bidder, or to secure an advantage against the City of Hollywood or any person interested in the proposed Contract; and
- (5) The price or prices quoted in the attached Bid are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the Bidder or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

(SIGNED) 

Christopher P. Hepburn, President, Tyler Technologies' ERP & School Division

Title

Failure to sign or changes to this page shall render your bid non-responsive.

January 9, 2017

ERP System Selection

**7.6 Sworn Statement Pursuant To Section 287.133
(3) (1) Florida Statutes On Public Entity Crimes**

THIS FORM MUST BE SIGNED AND SWORN TO IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICIAL AUTHORIZED TO ADMINISTER OATHS

1. This form statement is submitted to the City of Hollywood, FL

By Christopher P. Hepburn, President ERP & School Division for Tyler Technologies, Inc.

(Print individual's name and title)

(Print name of entity submitting sworn statement)

whose business address is One Tyler Drive, Yarmouth, ME 04096

and if applicable its Federal Employer Identification Number (FEIN) is 75-2303920 If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement.

2. I understand that "public entity crime," as defined in paragraph 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or with the United States, including, but not limited to, any bid, proposal, reply, or contract for goods or services, any lease for real property, or any contract for the construction or repair of a public building or public work, involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misinterpretation.

3. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in an federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.

4. I understand that "Affiliate," as defined in paragraph 287.133(1)(a), Florida Statutes, means:

1. A predecessor or successor of a person convicted of a public entity crime, or
2. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A

January 9, 2017

ERP System Selection

person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

5 I understand that "person," as defined in Paragraph 287.133(1)(e), Florida Statutes, means any natural person or any entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.

6. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. (Please indicate which statement applies.)

Neither the entity submitting sworn statement, nor any of its officers, director, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

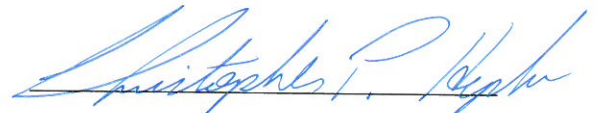
The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

January 9, 2017

ERP System Selection

_____ The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime, but the Final Order entered by the Hearing Officer in a subsequent proceeding before a Hearing Officer of the State of the State of Florida, Division of Administrative Hearings, determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list. (attach a copy of the Final Order).

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR THE PUBLIC ENTITY IDENTIFIED IN PARAGRAPH 1 (ONE) ABOVE IS FOR THAT PUBLIC ENTITY ONLY AND THAT THIS FORM IS VALID THROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IT IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THAT PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THE THRESHOLD AMOUNT PROVIDED IN SECTION 287.017 FLORIDA STATUTES FOR A CATEGORY TWO OF ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM.



(Signature)

Sworn to and subscribed before me this 20th day of February 20, 2017

Personally known Christopher P. Hepburn, President, Tyler Technologies' ERP and School Division

Or produced identification Danny J Towle Notary Public-State of MAINE

N/A my commission expires December 18, 2023

(Type of identification)

Tammy J. Towle

(Printed, typed or stamped commissioned name of notary public)

Failure to sign or changes to this page shall render your bid non-responsive.

7.7 Certifications Regarding Debarment, Suspension and Other Responsibility Matters

The applicant certifies that it and its principals:

- (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, sentenced to a denial of Federal benefits by a State or Federal court, or voluntarily excluded from covered transactions by any Federal department or agency;
- (b) Have not within a three-year period preceding this application been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction, violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- (c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (b) of this certification; and
- (d) Have not within a three-year period preceding this application had one or more public transactions (Federal, State, or local) terminated for cause or default.

Applicant Name and Address:

Christopher P. Hepburn
One Tyler Drive
Yarmouth, ME 04096

Application Number and/or Project Name:

Solicitation #RFP-4542-17-PB / Enterprise Resource Planning (ERP) System

Applicant IRS/Vendor Number: 75-2303920

Christopher P. Hepburn, President, Tyler Technologies' ERP & School Division

Type/Print Name and Title of Authorized Representative:

Signature:  Date: February 20, 2017

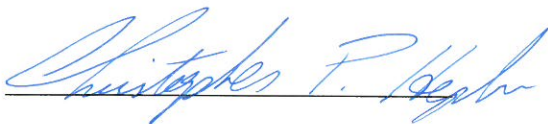
Failure to sign or changes to this page shall render your bid non-responsive.

7.8 Drug-Free Workplace Program

IDENTICAL TIE BIDS - Preference shall be given to businesses with drug-free workplace programs. Whenever two or more bids which are equal with respect to price, quality, and service are received by the State or by any political subdivision for the procurement of commodities or contractual services, a bid received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process. Established procedures for processing tie bids will be followed if none of the tied vendors have a drug-free workplace program. In order to have a drug-free workplace program, a business shall:

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).
4. In the statement specified in subsection (1), notify the employee that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program (if such is available in the employee's community) by, any employee who is so convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of these requirements.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.



Christopher P. Hepburn, President, ERP & School Division

VENDOR'S SIGNATURE

PRINTED NAME

Tyler Technologies, Inc.

NAME OF COMPANY

January 9, 2017

ERP System Selection

7.9 Solicitation, Giving, And Acceptance Of Gifts Policy

Florida Statute 112.313 prohibits the solicitation or acceptance of Gifts. - "No Public officer, employee of an agency, local government attorney, or candidate for nomination or election shall solicit or accept anything of value to the recipient, including a gift, loan, reward, promise of future employment, favor, or service, based upon any understanding that the vote, official action, or judgment of the public officer, employee, local government attorney, or candidate would be influenced thereby." The term "public officer" includes "any person elected or appointed to hold office in any agency, including any person serving on an advisory body."

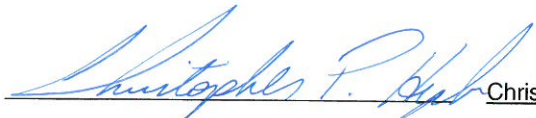
The City of Hollywood policy prohibits all public officers, elected or appointed, all employees, and their families from accepting any gifts of any value, either directly or indirectly, from any contractor, vendor, consultant, or business with whom the City does business.

The State of Florida definition of "gifts" includes the following:

- Real property or its use,
- Tangible or intangible personal property, or its use,
- A preferential rate or terms on a debt, loan, goods, or services,
- Forgiveness of indebtedness,
- Transportation, lodging, or parking,
- Food or beverage,
- Membership dues,
- Entrance fees, admission fees, or tickets to events, performances, or facilities,
- Plants, flowers or floral arrangements
- Services provided by persons pursuant to a professional license or certificate.
- Other personal services for which a fee is normally charged by the person providing the services.
- Any other similar service or thing having an attributable value not already provided for in this section.

Any contractor, vendor, consultant, or business found to have given a gift to a public officer or employee, or his/her family, will be subject to dismissal or revocation of contract.

As the person authorized to sign the statement, I certify that this firm will comply fully with this policy.

 _____
 Christopher P. Hepburn

SIGNATURE

PRINTED NAME

Tyler Technologies, Inc. _____

President ERP & School Division _____

NAME OF COMPANY

TITLE

Failure to sign this page shall render your bid non-responsive.

7.10 Minimum Criteria

As noted in section 1.9 of this RFP, proposed solutions **MUST** meet all of the following requirements. **Proposals not meeting these requirements will be rejected.** Vendors should acknowledge acceptance of these terms and include the following checklist in their RFP response.

Minimum Criteria	Yes/No
<p>Minimum Client Software Installations</p> <p>Must have provided ERP related software as Prime for at least two municipalities or government entities, of similar or greater size, and complexity, as the City.</p>	Yes
<p>Past Experience</p> <p>Must provide contact information for at least two ERP projects/solutions.</p>	Yes
<p>Response Authorization</p> <p>The RFP response is signed by an authorized company officer.</p>	Yes
<p>Response Completeness</p> <p>Vendor complied with all instructions in the RFP and provided a response to all items requested with sufficient detail, which provides for the proposal to be properly evaluated. Any deficiencies in this regard will be determined by the City's Purchasing Director to be either a defect that the Director will waive or that the proposal can be sufficiently modified to meet the requirements of the RFP.</p>	Yes

7.11 Company Background Form

Vendor name:	Tyler Technologies, Inc.
Software brand name:	Munis
Software version proposed (years in production):	Munis Version 11
Is Vendor prime contractor:	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

1.	What are the key differentiators of your company and its proposed solution?
	<p>There are a number of key differentiators of Tyler Technologies and its proposed Munis ERP solution that should be viewed as significantly advantageous to the City.</p> <p>First and foremost, all of Tyler’s efforts are focused on providing technology solutions to the public sector. Our attention is not diluted by providing solutions to other industries and our staff are industry experts in the public sector arena.</p> <p>Secondly, Tyler has consciously decided to implement its own projects. We don’t outsource our implementation efforts to 3rd party integrators. We feel this allows us to provide better service to our customers at a much lower cost. Furthermore, due to our expertise in the public sector, we’re able to more clearly identify to our customers the best business practices of the public sector. Our approach to implementation will inevitably result in a project with a greater definition of both cost and timeframe.</p> <p>Third, Tyler adheres to a philosophy called “Evergreen Development.” Under this approach, Tyler will provide all future enhancements including platform changes to the Munis ERP solution to the City as part of its annual maintenance agreement without additional re-licensing fees. This is a significant divergence from the typical business practices of traditional vendors. Other vendors normally charge annual maintenance each year and when new releases or platform changes are made available, charge relicensing fees and/or significant implementation fees in order to load the new release. Not so with Tyler. We will provide the future releases as part of the annual maintenance agreement as well as with minimal implementation effort. The end result is a system that provides a lower total cost of ownership and</p>

	<p>more easily digestible upgrades.</p> <p>Fourth, we offer Software as a Service model. While others may offer this service they typically outsource the data center to a 3rd party. Tyler Technologies owns and operates its own datacenter located in Yarmouth, ME., with a backup facility located in Plano, TX.</p> <p>Fifth, if there are modifications to be delivered through the implementation process, it is important to note that these modifications for the City would become part of the generally-released Munis system available to all clients going forward. This allows our clients on annual maintenance to receive additional functionality from new clients as well as our support team does not have to worry that you have modifications when either supporting or upgrading you. Most vendors today still maintain modifications by individual clients which places more stress on their support teams and cost to the client when upgrading.</p>
<p>2.</p>	<p>What awards has your company or proposed solution obtained that are relevant to this project?</p>
	<p>Tyler Technologies has earned a reputation as an industry leader based on our products and commitment to our clients. These factors, along with our financial strength and industry partnerships, have earned us numerous accolades.</p> <p>Forbes has named Tyler one of "America's Best Small Companies" eight times and the company has been included six times on the Barron's 400 Index, a measure of the most promising companies in America.</p> <p>Tyler has also previously been recognized by Audit Integrity, an independent research firm, as one of America's 100 most trustworthy companies. Software Magazine's Software 500 Additionally, Tyler has been ranked for seven consecutive years in Software Magazine's Software 500 ranking of the world's largest software and services suppliers.</p> <p>Beginning in 2007, Tyler, which has three offices in Maine, was recognized eight times as one of the top employers in the state through the annual Best Places to Work in Maine program. Likewise, a "Best in DFW: Top Workplaces" listing published by the Dallas Morning News has four times listed Tyler as one of the top places to work in the Dallas-Fort Worth area. Tyler has also earned a spot on the "Top Workplaces in the Dayton Metro Area" listing by the Dayton Daily News in 2012. Additionally, Tyler's Lubbock, Texas, office was named the 2010 South Plains Regional Employer of the Year from South Plains Workforce Solutions.</p>

	<p>These achievements point to our position at the top of the public sector software industry and our commitment to our clients. And because we are committed to delivering the best products and services to our clients, we are dedicated to continually evolving to help our valued clients meet the challenges they face ever</p>
3.	<p>What documentation is available from an independent source that positively promotes either the company or products the Vendor is offering?</p>
	<p>Industry Recognition:</p> <ul style="list-style-type: none"> • Top 25 on the Forbes “Most Trustworthy Companies” list • Top 75 on the Forbes “America’s Best Small Companies” list • Top 100 on Fortune FSB’s “Fastest Growing Small Public Companies” list
4.	<p>What strategic alliance have you made to further strengthen your product and services?</p>
	<p>Tyler has a close working relationship with a number of technology partners. Some of these strategic partnerships include:</p> <ul style="list-style-type: none"> • Microsoft (SQL Server, .NET, Silverlight, SharePoint, HTML 5) • SymPro (Investment Management) • Kronos (Advanced Time Keeping & Scheduling) • BMI Scanning • Adobe • ESRI GIS
5.	<p>How do you guarantee the services provided by your company?</p>
	<p>Tyler warrants that it will perform services in a professional, workmanlike manner, consistent with industry standards. In the event Tyler provides services that do not conform to this warranty, Tyler will re-perform the services at no additional cost to the City.</p>

6.	What are your near-term and long-term goals, and the strategies to reach these goals?
	<p>Tyler Technologies is committed to providing the best software and services to the public sector. Tyler separates our research and core development groups to ensure that Tyler remains focused on the needs of existing customers while also envisioning and executing on what our prospects will expect from our products and services in the future. We continually build on our customers' investment by refreshing the features and their underlying technology in a planned and non-disruptive approach executing on our Evergreen Philosophy. Coupled with Tyler's financial feasibility, Tyler is currently recognized as one of the foremost leader in public sector software today.</p> <p>The following provides insight into Tyler's current Munis Enterprise Resource Planning (ERP) solutions, as well as an indication of Tyler's vision through the next several years. Whether you are a new or existing customer, this information will help you plan and get the most from your investments.</p> <p>Influences</p> <p>Evergreen Philosophy</p> <p>As we continuously refresh our features and their underlying technology in a planned and non-disruptive approach, we provide our Munis upgrades free with an annual maintenance agreement. This insures that our clients always have the latest technology at their fingertips.</p> <p>Usability</p> <p>Tyler's Munis product is designed and developed by industry experts solely focused on the public sector. This includes a conscious focus and direction that ranges from usability studies and design by our in-house experts certified by Human Factors International, to User Group and client feedback.</p> <p>Direction</p> <p>Tyler employs technology that enables our users to benefit from consolidated services and realized better ROI. By expanding the depth and breadth of our product by providing solutions, not merely technology for the sake of it, we enable our Munis customers to remain as efficient and productive as possible. We monitor industry trends and proactively respond to the changing needs of the market, providing innovative products that bring robust functionality and technology to our Munis® end users.</p>

	<p>Recent Advancements SharePoint 2013</p> <p>SharePoint 2013 provides comprehensive, robust search capabilities in a secure, Microsoft environment. Tyler is working to provide Munis users with the ability to automatically locate a record that is part of a search result set, and show those search results side-by-side with other data from other Tyler applications, external applications and database, documents stored on SharePoint or in Tyler Content Manager, and the World Wide Web.</p> <p>Business Intelligence (BI)</p> <p>Both Microsoft and Tyler understand BI. What's more, we understand that the public sector needs sound reporting options from their ERP system, and a viable means to quickly and easily display different views of their data. Together, and through the use of the widely-familiar Microsoft Excel, Munis offers a versatile BI and reporting solution. Using Microsoft Services, users can use the available, pre-developed application-specific "cubes" to report on key Munis applications areas. These cubes then let users to easily select, slice, drill into, organize, and report on exactly the data they need, in meaningful spreadsheet, chart, and graph formats</p> <p>Mobile Applications</p> <p>Munis mobile solutions provide easy access any time, and from anywhere users have Internet connection, using a smartphone or tablet. Using Microsoft® Windows 8®, some of our most recent mobile options include applications that let building inspectors enter data in real-time while on site, provide access to complete workflow approvals, and give Munis users the tools they need to perform employee management.</p> <p>Software as a Service (SaaS)</p> <p>The SaaS model is unique and powerful in its ability to meet a variety of end-user needs. Our Munis SaaS solution allows organizations to utilize Munis ERP software that is hosted and administered by Tyler Technologies at a remote data center—over an Internet connection via a dedicated Virtual Private Network (VPN). With SaaS users receive built-in Disaster Recovery Services including backup and storage of all system, data and image files in a secure off site location. This reduces their concerns about potential hardware failure, a failed or forgotten backup, or damaged and/or lost data due to a natural disaster.</p> <p>Technology</p> <p>Munis technology evolves along with our clients' needs. We continually research and test our technology delivery processing and storage methods to ensure our</p>
--	---

	<p>clients have the right tools to do their jobs quickly and efficiently. We do this by adding or enhancing hardware and software to streamline processes and provide a richer, deeper experience. Tyler will continue to provide our Munis clients with the proper tools that meet their unique needs for each solution -- looking to customer feedback to create and enhance our solutions to better fit the needs of the public sector.</p> <p>HTML5</p> <p>Many of Tyler's web based solutions are being designed using HTML5, enabling a consistent and versatile deployment on computers and devices alike.</p> <p>Security</p> <p>We continually work toward embracing the latest industry and cloud standards in order to ensure a reliable set of practices and controls are in place to protect your proprietary data.</p> <p>Long Term Considerations</p> <p>We've built our reputation by successfully serving thousands of clients for decades, providing industry knowledge with a professional team of experts, and committing to long-term investments that focus on our products and services.</p> <p>Guided by our vision to create solutions that are productive, integrated, flexible and efficient, our direction is clear: we will invest in remarkable applications, greater user experiences, and leading technology for robust, efficient management and delivery of our Munis solution. Going forward we will remain true to our mission statement of empowering people who serve the public, in order to make ongoing strategic investments</p>
7.	<p>What is your niche in the marketplace and your preferred customer size?</p>
	<p>Tyler's exclusive focus is on providing information systems to the public sector. Tyler's Munis ERP solution is dedicated to Cities, Counties, K-12, and other non-profit entities. Tyler does not have a "preferred" customer size. Tyler's product suite is very scalable. We are proud of the fact that we have software offerings for customers of all sizes and complexities</p>
8.	<p>Please describe the level of research and development investment you make in your products (i.e. – annual budget, head count, etc.).</p>
	<p>Tyler spends approximately \$60 million dollars per year on product development. Tyler employs 681 developers who work on and advance Tyler's products. Based</p>

	<p>on 2015 revenues of \$591 million, this equals approximately 10.1% of total revenues. Please note that this percentage is different than the official accounting designation of Research and Development (5.1% in 2015).</p>
9.	<p>Please describe how the sales cycle is linked to the product development cycle.</p>
	<p>The link between Tyler Sales and Tyler Product Development is immediate in the sales process. When an RFP is received it is reviewed by Tyler’s Development team to determine if any custom modifications will need to be scoped out with the prospect. As Tyler is elevated as the vendor of choice, Development will take a more active role to provide in depth project scope in the area that modifications may have been identified. If there are modifications to deliver through the Implementation process, Tyler assigns a Business Analyst to work directly with the Project Manager and the Development Team. It is important to note that any modifications that would be required for the City’s project would become part of the generally-released Munis system. Therefore, the City would be able to move forward with Tyler as it advanced its modules both functionally and technologically. Traditionally other vendor solutions maintain these customizations to a particular customer and are very costly and difficult to upgrade as new releases come out.</p> <p>The enhancements done during the original implementation have to be “re-done” for the new upgrade. Not so with Tyler. The link between Tyler Sales and Tyler Product Development is immediate in the sales process. When an RFP is received it is reviewed by Tyler’s Development team to determine if any custom modifications will need to be scoped out with the prospect. As Tyler is elevated as the vendor of choice, Development will take a more active role to provide in depth project scope in the area that modifications may have been identified. If there are modifications to deliver through the Implementation process, Tyler assigns a Business Analyst to work directly with the Project Manager and the Development Team. It is important to note that any modifications that would be required for the City’s project would become part of the generally-released Munis system. Therefore, the City would be able to move forward with Tyler as it advanced its modules both functionally and technologically. Traditionally other vendor solutions maintain these customizations to a particular customer and are very costly and difficult to upgrade as new releases come out.</p> <p>The enhancements done during the original implementation have to be “re-done” for the new upgrade. Not so with Tyler.</p>

10.	Please describe your commitment to providing solutions for the public sector marketplace.		
	Tyler's single focus is the public sector marketplace. This focus on the public sector puts us in the best position to deliver the unique features and functions specific to local government directly to Tyler clients. With a Public Sector installed base of more than 14,000 clients throughout the United States, Tyler has no plans to expand our ERP offerings to other industries.		
11.	Please describe your portal strategy.		
	<p>Based on Microsoft SharePoint, the Tyler Munis Dashboard provides an easy-to-use, simplified way of finding, accessing and sharing information by aggregating important, real-time data you deem important into customizable views. Tyler provides several Munis specific web parts to display information real-time to the end user without the need for them to drill into multiple client programs. This data can be displayed in a number of formats such as a standard table, or a number of chart formats. Each user can personalize his or her dashboard views, tailoring it to the information that's critical for their role and security setup.</p> <p>Utilizing an industry-leading platform such as Microsoft SharePoint over a proprietary dashboard as used by other ERP vendors allows clients to further expand the Dashboard beyond the use of ERP. Hundreds of web- parts from third-party systems can be easily added to the Tyler Dashboard environment. In addition, developer's familiar with .Net programming can also create their own web parts to integrate into other disparate, systems.</p> <p>Clients may also take advantage of the standard functionality offered with SharePoint such as sharing information with others, collaborative document management and publishing reports. Additional configuration may be required of the client to utilize this additional functionality and may not be supported by Tyler. With all of these options, the Munis Dashboard truly offers near unlimited level of customization.</p>		
12.	How many fully operational customer installations of the version proposed in this RFP, currently in production, has the Vendor completed?		
		Florida	Nationally
	Local government	15*	200*

		Other public sector	N/A**	N/A**
		Other non-public sector	0	0
		Overall:	15* *This value may contain a few clients still in implementation. **All Tyler clients are public sector, this level of detail not available.	200*
13.	How many fully operational customer installations, in total, has the Vendor completed?			
			Florida	Nationally
		Local government	57	1286*
		Other public sector	N/A**	N/A**
		Other non-public sector	0	0
		Overall:	57* *This value may contain a few clients still in implementation. **This information is not available. All Tyler clients are	1286*

			public sector.										
14.	How many current system implementations of your solution are <i>in-process</i> within both the State of Florida and the region of the Country that includes the State of Florida?												
	<table border="1"> <thead> <tr> <th></th> <th>Current in-process Implementations</th> </tr> </thead> <tbody> <tr> <td>State of Florida</td> <td>14*</td> </tr> <tr> <td>Region</td> <td>42*</td> </tr> <tr> <td>Total:</td> <td>56* This number includes total ERP and Revenue projects within the southeast implementation region.</td> </tr> </tbody> </table>						Current in-process Implementations	State of Florida	14*	Region	42*	Total:	56* This number includes total ERP and Revenue projects within the southeast implementation region.
	Current in-process Implementations												
State of Florida	14*												
Region	42*												
Total:	56* This number includes total ERP and Revenue projects within the southeast implementation region.												
15.	Please state the year the Vendor started in the business of selling the proposed solution to local governments:												
	Tyler's Munis Solution has been providing products, service, and support exclusively to the government market place since 1982.												
16.	Where is the Vendor's closest support facility/sales office to Hollywood, FL?												
	Falmouth and Yarmouth, ME												
17.	How will you support the City's 7a-6p 4/10 work week, and after hours and weekend support.												
	Please reference Tyler's Support Call process in the Sample License Agreement.												
18.	Where is the Vendor's company headquarters?												
	Tyler's headquarters is located in Plano, TX.												
19.	Please list the Vendor's sales in the previous three years:												
		Year	Sales										

		2015	\$591M	
		2014	\$493M	
		2013	\$416M	
20.	How many total employees does the Vendor have in each of the following categories:			
		Area	Number	
		Sales/Marketing	333	
		Management/Administration	225	
		Help Desk Staff	672	
		Development Staff	681	
		Other	1812	
		Total:	3723	
21.	What is the Vendor's hourly rate for implementation assistance beyond that which is included in the Vendor bid, by skill set?			
		Rates for Additional Implementation Assistance		
		Skill Set	Hourly Rate	
			\$ Please reference cost proposal / hr.	
			\$Please reference cost proposal / hr.	
			\$ / hr.	
22.	Please indicate two separate potential visits of three consecutive days each in which the Vendor will commit to being available for an onsite demonstration and your preference. Based on the schedule identified in this document, the City will not be able to accommodate vendors that are not available any of the weeks below.			
		Demonstration Date Options		

	Option	Visit #1	Visit #2	
	Week of April 24, 2017			
	Week of May 8, 2017 (Excludes May 11 th)		X	
	Week of May 22, 2017	X		
23.	What would be the Vendor's preferred comparably sized, site visit location?			
	Please see references provided.			

Technical Requirements Form

1.	Identify the communication protocols and networking requirements that are required for implementation and operation of the proposed system. In the event that there are multiple communication systems and/or protocols available, list all options. Take into account the City's current WAN and remote computing requirements and indicate what changes are required or recommended.
	Tyler applications communicate over TCP/IP and a network infrastructure of 10/100 Mbps between workstation and server and gigabit (1000 Mbps) connections between on-premises servers is highly recommended.
2.	How is your system designed for open standards and interoperability with solutions provided by other vendors?
	<p>Munis offers a variety of methods of interfacing with external third party systems, including file-based import and exports and real-time integration using web services. This includes pre-defined integration points out of the box, requiring little or no setup to many popular third-party systems such as Microsoft Office, ESRI ArcGIS and Kronos Time and Attendance.</p> <p>Full Integrated ERP Solution</p> <p>When evaluating a new ERP system, it is very common clients are looking to replace several disparate systems with a single, integrated ERP. Since every Munis application is integrated with one another, sharing a single database, many existing interfaces are commonly eliminated when moving from several disparate systems. For example with Munis, an employee raise initiated by a Human Resources personnel action, automatically updates Payroll and the General Ledger.</p> <p>File-based integration</p> <p>Munis includes a number of file-based interfaces which are performed using integrated Munis applications and geared towards end users rather than IT staff. Rather than needing your database administrator to import or export data directly to or from the system, most file-based interfaces include the ability to define and choose from interface templates. These templates define the order and type of data being interfaced so files don't need to be in a "Munis format" and instead allows users to choose the appropriate template for the system being integrated with. Munis also includes interface templates for commonly used third-party systems out of the box.</p> <p>Munis import applications import data into a holding / verification area in the</p>

	<p>database. Munis Workflow can be configured to notify or require approval based on any number of business rules specific to the data imported. Business rule examples include whether data brings an account over budget, is over a certain dollar amount, or affects a specific department, commodity, or object code. After all workflow actions have been approved, imported is then moved into production data. Depending on the process, imports can also be rejected at the item or file level. Rejected imports can be resubmitted at any time.</p> <p>Imports and exports can be scheduled for a one-time or recurring, automated interfaces. Finally, nearly every application has the ability to export the current record set to Microsoft Excel or Microsoft Word.</p> <p>Direct Integration and Support</p> <p>Tyler has heavily embraced web services for use with application architecture and integration with other applications using industry standards. Munis includes a robust and growing library of XML web services and leverages them for real time integration with third party systems through “plug and play” interfaces.</p> <p>Setting up an application interface within Munis is as simple as opening an application screen and entering a few settings specific to that interface. Tyler develops and maintains all application interfaces clients, saving clients from worrying about APIs that require development skillsets, and maintenance any time a system changes. This includes all state and federally mandated interfaces included as part of every clients maintenance agreement. Tyler regularly works with state governments and vendors as they develop strategies for sharing/obtaining information with local governments via XML and web services to ensure our products comply with these specifications as they are introduced and continue to meet our clients’ changing needs.</p>
<p>3.</p>	<p>Describe the system administration tools that are used to manage the application including any data archival tools, tools for managing application updates, online help management tools, etc.</p>
	<p>The Munis ERP system has a number of built in programs and tools for application based administration, configuration, monitoring, and debugging. A System Administrator’s menu options include setup programs, parameter files, program activity logs, and diagnostic and run time information utilities. These tools allow administrators to dictate and monitor how the system operates. User defined configuration files allow customizations to be managed on select screens. Diagnostic utilities allow administrators to turn on tracing levels and see stepped execution output from user activity. These trace logs can easily be submitted to</p>

	<p>customer support for assistance in troubleshooting issues.</p> <p>Additional third-party tools, sometimes used but not required, include Windows Performance Monitor, SQL Server RDBMS tools such as Activity Monitor and, for virtual environments, programs such as Microsoft System Center Virtual Machine Manager.</p>
4.	Describe what, if any, footprint (e.g. local software artifacts such as DLLs) or elevated privilege requirements exists on the user's desktop.
	Microsoft Silverlight is required for select applications
5.	Describe the minimum hardware, software, storage, memory, operating system and other requirements for desktop computers to access the application such that the City can determine the extent to which existing computers must be upgraded or replaced.
	Refer to Tyler Systems Specifications
6.	Please describe the physical and technical preferences for a user acceptance testing (UAT) environment?
	<p>Tyler's standard application deployment includes production and test environments. Select Tyler application deployments may also include additional Train and/or Implementation environments. Traditionally these environments co-exist on the same server environment, however clients can choose to split them out to separate server environments.</p> <p>The test environment is typically utilized by clients to test new versions of application software prior to installing into production. While it's not required, some clients opt to host this environment on a separate server host. This provides the ability to also test platform updates such as operating system and RDBMS updates without effecting the production environment.</p> <p>For application deployments including a train environment, this environment typically mirrors production and is used as a sandbox for users to test or train on processes.</p> <p>Tools are provided to easily "refresh" application data and code from one environment to another. This can be performed on-demand or automated to occur on a schedule.</p> <p>Tyler will work with every client to discuss their current and desired business practices to determine the best configuration that will meet their infrastructure</p>

	needs.
System Performance	
7.	System response time must not impede the ability for departmental staff to perform their required job functions using the system. Will your system be available 99.5% of the time, except for planned downtime?
	<p>Tyler supports a variety of high availability (HA) server configurations. Tyler’s recommended configuration is a virtualized environment used in conjunction with replication products such as VMware Site Recovery Manager or Veeam Backup and Replication. For environments requiring multiple dedicated SQL Server servers, SQL Server AlwaysOn Availability Groups is recommended (note, AlwaysOn requires SQL Server Enterprise Edition). A hardware-based network load balance appliance is required when using multiple application servers. Clients should contact Tyler Installation Services when considering these advanced configurations.</p> <p>Tyler will work with every client to help determine the best configuration to meet their infrastructure needs, however it is typically the responsibility of the client (or their hardware vendor) to configure advanced HA environments.</p>
8.	Can you guarantee a 3-second maximum response time?
	<p>Due to the number of variables involved with response time, some which are outside Tyler’s control, Tyler cannot guarantee system response times. System configuration and hardware infrastructure are the primary factors in performance peaks. Response times vary based on many variables such as hardware specifications, bandwidth / network response, database size, # of concurrent users, types of products / modules running in production, and platform. Tyler strongly recommends that sites benchmark response times and continue to monitor the performance and Tyler will work with the client and support variances in performance to maintain effective and expected responses from the application.</p> <p>With the proper server environment configuration, there are no performance limitations of Tyler applications. System configuration and hardware infrastructure are the primary factors in performance peaks. The recommended system configurations have been found to handle these high usage periods without affecting everyday use.</p> <p>Tyler uses best business practices to ensure optimum system response time. In addition, extensive performance and benchmark testing is used to provide appropriate system requirements.</p>

9.	What are your guarantees on system performance?
	See above.
Security	
10.	Describe the identification and authorization capabilities of your proposed solution for users.
	<p>Most back office Tyler applications use Microsoft Active Directory (AD) for authentication. Once a user is authenticated, integrated application role based security determines what applications, processes, records, and fields the user has access to.</p> <p>On-premises hosted configurations use a clients existing AD environment allowing end users to use their existing AD credentials for application authentication. Select Tyler applications leverage single sign-on (SSO) to automatically authenticate an end user based on the credentials logged into the current workstation, while others prompt for AD credentials. Tyler servers must be a member of a domain that includes AD user accounts for all back office users. It is also highly recommended that all workstations used to access back office applications are a member of the same domain to ensure an optimum end-user sign on experience. Active Directory setup and maintenance is the responsibility of the client.</p> <p>Tyler SaaS hosted configurations use a Tyler SaaS hosted Microsoft AD environment. End users are assigned application specific credentials and prompted to enter these credentials when accessing Tyler applications. End users can set their own password and site administrators can create, disable, lock, unlock, and reset passwords for user accounts. Tyler SaaS also employs a password policy for all end users.</p> <p>Dedicated Self Service applications provide external access to Employees, Vendors, and Citizens. All Self Service applications use application-based authentication where credentials are managed within the application directly. Administrators can create and maintain user accounts or, for many applications, allow end users to register and create their own account. Self Service applications include a number of password controls including defining password complexity, password expiration, invalid login attempt account lockout, and allowing users to easily reset their own password. On premises hosted clients also have the option of using Active Directory authentication for Munis Employee Self Service.</p>

11.	Describe how your system interoperates with Active Directory or SAML
	See above.
12.	Describe the security audit capabilities of your proposed solution.
	Tyler applications include comprehensive auditing integrated directly within the application. This assists clients in supporting internal control requirements and includes system and program level auditing. Process auditing allows an administrator to see who ran what, when, where, and for how long. Change audits allow the viewing of who changed what, where, when, and both the old and new values. Select applications also include query audits that can be optionally enabled to log who looked at what and when.
13.	What functions does your proposed system have to protect the privacy of information designated “private” (e.g. personally identifiable, SSN, credit card, ACH, HIPAA, etc.) that it processes or stores?
	In transit data can be encrypted using SSL certificates over HTTPS. At rest data can be encrypted using SQL Server Transparent Data Encryption (TDE). Obtaining SSL certificate(s) and SQL Server TDE configuration is the responsibility of the client for on-premises environments. For Tyler SaaS environments, SSL certificate(s) are included as part of the standard hosting agreement; SQL Server TDE database encryption is available as a premium service.
14.	What will you do to address vulnerabilities in your product discovered subsequent to us deploying your code? In what time interval will they be fixed (Critical & non-critical)? At what cost to the City?
	<p>All software defects found by a client can be reported to the appropriate Support department in a number of ways. Clients can create a support ticket documenting the defect using the embedded Support Wizard which will electronically submit and log a support ticket with the information. In addition, clients can submit this information by email or by phone.</p> <p>After a software defect is logged, clients can track its progress through the web based Tyler Client Portal - a support tool used to track support issues, logged software defect progress, and email subscriptions. The Munis Release Administration program also provides real time access to detail on Munis Releases from our issue tracking software allowing System Administrators to view enhancements, open issues and available fixes for any release.</p>

	<p>Once the software defect has been fixed the software correction is made available for download via Munis Internet Update (MIU), a web-based tool that downloads and installs the software defect to the Munis Server. Critical and high priority issues are corrected in 30-60 days; medium and low priority issues are corrected in the next release or as time permits for lowest priority issues.</p> <p>These corrections are included as part of your annual support maintenance at no additional cost to the client.</p>
15.	What is your process for notifying the customer and fixing bugs once they have been identified?
	See above
16.	What is your process for notifying the City in the case of a data/security breach?
	Tyler informs customers as soon as possible and will meet any federal or state laws regarding notification of a security breach.
Vendor Hosting/SaaS	
17.	Will your company host the solution or will this be managed by a third party?
	Tyler owns and manages all data center infrastructure used with Tyler SaaS
18.	What measures do you have in place to ensure that there are no single points of failure in your hosted implementation?
	<p>Our goal for building hosting infrastructure is no single point of failure. Tyler SaaS hosting server/storage infrastructure is built around enterprise compute systems running virtualized Windows Server and SQL Server. Three Tier's of storage are utilized providing varying levels of performance resiliency. Firewalls, VPN management, routers, and storage are all setup in a highly available configuration. Multiple ISPs are present with diverse paths to the Internet.</p> <p>Full backups are performed daily of each client's application and database server after normal business hours (21:00-02:00). Tyler's retention policy is to keep daily backups for 30 days, weekly backups for 1 year, and archive monthly backups for prior years. Clients are able to restore from any of these backups as needed.</p> <p>Tyler maintains two primary datacenters for hosted customers. One is owned by Tyler, located in Yarmouth, ME. The other, a colocation facility, DataBank, is located in Dallas, TX in the old Federal Reserve Building, which was built to withstand a nuclear disaster. Backup data is replicated between each data center</p>

	nightly using an enterprise backup solution which takes full snapshots of virtual infrastructure. In the event of a catastrophic disaster that destroys a datacenter, guaranteed recovery point objective (RPO) and recovery time objective (RTO) are each 24 hours. Business continuity options with lower RTO and RPO are available for an additional fee.
20.	Where are the data center and storage facilities?
	Tyler Datacenters are located in Yarmouth, ME and Dallas, TX.
21.	Please provide the total number of clients and corresponding number of end-users of hosted solutions currently supported by your proposed solution.
	Over 1500 clients; 1.5 million named users
22.	Does the system interface support a browser interface with or without the help of additional components?
	All applications are browser based. VPN is required to access hosted back office applications. Microsoft Silverlight browser add-in is required for select applications.
23.	How are hosted software applications deployed for use by numerous customers (dedicated servers for each hosted customer, or is a single set of applications utilized for all customers)?
	Tyler SaaS infrastructure is multi-tenant with multiple clients sharing single hardware or virtual components. However, unlike most multi-tenant solutions in which all clients use shared application environments, Tyler SaaS client application environments are single-tenant. Providing clients with dedicated application and database instances offers flexibility to have application updates applied on their own schedule and convenience.
24.	What system/application availability and response time will your proposed system meet? What are the City's responsibilities to ensure this level of performance?
	Tyler SaaS SLA guarantees 99% application availability. Clients must meet bandwidth requirements and ensure they have reliable internet provider options.
25.	How do you track monthly usage for subscription-based services?
	Tyler uses a suite of industry standard monitoring applications including SolarWinds.

26.	How much notification will you give the City in advance of any scheduled downtime?
	Typically two weeks
27.	Where would local support be located for a client in Hollywood, FL?
	Maine
28.	Are support calls included in annual maintenance fees, or charged on a per call basis? If on a per-call basis, please specify rates and billing method
	Included in annual maintenance
29.	Please describe the minimum commitment term (in years) for a vendor-hosted option and note the term assumed for determining the proposed costs.
	Tyler SaaS hosted solution is based on a 5-year commitment. Commitment is based on projects of similar size and complexity.
30.	How will hosted upgrades be scheduled/notified to minimize operational/financial loss to the city?
	<p>Tyler SaaS infrastructure is multi-tenant with multiple clients sharing single hardware or virtual components. However, unlike most multi-tenant solutions in which all clients use shared application environments, Tyler SaaS client application environments are single-tenant. Providing clients with dedicated application and database instances offers flexibility to have application updates applied on their own schedule and convenience.</p> <p>Tyler SaaS clients simply request and schedule a time convenient for them to have application upgrades installed by SaaS support engineers during off hours. Software corrections delivered through Munis Internet Update can either be installed by Tyler SaaS Support or directly by the client on demand.</p> <p>All changes to the hosted infrastructure flow through our change management procedure and require planning and approval. Patching of the infrastructure follows Tyler's patch policy. All application upgrades and patches are initiated by the client.</p>

	<p>Notifications are sent to clients for any maintenance that may have potential effect on client accessibility or performance. On rare occasions, emergency maintenance may need to be performed at which point clients are notified as soon as possible. Refer to the Tyler SaaS SLA for more information.</p>
31.	<p>With regards to data ownership, what is your provision for returning data to the City in the event that the City stops using the system or Vendor goes out of business?</p>
	<p>Data is owned and accessible by the client at all times. For Tyler SaaS hosted clients with an active service agreement, data is accessible through Tyler applications, ODBC database connections, integrated file-based export applications, and, by request, a SQL Server database backup. Upon termination of the SaaS contract, clients are provided with a SQL Server backup of all production databases. SQL Server database backups are usually made available for electronic download.</p>

7.12 Project Management Approach Form

1.	How does the Vendor plan to manage the vast amount of material that is produced during the project through potential solutions such as a collaboration environment?
	Tyler provides a Project SharePoint website that will serve as the central repository for all materials produced by and for the implementation. Tyler's Project Manager will keep the Project SharePoint site up to date throughout project. The Tyler Project Team will work with your teams to maintain and control master documents under strict version control. For more information on the Project SharePoint site, please refer to above project tools response.
2.	How would you facilitate a shared project plan that includes city tasks as well as vendor tasks to ensure project success and completion?
	As part of Implementation, each new Tyler client will be provided a Project SharePoint Web site. The purpose of this site is to furnish the project teams with a central location to plan, store and access pertinent documentation and information relating to your Implementation project. The Tyler ERP Implementation SharePoint site will ensure that all project stakeholders have an easy-to-use tool that will provide an integrated location to inquire, review and update any and all project information. Each Project SharePoint site will utilize standards and defaults set by Microsoft SharePoint software. The site will be easy to navigate and provide text "breadcrumbs" for backtracking and/or return to the home page. Tools of the site will include, but are not limited to: Documents & Links; Announcements; Calendar; Project Task List; Issues & Action Items; Project Schedule; Modifications & Enhancements; Versioning; Client Alerts.
3.	Provide specific information on project close-out activities to transition support to the City.
	<p>Both Phase and Project Closeout activities follow identical paths. As you approach the Munis Financial Go Live, Tyler's Project Manager will introduce a new resource to the project teams, a Support Account Manager. The Support Account Manager will be involved in project status calls, open item resolution, and discussions about the cut to Production in Munis. The Support Account Manager will also educate your resources on Munis Support procedures, escalation policies, and communication.</p> <p>Your assigned Support Account Manager will work with you for the first year live on Munis to assist with any open items in support or development, provide regular</p>

	<p>support call logs, direct users to the appropriate Tyler department when questions arise, and provide a plan for first run processes during the first year live. This service is provided to all new clients at no additional charge.</p> <p>Tyler Project Manager and Client Project Manager Document Lessons Learned</p> <p>Phase Closure Sign-off is completed with sign-offs from Functional Leaders and Client Project Manager</p> <p>For more information about the tasks and steps associated with project and phase closure, please refer to the attached Gantt Chart.</p>
4.	How will project management be resourced?
	<p>Tyler will assign a Project Manager to oversee your project. Your primary point of contact throughout the project is the Tyler Project Manager. Tyler's ERP public sector focused staff of more than 250 Implementation Consultants and Project Management have on average tenure 3.5 years for Implementation Consultants and 9.5 years for Project Managers.</p>
5.	What measures will you take to ensure that the Customer is satisfied (e.g. not on time, not on budget, etc.)?
	<p>There are three tools we use to measure client satisfaction.</p> <ol style="list-style-type: none"> 1. Annual Customer Satisfaction Survey –every client who has contacted us at least once in the past year receives an on-line, anonymous survey. Results are published to senior management and also reviewed at the annual user conference with clients. 2. Remote support survey – each time we connect with a client using our remote support access tool, we ask for feedback regarding our responsiveness and knowledge for that issue. 3. Incident Survey – We have a 3rd party survey organization who takes a sample of our daily incidents and surveys clients. They measure Courtesy, Knowledge, Timeliness Quality, and overall satisfaction. Each month we take our average monthly customer satisfaction scores and compare them to the industry average. This report gets reviewed by senior management.
6.	How will you handle organizational reluctance to adopt new processes and ensure process optimization initially, and ongoing?
	<p>Tyler's Project Managers are trained in Change Management and assist during the implementation process with the people side of change. Effective communication</p>

	<p>is one of the core components of change management; identifying who to communicate with, the proper communication methods, determining the timing, and tone and content of messaging. A communication plan encompassing these critical decisions will be updated during the planning stage of the project by both project teams. Tyler believes that for a client's project to be successful, change management must be sponsored, from top down, in your organization because it requires a high level of adoption of desired changes. In addition, leveraging our extensive past experience, our project team will do everything possible to advise you in this process throughout implementation.</p>
--	---

7.13 Report Development Form

1.	What is the query tool and report writer that Vendor is proposing?
	<p>Public sector entities need multiple ways to get information out of their ERP software. That’s why Munis provides more than just traditional paper-based reports for accessing and using critical information. It is designed to provide you with the information you need in the format you want—instantly.</p> <p>Nearly every application screen throughout the ERP suite includes the ability to create a report of the current data using a variety of output options (print, PDF, Word, Excel). An integrated “query wizard” can be used to guide users through the selection process to create complex queries. These queries can be saved for future and even shared with fellow users to quickly and easily access pre-defined searches at moment’s notice. Leveraging the integrated Munis Scheduler, reports can also be scheduled to automate delivery, printing or archival.</p> <p>Based on Microsoft SharePoint, the Tyler Role-Tailored Dashboard provides an easy-to-use, simplified way of finding, accessing and sharing information by aggregating the data you deem important into one or more customizable views. Web parts display information from different parts of Munis and other Web-based tools. Each user can personalize his or her dashboard views, tailoring it to the information that’s critical for their role. Simply click on hyperlinks embedded in the Web part to access specific records or files.</p> <p>Munis also offers full bi-directional integration between your Munis database and Microsoft Excel through SQL Data Cubes. The Munis database provides a user-friendly, multi-dimensional view of your data across many platforms including Excel, SQL Server Reporting Services (SSRS) and your Tyler Dashboard. Analyze and report on trends, track key performance indicators, create charts and graphs, generate reports and more using the tools you’re already comfortable with. Embedded hyperlinks point to the originating record stored in Munis for fast access to detailed information.</p> <p>Choose from our library of report templates or use Tyler Reporting Services for more customized reporting. Powered by SSRS, Tyler Reporting Services enables users to create custom, complex reports using powerful wizards and built-in tools such as Microsoft Business Intelligence Development Studio and Visual Studio. Add charts, drill downs, parameters and hyperlinks to turn reports into interactive documents or Web content. Users can also use analysis tools—including charts, field highlighting, running totals and sorting—to examine trends, expose</p>

	<p>relationships and zero in on important facts. Reports can easily be published and shared to end users by integrating directly with the Munis SharePoint Dashboard. Finally, Tyler Reporting Services uses database views for standard reporting and report models for ad-hoc reporting. These views/models are easy to use, incorporate security and permissions set within the Munis application, and are an efficient way to connect to the database.</p>
2.	<p>What is your definition of a report?</p>
	<p>Any output of information that meets a business need.</p>
3.	<p>What reports are available out of the box? Provide a list and samples at the end of this section.</p>
	<p>Please reference the list of available reports included on the electronic response.</p> <p>Tyler acknowledges the need for our clients to meet all State and Federal reporting requirements. We have a dedicated team who is responsible for maintaining and adding to our library of available mandated reports. For your convenience we have included a list of currently available reports, if a required report is not listed consult your Sales Representative to request a custom report or to learn if our reporting options allow you to create this report for your future usage.</p>
4.	<p>Describe your process for determining the scope of what reports will have to be developed (not out-of-the-box) and what effort it will take to develop and test them?</p>
	<p>Reporting Analysis</p> <p>This is based on each client's need. During the planning stage of the project, the Tyler project team will walk you through the existing reporting functionality and toolset. Through this knowledge transfer, your team will evaluate and determine the standard offerings, what can be accomplished via ad hoc queries and exports or if a custom report needs to be created.</p> <p>Reporting Training</p> <p>Report Writing Training is provided for all Munis clients as part of the implementation project. This training will be conducted during the first phase of the implementation, or within 60 days of go-live, whichever is deemed a better fit by the client. Tyler uses a "train the trainer" approach, which will provide certain individuals with the tools necessary to train additional users on the subject matter as they see fit.</p>

	<p>Tyler Reporting Services utilizes an SQL report writing tools called Report Builder 3.0 and Business Intelligence Development Studio (BIDS) to extract data from the Munis system and create custom reports. Once trained, clients will have the ability to create their own custom reports and modify any report from the TRS Report Library. TRS training does not include the authoring of custom reports for the client by Tyler.</p> <p>After report writing training has been delivered, if your team would prefer not to develop the reports that need to be created, Tyler's Custom Reporting group will provide a quote and a timeframe for any submitted requests.</p>
5.	<p>It is expected that the system will provide the ability for end-user querying and reporting to be performed without impacting the performance of the transactional system. Does your proposal meet this expectation?</p>
	<p>Yes</p>

7.14 Training Form

1.	<p>What is your recommended approach to training (End-user vs. train the trainer), for this City, and why?</p>
	<p>Tyler believes in a train-the-trainer approach to implementation. This approach allows your resources (the Core Users and Functional Leaders) to be involved in the initial training and software configuration while limiting the amount of time that End Users are involved in the project. The Power Users and Functional Leaders are then involved in training the end user community after all configuration is complete, which helps to increase adoption, solidify knowledge transfer, and lessen resistance to training and process changes.</p>
2.	<p>What types of training documentation will be developed by the Vendor?</p>
	<p>Tyler approached every implementation of Munis as a custom project which is tailored to the unique needs and business case of each client. Train materials are developed throughout the project by the Tyler and your project teams based on the decisions and discussions that occurred during the planning stage of the project. For more information on the materials and documentation created during the project, please refer to Tyler's Documentation responses and the attached Munis Sample Implementation Plan.</p>

3.	What additional tools will be used in developing the training material?
	Tyler is using a Learning Management System (LMS) called Tyler University to assist in the delivery of training and knowledge transfer to your staff. This tool allows for the delivery of eLearning materials and captivate designed training videos to supplement the comprehensive classroom training that is Tyler's approach to training.
4.	Describe the opportunities for ongoing training.
	<p>Tyler conducts complete training during the Munis implementation, however we know that ongoing training is important in order to learn about and implement future functionality, train new users, and refresh the knowledge of existing users. Tyler's implementation department can be contracted to provide additional training at any time. This is often done by clients who are upgrading to a new version of Munis who would like assistance in adopting new features and processes.</p> <p>Tyler offers a number of additional tools and services designed to assist to maintain resource knowledge and train new users. Munis Technical Support provides the opportunity to get specific questions answered and to understand the impact of changes on the system. The Munis KnowledgeBase provides documentation on all aspects of Munis including: technical installation guides, how to documents, release notes for new versions of the system, and process documentation. Tyler U offers introductory level training on many Munis processes and subject matters. Tyler offers free on-line courses throughout the year that cover a variety of topics, from Year End Close procedures to Charge Code Set-up. Tyler also offers a variety of ways for our clients to interact and collaborate including Tyler Community, Local User Groups and an Annual User Conference.</p>
5.	Describe the Vendor's ability to provide online training material versus classroom training.
	<p>Training courses / classes are provided on-site or via Internet Go to Meeting sessions, depending on the requirements of the training and your preference. Tyler's preferred training method is on-site, which allows for better knowledge transfer and better communication. In addition to scheduled training sessions, there are a number of on-line training materials available from the Munis KnowledgeBase, which will be used during your project when possible. TylerU and the course materials provided within the role based curriculum are intended to support in-person classroom based training. These materials are not intended to replace face-to-face training time, but are a supplement to increase adoption and understanding of the system and processes.</p>

7.15 Staffing Plan Form

1.	Identify the degree to which Vendor staff will be onsite versus off-site during the project.	
	Tyler’s Implementation Methodology and Knowledge Transfer plan believe in the value of face-to-face interaction. 80% of the implementation activities performed by the Tyler Implementation Consultant will be conducted on-site at your offices. Some small tasks and items that do not require Tyler Resources to be on-site will be conducted remotely using Go to Meeting and other productivity tools.	
2.	Provide the resource and configuration requirements for the Vendor's staff during the implementation:	
	Number of workstations	Based on number of training participants (Tyler limits class size to 12 users for Tyler conducted trainings)
	Number of desks	Based on number of work stations
	Number and size of dedicated rooms for the project	Ideally 2 -3 rooms, one or two for training and one for conference calls and meetings
	Parking	Tyler resources will need parking when they are on-site
	Telephones	A telephone with conference call (speaker phone) capabilities is needed in each room
	Network accessibility needs	Internet access for Tyler resources is needed throughout the project, as well as connectivity for all County work stations
	White boards	A white board or similar resource is needed for all training sessions
	Flip charts	A white board or similar resource is

			needed for all training sessions
		Power requirements	Tyler resources will require power
		Other resource needs	A projector and screen are needed for the training room, to allow for projection of the training material during training sessions

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

Project Role	Project Responsibilities	FTE
Executive Sponsor(s)	See Project Resource Roes Document	0.10
Project Manager	See Project Resource Roes Document	1
Project Administrator	See Project Resource Roes Document	0.10
Functional Process Owners	See Project Resource Roes Document	Varies by Phase – see chart in response doc
Functional Process Team Participants (per member involvement)	See Project Resource Roes Document	Varies by Phase – see chart in response doc
Training Coordinator	See Project Resource Roes	Varies

	Team Lead	Document	by Phase – see chart in response doc
	Change Management Team Lead	See Project Resource Roles Document	Varies
	Communications Team Lead	See Project Resource Roles Document	Varies
	Other Roles		
	Other Roles		
	Other Roles		

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

Project Role	# of FTEs	Skill Set Required	Training Required?	Training Provided?
Help Desk	Varies	Product Knowledge	No	No
Trainer	Varies by Phase	Product Knowledge	Yes	Yes

January 9, 2017

ERP System Selection

		- see chart in response doc			
	DBA	0.1	No special beyond DBA	Yes	Yes
	Report Developer	Varies	Product knowledge, Report Writer training	Yes	Yes
	Application Support	0.10	Product knowledge	Yes	Yes
	System Administrator	Combined with above			
	Security Administrator	Combined with above			
	Other Roles				
	Other Roles				
	Other Roles				
	Other Roles				

7.16 Ongoing Support Services Form

Support and Maintenance	
1.	Provide the minimum, maximum, and average response times (hours) provided as part of the basic support agreement and average response time for the past twelve (12) months.
	Tyler will endeavor to respond to support calls as set forth in Tyler's then current support call process. Please reference Tyler's support call process in the Sample License Agreement provided with this proposal response.
2.	What is the average time for resolution to tickets entered in your system?
	<p>Initial Response time to case – tracks response time for all cases against response goal of <1 business hour</p> <p>Resolution by client priority (critical target = <1 day, high target = <10 days, medium target = <30 days, non-critical target = <60 days) is measured by targeted days to resolve and compared to actual days to resolve.</p> <p>Case survey – C-Sat on 5 questions is averaged and compared to the industry and historical levels</p> <p>Annual Survey – C-Sat measured on services and tools and benchmarked against prior years</p>
3.	Provide Help Desk services for technical support and end users. Specify days and hours and any escalation options and procedures.
	<p>Tyler knows that satisfied clients — more than any other single factor — determine a company's ongoing success. We also recognize that superior technical and operational support is critical to our client's satisfaction. That's why we provide a variety of resources and tools to support all aspects of your use of Munis. We want you to receive the best return on your investment in Tyler possible and our approach to technical support is designed to ensure that you have everything you need to maximize your use of Munis.</p> <p>Unlike some companies who outsource their application support to a third party, Tyler offers a complete solution of customer support services provided by our in-house experts. Our mission is to deliver superior service by providing a timely response, issue resolution and operational support, resulting in a high-level of client satisfaction. Our technical support teams are certified by HDI, a global certification body dedicated to the technical software support and service industry.</p>

All support technicians undergo rigorous internal training on the Munis application and must work toward earning their HDI Customer Service Representative certification to demonstrate the highest level of service and expertise. With more than 91 percent of our technical staff currently HDI certified Munis technical support has earned HDI's Team Certification Award which demonstrates our commitment to offering the highest level of service to you.

SUPPORT TECHNOLOGY

Munis Technical Support uses a variety of products and tools to assist with issue resolution and to answer functionality questions. In order to provide the highest level of service to our clients, Tyler utilizes Citrix's® GoToAssist™ as its remote support solution. GoToAssist is a powerful collaboration and communication tool which allows Munis Support Technicians to remotely access any of your servers or desktops. Using this technology our Munis Support can take keyboard and mouse control, transfer data files, and monitor processes, all of which are critical to a timely and accurate resolution of your issue.

GoToAssist technology is a fast, easy-to-use tool that provides a highly secure connection with 128 bit, end-to-end AES encryption which is critical to maintain the security of your data and network. To provide an audit trail of all work performed, every GoToAssist session is recorded and stored for 90 days. At the completion of each session, a survey is provided so that Tyler may solicit feedback on the quality of resolution provided and the Munis Support Technician.

PHONE SUPPORT

Tyler provides a dedicated 800 number for our clients to contact Munis Technical Support. We place no limits on who from your team that may contact Support, the number of calls placed, or our time required to resolve your incidents. We are focused on providing the highest level of support to all of our clients and will work every incident with the same level of dedication to finding a timely resolution to your concerns. Customer support's goal is to return all calls within one business hour.

ONLINE SUPPORT

In addition to phone support, you can log new and manage open incidents through our online support tool. The Munis Support Portal will provide 24/7 access for resources to submit and update incidents, including the ability to attach documentation and screenshots if needed. All account and incident data are available in real time, providing the ability for you to communicate with Munis Support Representatives directly without the need to be on the phone.

The Munis Support Portal is not the only option for you to access critical information, communicate with system experts, utilize applications, or access tools. Tyler Community, the Munis Release Management Console, the Munis KnowledgeBase, and many other tools, including the Portal can be accessed through Tyler's website, www.tylertech.com. Through Tyler Community, users can view and reply to discussions on trending topics such as state reporting, year-end close, and upcoming releases. The Release Management Console provides information about the life cycle of all current and future Munis releases, so you can plan when to adopt new versions of Munis. Users have access to the Munis KnowledgeBase which includes procedure documents, frequently asked questions, user conference documents, e-learning materials and more.

FOCUSED BY APPLICATION

Regardless of how your team contact us, Munis Technical Support is divided into application specific teams to enable product specialization and provide timely resolution of support incidents. Munis provides technical support for additional aspects of our clients' operations such as Tyler Forms, Tyler Reporting Services, Tyler Content Manager and advanced technical assistance through our Tyler Systems Management team. This application specific approach allows our Technical Support Representatives to focus on a small group of applications and therefore offer a high level of product expertise to our clients. Our application specific teams with their standard hours of operation are shown in the below chart.

SUPPORT CHANNELS

Tyler Technologies, Inc. provides the following channels of software support:

- Tyler Community – an on-line resource, Tyler Community provides a venue for all Tyler clients with current maintenance agreements to collaborate with one another, share best practices and resources, and access documentation.
- On-line submission (portal) – for less urgent and functionality-based questions, users may create unlimited support incidents through the customer relationship management portal available at the Tyler Technologies website.
- Email – for less urgent situations, users may submit unlimited emails directly to the software support group.
- Telephone – for urgent or complex questions, users receive toll-free, unlimited telephone software support.

SUPPORT RESOURCES

A number of additional resources are available to provide a comprehensive and complete support experience:

- Tyler Website – www.tylertech.com – for accessing client tools and other information including support contact information.
- Tyler Community – available through login, Tyler Community provides a venue for clients to support one another and share best practices and resources.
- Knowledgebase – A fully searchable depository of thousands of documents related to procedures, best practices, release information, and job aides.
- Program Updates – where development activity is made available for your consumption

SUPPORT AVAILABILITY

Tyler Technologies support is available during the local business hours of 8 AM to 5 PM (Monday – Friday) across four US time zones (Pacific, Mountain, Central and Eastern). You may receive coverage across these time zones. Tyler’s holiday schedule is outlined below. There will be no support coverage on these days.

- New Year’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

ISSUE HANDLING

Incident Tracking

Every support incident is logged into Tyler’s Customer Relationship Management System and given a unique incident number. This system tracks the history of each incident. The incident tracking number is used to track and reference open issues when clients contact support. You may track incidents, using the incident number, through the portal at Tyler’s website or by calling software support directly.

Incident Priority

Each incident is assigned a priority number, which corresponds to your needs and deadlines. Your team is responsible for reasonably setting the priority of the incident per the chart below. The goal of this structure is to help the client clearly

	<p>understand and communicate the importance of the issue and to describe expected responses and resolutions.</p> <p>INCIDENT ESCALATION</p> <p>Tyler Technology’s software support consists of four levels of personnel:</p> <p>Level 1: front-line representatives</p> <p>Level 2: more senior in their support role, they assist front-line representatives and take on escalated issues</p> <p>Level 3: assist in incident escalations and specialized client issues</p> <p>Level 4: responsible for the management of support teams for either a single product or a product group</p> <p>You may contact the appropriate Software Support Manager to ensure you are receiving the service needed if an issue arises. After receiving the incident tracking number, the manager will follow up on the open issue and determine the necessary action to meet your needs.</p> <p>On occasion, the priority or immediacy of a software support incident may change after initiation. Tyler encourages clients to communicate the level of urgency or priority of software support issues so that we can respond appropriately. A software support incident can be escalated by any of the following methods:</p> <p>Telephone – for immediate response, call toll-free to either escalate an incident’s priority or to escalate an issue through management channels as described above.</p> <p>Email – clients can send an email to software support in order to escalate the priority of an issue</p> <p>On-line Support Incident Portal – clients can also escalate the priority of an issue by logging into the client incident portal and referencing the appropriate incident tracking number.</p>
<p>4.</p>	<p>Identify the party or business unit that is responsible for the support options provided above.</p>
	<p>Tyler Technologies will be responsible for supporting the Munis product whether it is City-hosted or vendor-hosted.</p>

<p>5.</p>	<p>Provide the following regarding the number of business staff the City should expect to be committed to providing on-going application support, per system module:</p> <ul style="list-style-type: none"> a. Role b. Responsibility c. Estimated time commitment in terms of FTE time
	<p>Estimating the staffing levels required by your teams to maintain the application in production is very difficult without a thorough understand of your current resources, expertise, structure, and approach to application support. Munis can be configured to be run in a centralized, decentralized, or hybrid approach to administration. This flexibility allows for our clients to base business decision based on the best approach for their organization, and not software functionality. Tyler has found that the majority of our clients maintain Munis using the same structure and resources that were used with the legacy software system.</p>
<p>6.</p>	<p>For ongoing IT staff resources, please provide the following information:</p> <ul style="list-style-type: none"> a. Type of positions required, as applicable (e.g., help desk, trainer, report developer, application support, system administrator, security administration, etc.) b. Number of FTEs within each position c. Skill sets required for each position a. Training required and whether the Vendor provides this training
	<p>Common administrative tasks required with the Munis ERP system include client and server operating system maintenance and basic database administration. In addition, common application administration of the Munis ERP system include user and security administration, printer, workflow, and release update administration.</p> <p>Much of Munis administration has been designed in such a way that clients can opt for a single department to centrally administer tasks such as workflow and security or choose to decentralize administration to other departments. For example, sites can choose to have security administration of all users in the Payroll Department managed by a Payroll administrator or all Workflow specific to the Finance Department managed by someone in that department rather than a single department, such as the IT Department, managing all user security and workflow administration.</p>

	<p>In addition, Tyler offers a Munis Tyler Management Services service which provides operating system and database administration services, such as installations, upgrades, routine maintenance, and database tuning by a specialized department of Munis technicians.</p> <p>Finally, Munis server environment deployment and configuration also plays a role in how much time is required maintaining the Munis system. For example, clients who choose a virtualized, high-availability configuration with off-site replication requires additional resources than clients who opt for a standard dedicated server solution.</p> <p>A client must take each of these variables into consideration when determining how many FTE's are required for ongoing Munis administration. Tyler makes no assumptions of client resource allocation. Based on client analysis and feedback Tyler may recommend 1 FTE when combined with Tyler Management Services and Munis administration decentralized. Clients who choose not to use Tyler Management Services and centrally administer all Munis tasks typically could require 2 FTE's for ongoing Munis administration. Clients with advanced server configurations such as high-availability and/or virtualized environments may potentially require 3 FTE's. It is very common however, for clients to utilize existing resources already responsible for these types tasks such as operating system, database and hardware administration. These FTE's guidelines are not meant for guarantee staffing requirements. Further discussion between you and Tyler is needed to discuss further the details.</p>
7.	<p>Do you limit the number of City staff who can call in for support? If yes, explain your model and how additional staff can be included and at what incremental cost? If there is no limitation, the maintenance agreement should clearly state this fact. Are you agreeable to include such language in our contract?</p>
	<p>As a client, Tyler would not limit the number of your staff who can call in for support. Tyler will work with you to develop mutually agreeable language in a contract.</p>
8.	<p>Describe the types of support needed to keep the product under current support and to keep the product enhanced.</p>
	<p>For as long as a current Maintenance Agreement is in place, Tyler shall provide client with all releases Tyler makes to the Tyler Software Products that Tyler makes generally available without additional charge to customers possessing a current Tyler annual Maintenance Agreement. Third Party Products; and installation, Consulting and Training services related to the new releases will be provided to Client at Tyler's then-current rates. Client acknowledges and agrees</p>

	that a new release of the Tyler Software Products is for implementation in the Tyler Software Products as they exist without Client customization or modification.																														
9.	If applicable, do you need remote access to the server to support/maintain it? If yes, describe the method(s) and security used.																														
	Not applicable with Tyler SaaS																														
10.	Will the vendor contractually agree to:																														
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="4" style="background-color: #4F81BD; color: white; text-align: center;">Contractual Inquiry</th> </tr> <tr> <th style="background-color: #4F81BD; color: white;">Term / Condition</th> <th style="background-color: #4F81BD; color: white;">Yes</th> <th colspan="2" style="background-color: #4F81BD; color: white;">No</th> </tr> </thead> <tbody> <tr> <td>Provide <u>on-site</u> staff for training and implementation</td> <td style="text-align: center;">Yes*</td> <td colspan="2" style="text-align: center;">*</td> </tr> <tr> <td>Non-performance hold-backs?</td> <td style="text-align: center;">X*</td> <td colspan="2"></td> </tr> <tr> <td>Payment hold-backs until fully operational and formally accepted?</td> <td style="text-align: center;">X*</td> <td colspan="2"></td> </tr> <tr> <td>Allow the City to approve Vendor staff assigned to help with implementation?</td> <td></td> <td colspan="2" style="text-align: center;">X</td> </tr> <tr> <td>One year warranty, during which the annual support conditions apply. The first, annual support payment would occur after the warranty period expires</td> <td style="text-align: center;">X*</td> <td colspan="2"></td> </tr> </tbody> </table>			Contractual Inquiry				Term / Condition	Yes	No		Provide <u>on-site</u> staff for training and implementation	Yes*	*		Non-performance hold-backs?	X*			Payment hold-backs until fully operational and formally accepted?	X*			Allow the City to approve Vendor staff assigned to help with implementation?		X		One year warranty, during which the annual support conditions apply. The first, annual support payment would occur after the warranty period expires	X*		
Contractual Inquiry																															
Term / Condition	Yes	No																													
Provide <u>on-site</u> staff for training and implementation	Yes*	*																													
Non-performance hold-backs?	X*																														
Payment hold-backs until fully operational and formally accepted?	X*																														
Allow the City to approve Vendor staff assigned to help with implementation?		X																													
One year warranty, during which the annual support conditions apply. The first, annual support payment would occur after the warranty period expires	X*																														
11.	Describe how your software will be licensed to the City (e.g. site license, named users, concurrent users, etc.)																														
	Munis is licensed per site, allowing unlimited City users access.																														
Software Updates and Distribution																															
12.	Will the City be responsible for performing any system updates or release patches?																														
	Tyler deploys industry leading technology and features that are continually enhanced through a process of perpetual upgrades as part of our Evergreen Philosophy. Application upgrades for on-premises clients are installed by Tyler																														

	<p>Systems Management support services. Tyler SaaS hosted clients request and schedule a time convenient for them to have application upgrades installed by SaaS support engineers during off hours.</p> <p>Some Tyler applications also include incremental software updates that can clients can install themselves. These tools can be used to manually install individual updates or scheduled to install all available updated automatically. The typical install time for this update type can vary depending on the number updates applied, but typically ranges from a couple minutes to an hour.</p> <p>Tyler provides a dedicated Test application environment with most deployments to install new updates. Tyler highly recommends clients use this environment to familiarize themselves with new features and enhancements prior to installing to the Production environment.</p>
<p>13.</p>	<p>Describe the product release cycle including:</p> <ul style="list-style-type: none"> a. Frequency of upgrades/enhancements or new versions (major and minor version releases) b. Contents of release, c. How long release takes to implement, and a. Use of release notes.
	<p>Tyler deploys industry leading technology and features that are continually enhanced through a process of perpetual upgrades as part of our Evergreen Philosophy. This includes a continuous stream of significant yet manageable updates deployed over the life of the application with minimal disruption to our clients. Application updates are provided in the following formats:</p> <ul style="list-style-type: none"> • Technology Releases (e.g. version 9.0, 10.0) are typically released every 2-3 years and represent the baseline for product release, integrating technological advances, and system-wide user-interface improvements. The Release Life-Cycle for Technology Releases is condensed to Early Adoption, Next Release Planning, and Product Retirement. • Product Releases (e.g. version 9.3, 10.2) are released annually after the initial Technology Release. Enhancements and defect fixes (priorities 0-3) are included, as well as database updates. The full Release Life-Cycle applies to each release. Two Year-End releases are provided as the product release typically reaches the Product Retired phase approximately one-and-a-half (Fall) to two years (Spring) after General Availability.

	<ul style="list-style-type: none">• Year-end packages are deployed for the initial year only for Technology Releases and the initial and subsequent years of Product Releases. This update includes updates required for year-end W2 and 1099 processing and are available via Managed Internet Update (MIU).• Individual software corrections are deployed on a daily basis via Managed Internet Update (MIU) for any version not in the Product Retired Life-Cycle phase. The MIU is an internet update utility that facilitates the downloading of software corrections, custom packages, and Year-End releases. Updates can be installed on-demand incrementally or scheduled to have all available updates installed automatically.
--	---

Section 13 ADDENDA

3.13 Addenda (Section 13)

The Procurement Services Division may issue an addendum in response to any inquiry received, prior to proposal opening, which changes, adds to or clarifies the terms, provisions or requirements of the solicitation. The Proposer should not rely on any representation, statement or explanation, whether written or verbal, other than those made in this RFP solicitation document or in any addenda issued. Where there appears to be a conflict between this RFP solicitation and any addendum, the last addendum issued shall prevail. It is the proposer's responsibility to ensure receipt of all addenda and any accompanying documents. Proposer(s) shall acknowledge receipt of any formal Addenda by signing the addendum and including it with their proposal. Failure to include signed formal addenda in its proposal shall cause the City to deem the proposal non-responsive provided, however, that the City may waive this requirement in its best interest.

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

Not applicable

Section 14 SEPARATE SEALED COST PROPOSAL

One (1) original cost proposal, ten (10) copies of the cost proposal, and one (1) electronic copy of the cost proposal shall be submitted in a separate sealed envelope labeled "Cost Proposal". Costs for the Vendor's proposed solution should be submitted on the proposal pricing forms provided in the associated Microsoft Excel pricing spreadsheet. Pricing forms should remain in the original Excel format.

☑ The City will not consider time and materials pricing. Vendors shall provide firm and fixed pricing based on the functionality described. For each item, indicate if the cost is one-time, annual, or other.

o The Vendor shall provide price information for each separate component of the proposed solution, as well as the costs of any modifications necessary to fully comply with the RFP specifications.

☑ If any lump sum amounts are provided, Vendors should indicate in the comments sections what the lump sum consists of.

o In the event the product or service is provided at no additional cost, the item should be noted as "no charge" or words to that effect.

o In the event the product or service is not being included in the Vendor proposal, the item should be noted as "No Bid".

☑ Vendors shall provide all pricing alternatives in these cost sheets.

o Vendor shall provide prices in U.S. dollars.

☑ Vendor shall make clear the rationale and basis of calculation for all fees.

☑ Vendors shall show separate subtotals for the required elements of the proposed solution, and for any layers of optional elements.

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

In presenting software license fees, the Vendor shall:

☑ Explain all factors that could affect licensing fees;

☑ Make clear what type of license is offered for each price (named user, concurrent user, installed copies, processor-based, etc.);

SaaS Pricing – Concurrent users.

Perpetual Licensing – Site licensed.+

☐ Indicate which product versions, operating platform(s), and machine classes are included for each price;

☐ Indicate whether a product is for “server” or “client,” as applicable; and,

☐ Make clear the extent of any implementation services that are included in the license fees (installation, configuration, training, etc.)

To the extent possible, Vendors shall show any applicable discounts separately from the prices for products and services. The City prefers that Vendors provide separate prices for each item in the proposed solution. However, the Vendor is also encouraged to present alternatives to itemized costs and discounts, such as bundled pricing, if such pricing would be advantageous to the City.

The City reserves the right to pursue direct purchase of all items and services proposed, as well as to obtain independent financing. The City is considering a vendor-hosted solution through an ASP or SaaS licensing model. As such, the City is requesting proposals to include detailed information regarding the Vendors hosting and licensing options. If multiple solutions are proposed, please include a separate pricing form for each hosting/licensing model.

Per instructions of the RFP, please reference Cost Proposal under separate cover.

Section 15 TECHNICAL REQUIREMENTS

3.4 Technical Infrastructure (Section 4)

The Vendor shall provide the information described in this section. The information will be used in the evaluation process. Vendors should identify where conflicts may exist between their solution and current technologies being used in the City as described in section 1.5.

15.1 TECHNICAL REQUIREMENTS FORM

In addition to providing responses to the following items, the Vendor must complete the Technical Requirements Form in section 7.11 of this RFP, and include it in this section of the response.

As the City is contemplating a City-hosted versus Vendor-hosted solution, aspects of the proposed solution to be provided should be clearly delineated where they vary between these two approaches in the sections below.

Due to the inability to edit forms for separation, please reference the Technical Requirements Form in Section 12 of this proposal response.

15.2 HARDWARE AND STORAGE ENVIRONMENT

7. Hardware and Storage Environment

a. Describe the proposed computer hardware and storage environment to support the system. In the event that there are multiple computer systems available, list all options. Indicate which is the preferred hardware platform and why. List the conditions in which the preferred hardware platform would change. A hardware configuration, which takes into account the size of the City, application modules, database size, and anticipated growth, must be provided.

Tyler applications are multi-tiered - typically consisting of a 3-tier architecture utilizing web, application, and database tiers. Tyler applications are deployed exclusively on industry leading Microsoft stack of technologies, utilizing Windows Server, SQL Server, Active Directory, Internet Information Services, SharePoint, Office, SQL Server Reporting Services, and Analysis Services.

Tyler has proposed a SaaS hosted solution. With Tyler Software as a Service (SaaS), Tyler hosts and manages all Tyler applications from Tyler managed facilities. We will provide the ongoing support, maintenance, and upgrades of the applications, hardware, and operating system. You receive clear and concise documentation, defining all aspects of the relationship. You will receive a Contract (Commitment to Partner), a Statement of Work (clearly defines Scope, Roles, and Responsibilities of both partners), and a Service Level Agreement (Measurable Expectations of Performance).

Tyler also supports most industry standard on-premises server deployments including bare-metal or virtualized, consolidated or distributed, multiple application environments, and high-availability configurations.

TYLER SYSTEM SPECIFICATIONS

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

Clients considering Tyler SaaS hosting should disregard any references of “on-premises” specific requirements.

NETWORK AND SECURITY REQUIREMENTS

Tyler applications communicate over TCP/IP and a network infrastructure of 10/100 Mbps between workstation and server and gigabit (1000 Mbps) connections between on-premises servers is highly recommended.

On-premises installations require external web servers reside in a Firewall DMZ. On-premises clients must obtain a 1024-bit (minimum) SSL certificate for all web and application servers to encrypt all traffic over HTTPS between the server and end users.

Bandwidth Requirements

Bandwidth usage can vary depending on application user type and their daily functions. Based on benchmarks through Tyler’s SaaS data center and Test Lab, Tyler recommends the following bandwidth requirements:

Client to Server:

- Minimum: Mobile broadband connection
- Recommended: 10/100 Mbps network connection
- 20-25 Kbps per concurrent user session

Server to Server (on-premises only):

- 1GBps network connection

Server to Disk Subsystem (on-premises only):

- Server environments up to 250 concurrent users: iSCSI
- Server environments over 250 concurrent users: Fiber

Tyler highly recommends sites with many anticipated remote users request a bandwidth utilization report for at least 1 month of recent usage from their ISP to ensure they have sufficient bandwidth available to meet these requirements, especially those considering Tyler SaaS Hosting.

Remote access options for on-premises installations such as Remote Desktop Services (RDS), RemoteApp and Citrix are supported and recommended for low bandwidth environments.

Email Server Integration

An SMTP email server is required for sending application notifications. Any email server can be used for email notifications however; Microsoft Exchange is required for the following advanced functionality:

- Automated scheduling in areas such as Munis Scheduler Central used with Munis Permitting, Munis Work Orders and Munis Utility Service Orders, and Munis Work Order Facilities room reservations.
- Appointment creation on records directly from Munis.

END-USER REQUIREMENTS

Microsoft Windows Workstation Requirements

COMPONENT	REQUIREMENT [1]
Workstation	Microsoft Windows Certified PC (Nationally recognized brand)
Processor	Multi-Core CPU
Operating System	Windows 7 and later
Memory	4GB RAM
Disk Space	500 MB
Network	Gigabit Ethernet/member of a domain
Screen Resolution	General: 1280 x 800 minimum, 1600 x 900 recommended EnerGov: 1680 x 1050 minimum, 1920 x 1080 recommended, 2560 x 1600 for ePlans Review
Required Software [2]	Microsoft .NET Framework 4.5 Microsoft Silverlight 5.1 Java Runtime Environment 8
Productivity Software	Microsoft Office 2010, 2013, 2016 Microsoft Office 365 (requires desktop client) Microsoft Office 2007 is supported for Excel and Word exports only; Munis add-ins are not supported

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

[2] Microsoft .NET is required for Tyler Cashiering only. Microsoft Silverlight is required for EnerGov, and select Munis Central applications. Java is required for advanced Tyler Content Manager functionality only.

Browser Compatibility

BROWSER	NOTES
Microsoft Internet Explorer 11	Supported
Google Chrome (latest version)	Supported except for use with Silverlight and ExecuTime applications.
Mozilla Firefox (latest version)	Supported with EnerGov, and Self-Service applications.

Apple macOS Workstation Requirements

For optimal user experience, Tyler recommends all Mac workstations used for back office access (non Self Service) leverage macOS Keychain Access to store credentials or an authentication solution such as Microsoft Web Application Proxy. Refer to *macOS Limitations* for additional information regarding using Tyler applications with macOS.

COMPONENT	REQUIREMENT [1]
Operating System	macOS 10.10 or later
Processor	1.8 GHz Intel minimum, 2.5GHz Intel recommended
Memory	4GB RAM
Disk Space	500 MB
Screen Resolution	General: 1280 x 800 minimum, 1600 x 900 recommended EnerGov: 1680 x 1050 minimum, 1920 x 1080 recommended, 2560 x 1600 for ePlans Review
Required Software [2]	Microsoft Silverlight 5.1
Productivity Software	Microsoft Office for Mac 2011, 2016 Microsoft Office 365 (requires desktop client)

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

[2] Microsoft Silverlight is required for EnerGov, and select Munis Central applications.

Browser Compatibility

BROWSER	NOTES
Apple Safari 9.1 or higher	Auto-updates must be enabled.
Mozilla Firefox (latest version)	Supported for Munis Self-Service only

Limitations with macOS

The following Tyler applications or select application functionality is not supported on macOS. This functionality can be obtained using alternative solutions such as RDS to a Windows environment or “Windows on Mac” virtualization (e.g. Parallels Desktop for Mac, VMware Fusion).

EnerGov

EnerGov is fully supported on macOS with the exception of eReviews.

ExecuTime

ExecuTime is not supported on macOS.

Munis

Munis is fully supported on macOS with the following exceptions:

- Microsoft Office for Mac does not support connections to SQL OLAP cubes. Due to this Microsoft limitation, Mac users cannot access Munis Cubes.
- Munis Next Year Budget Entry (NYBE) for Excel is a Microsoft Excel add-on is one of several ways users can input and maintain information related to next year budget entry. This add-on is only available for Microsoft Excel (2010 and higher) on Windows platforms.
- SQL Server Reporting Services reports cannot be created or modified.

Tyler Content Manager

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

Tyler SIS

Tyler SIS is fully supported on macOS with the following exceptions:

- Mass Picture Uploader
- Test Score File Converter
- Scheduling Utility
- AD Hoc Reporting Utility

Mobile Device Options

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

APPLICATION	ANY MOBILE DEVICE	WINDOWS TABLET	WINDOWS PHONE	iOS	ANDROID
Click2Report for Tyler Incident Management				App	
EnerGov Inspections		App		App	
EnerGov Enforcement Management				App	
ExecuTime Timekeeping	Mobile Web	Mobile Web	Mobile Web	Mobile Web	Mobile Web

iasWorld Application Suite	Web App	Web App	Web App	Web App	Web App
iasWorld Field Mobile	App				
Munis Application Suite	Web App	Web App		Web App	Web App
Munis Field Inspector	App		App		
Munis Self-Service	Mobile Web	Mobile Web	Mobile Web	Mobile Web	Mobile Web
Munis Workflow	Email	App	App	App	App
Munis Work Orders	App			App	App

App: Native mobile app.

Mobile Web: Mobile optimized web site. Not all devices tested regularly.

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

Email: Munis Workflow can send emails with links to process workflow from any device.

PERIPHERALS

Printers

Most application forms and reports allow users to print directly to any printer accessible from their workstation. Tyler recommends using laser printers for universal compatibility for all applications. Workgroup class laser printers are required for select print jobs.

PRINTER TYPE	Reports	Forms	Additional Criteria/Notes
HP or HP Compatible Laser Printer	Yes	Yes	PCL 5 or above

Scanners

Tyler Content Manager (TCM) supports two methods of batch scanning documents. Documents can be scanned to a file system (e.g. network share), then batch imported into TCM. Documents can also be scanned directly into TCM using a scanner attached to a workstation.

The first method only requires a scanner capable of scanning to a file system. The second method requires a TWAIN compliant scanner. Tyler highly recommends using an approved scanner referenced in the Scanner Compatibility Chart below for full functionality. Tyler also recommends verifying driver compatibility with your operating system for any scanner considered.

SCANNER BRAND	SCANNER MODEL	
Canon	CR-190i	DR-7550C
	DR-2510C	DR-7580
	DR-3010C	DR-9050C
	DR-4010C	DR-9080C
	DR-5010C	DR-M160
	DR-6050C	DR-X10C
	DR-M140	DRC-125
	DR-M160	DR-C125
	DR-6030C	
Fujitsu	Fi-5750C	Fi-6240Z
	Fi-5900C	Fi-6670
	Fi-5990C	Fi-6770
	Fi-6040Z	Fi-7160
	Fi-6110	Fi-7260
	Fi-7180	Fi-7280
	Fi-6110	
Graphlex	CS500 Pro*	
Hewlett Packard (HP)	ScanJet 8250*	ScanJet 8390*
	ScanJet 8350*	
Panasonic	KV-S7075C	KV-S1057C
	KV-S5046H	KV-S1027C
	KV-S2087	KV-S1015C
Xerox	Documate 152*	

* Not fully supported. These scanners have not been tested in our lab. They are in use by one or more customers and may have issues that have not been reported.

Barcode Label Printer for Batch Scanning

TCM clients can scan multiple documents at once using barcode batch scanning. This involves printing and affixing a 3" x 1" barcode label to the first page of a document, then scanning any number of documents using a high speed scanner. The barcode label includes metadata related to each document allowing TCM to automatically index the documents with respective application records. This process is commonly used in Accounts Payable invoice processing for example.

The following equipment is required for each workstation to print barcode labels:

EQUIPMENT	MODEL
Bar Code Printer	Zebra GX420d direct thermal printer (Mfg. Part: GX42-202411-000)
Labels	Zebra Z-Select 4000D 3" x 1" labels (Mfg. Part: 10010043)

ON-PREMISES SERVER REQUIREMENTS

Overview

Tyler supports several server environment deployment types including high availability configurations, virtualized environments and dedicated testing environments; the following requirements are for a standard deployment. Unless otherwise noted, all specifications include non-production environments (e.g. Train and Test).

Operating system, database, and application software is included for reference only. It is the client's responsibility to properly license Microsoft software and procure required infrastructure.

Storage

Hard disk space specifications include a combination of internal hard drives and SAN storage device for many servers. Storage requirements are included for each server for capacity planning purposes. A fiber controller is strongly recommended for dedicated database servers and virtualized environments connecting to the SAN device for performance and redundancy reasons; iSCSI is sufficient for all other servers. For larger SQL installations, configuring the TEMPDB files on dedicated solid state drives can significantly improve SQL performance. SQL Server Enterprise Edition is required for "at-rest" data encryption using Transparent Data Encryption (TDE).

High Availability

Tyler supports a variety of high availability (HA) server configurations. Tyler's recommended configuration is a virtualized environment used in conjunction with replication products such as VMware Site Recovery Manager or Veeam Backup and Replication. For environments requiring multiple dedicated SQL Server servers, SQL Server AlwaysOn Availability Groups is recommended (note, AlwaysOn requires SQL Server Enterprise Edition). A hardware-based network load balance appliance is required when using multiple application servers. Clients should contact Tyler Installation Services when considering these advanced configurations.

Tyler will work with every client to help determine the best configuration to meet their infrastructure needs, however it is typically the responsibility of the client (or their hardware vendor) to configure advanced HA environments.

Virtualization Support

Tyler Technologies supports VMware vSphere and Microsoft Hyper-V for virtualizing Windows servers. It is a requirement that a Storage Area Network (SAN) or RAID 10 direct attached storage be used when configuring a virtualized solution and the system should be configured such that virtualized guests are given dedicated memory. VM provisioning is the responsibility of the client; Tyler Technologies does not offer any training or installation services for the VMware or Microsoft Hyper-V.

General Server Requirements

SERVER	COMPONENT	REQUIREMENT
All Servers	General	Server dedicated to this Tyler product Microsoft Windows Certified Server (nationally recognized brand) External backup solution Gigabit Ethernet RAID storag
	Operating System	Microsoft Windows Server 2012R2 Standard
	System Software	Additional Microsoft components will be downloaded, including Microsoft Silverlight, Microsoft VCSASP, and Visual C++ Runtime Libraries
	Network Environment	Domain with Active Directory Services
Database Servers	iasWorld	Oracle 11g/12c Standard or Enterprise Edition [1]
	All other Tyler applications	Microsoft SQL Server 2012 or 2014 Standard or Enterprise [1]

[1] Requires Oracle Named User or Application License.

[2] SQL Server Enterprise Edition is only required for advanced RDBMS functionality including SQL AlwaysOn Availability Groups for high-availability, and SQL Server TDE for at-rest data encryption.

Hardware Requirements

Munis – Up to 100 Users

The following outlines server infrastructure required for a Munis implementation sized up to 100 concurrent Munis users.

COMPONENT	App/DB	CMS	External Web
Number of Servers	1	1	1
Processor - Physical	2x 2.0GHz 4 Core	2x 2.0GHz 4 Core	1x 2.0GHz 4 Core
Processor – Virtual Cores	4	4	2
Memory	32GB	24GB	12GB
Storage	400GB-750GB	300GB	100GB

Munis – Up to 250 Users

The following outlines server infrastructure required for a Munis implementation sized up to 250 concurrent Munis users.

COMPONENT	App/DB	CMS	External Web
Number of Servers	1	1	1
Processor - Physical	2x 2.0GHz 4 Core	2x 2.0GHz 4 Core	1x 2.0GHz 4 Core

Processor – Virtual Cores	4-6	4	2
Memory	56GB	24GB	12GB
Storage	650GB-1.5TB	300GB	100GB

Munis – Up to 500 Users

The following outlines server infrastructure required for a Munis implementation sized up to 500 concurrent Munis users. At this size, Tyler recommends separate infrastructure for non-production environments (e.g. Train, Test).

Sites with more than 500 concurrent Munis users should contact their Tyler Sales Representative or Tyler’s Installations Department for a customized configuration.

Production Environment

COMPONENT	App [1]	DB [2]	CMS	External Web
Number of Servers	2	2	1	1
Processor - Physical	2x 2.0GHz 4 Core	2x 2.4GHz 4 Core	2x 2.0GHz 4 Core	1x 2.0GHz 4 Core
Processor – Virtual Cores	4 vCPUs	4-6 vCPUs	6 vCPUs	2 vCPUs
Memory	32	48	24	18
Storage	300GB	2TB-4TB	300GB	100GB

[1] Multiple application servers for the production environment require a Network Load Balancer.

[2] SQL Server Enterprise Edition required for SQL Server Always On.

Non-Production Environment

COMPONENT	App	DB	CMS	External Web
Number of Servers	1	1	1	1
Processor - Physical	1x 2.0GHz 4 Core	1x 2.4GHz 4 Core	1x 2.0GHz 4 Core	1x 2.0GHz 2 Core
Processor – Virtual Cores	4 vCPUs	2 vCPUs	4 vCPUs	2 vCPUs
Memory	32	32	24	16
Storage	300GB	2TB-4TB	300GB	100GB

Server Definitions

Consolidated Munis Application & Database Server (App/DB)

Hosts the presentation, core, and databases components for Munis. An SSL Certificate is required for this server.

Dedicated Munis Application Server (App)

For Munis clients with 250+ users; hosts the presentation components for Munis. An SSL Certificate is required for this server.

Database Server (DB)

The SQL server houses the SQL databases and core application server components for Munis. Munis runs in IIS and is accessed via HTTPS. An SSL Certificate is required for this server.

Content Management Server (CMS)

This internal server houses the application server components for Tyler Content Manager and, if applicable, ExecuTime.

External Web Server (External Web)

This external web server hosts all externally accessible Munis products. Users access this server via HTTPS. An SSL Certificate is required for this server.

ExecuTime

ExecuTime is typically installed on existing Tyler servers. Specifically, the application is usually installed on the **TCM application server** and the database installed on the **Tyler Database server**. The following requirements should be added to the server requirements ExecuTime is installed on based on the total number of ExecuTime employees. ExecuTime does not require additional storage or database requirements.

ADDITIONAL REQUIREMENTS	Up to 1000 Employees	Up to 2000 Employees	Up to 3000 Employees	3000+ Employees
Processor Cores	0	0	+ 2	+ 2
Memory	+ 4GB	+ 4GB	+ 10GB	+ 18GB

b. What system architecture do you propose? Describe the number and type of: application servers, database server(s), and development and test environments.

Tyler applications are multi-tiered - typically consisting of a 3-tier architecture utilizing web, application, and database tiers. Tyler applications are deployed exclusively on industry leading Microsoft stack of technologies, utilizing Windows Server, SQL Server, Active Directory, Internet Information Services, SharePoint, Office, SQL Server Reporting Services, and Analysis Services.

Tyler’s standard application deployment includes production and test environments. Select Tyler application deployments may also include additional Train and/or Implementation environments. Traditionally these environments co-exist on the same server environment, however clients can choose to split them out to separate server environments.

The test environment is typically utilized by clients to test new versions of application software prior to installing into production. While it's not required, some clients opt to host this environment on a separate server host. This provides the ability to also test platform updates such as operating system and RDBMS updates without effecting the production environment.

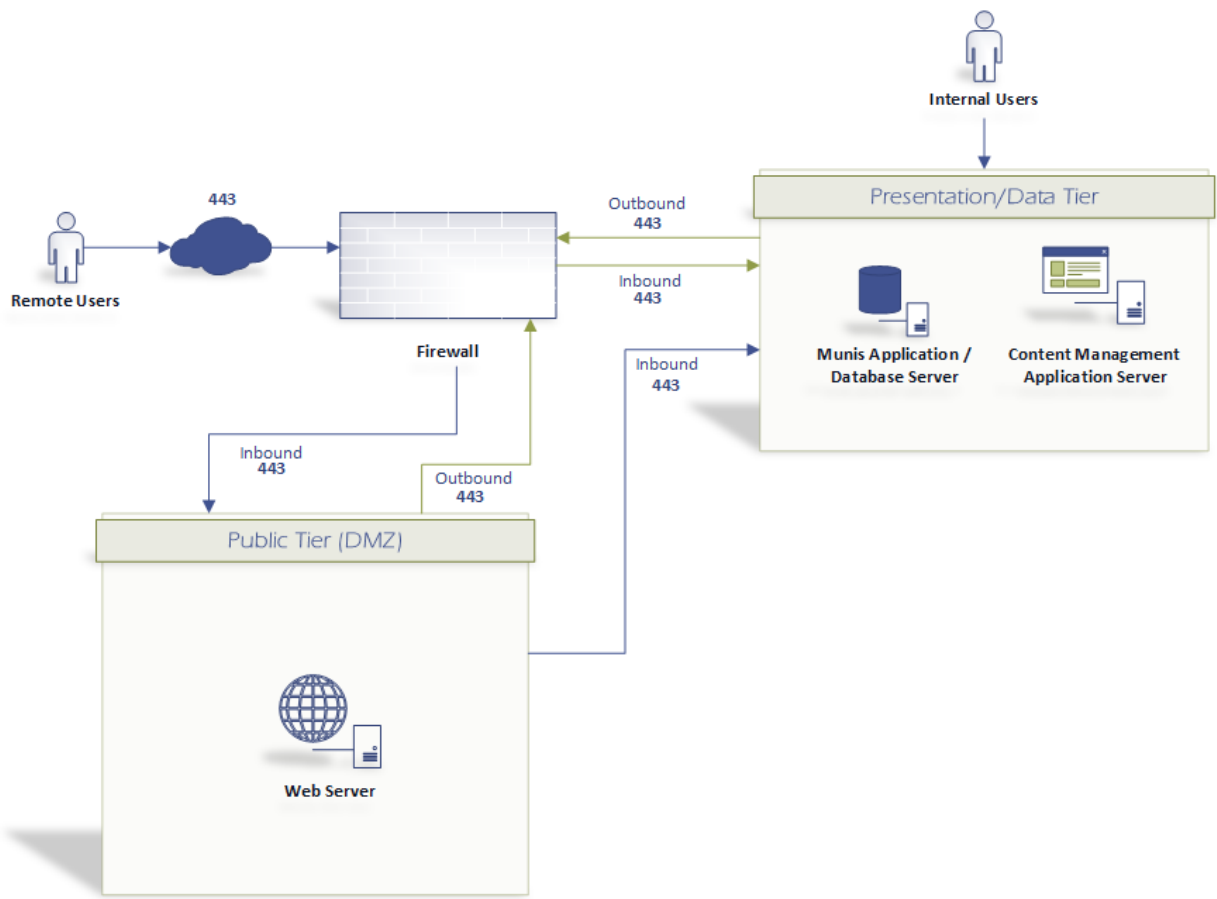
For application deployments including a train environment, this environment typically mirrors production and is used as a sandbox for users to test or train on processes.

Tools are provided to easily "refresh" application data and code from one environment to another. This can be performed on-demand or automated to occur on a schedule.

Tyler will work with every client to discuss their current and desired business practices to determine the best configuration that will meet their infrastructure needs.

Describe your proposal's technical architecture (preferably using a PowerPoint or Visio diagram). This should show components such as the database server, applications server, reporting server, test/training server, firewall(s), web server(s), web browser, minimum workstation requirements, remote access, wireless connectivity, network connectivity to LANs and WAN, etc. Describe any potential use of virtual server technologies (e.g. Microsoft Virtual Server, VMware) and application accelerators and note what Vendors you partner with or recommend and/or support.

Configuration Diagram



c. Describe your proposed information architecture/model (preferably using a PowerPoint or Visio diagram). This should depict data models, taxonomy, data elements, coding structures, a process for standardizing on a particular coding structure, data definitions (employees, Vendors, invoices, etc.)

Tyler Technology Framework

